



THE

Water Faucet

DECEMBER 2020 / THE OFFICIAL NEWSLETTER OF



Street Address

2263 Westborough Blvd.
So. San Francisco, CA 94080

24-Hour Phone

650-589-1435

Fax

650-589-5167

Email

WWD@WestboroughWater.org
(email address is NOT case sensitive)

Website

WestboroughWater.org
(website address is NOT case sensitive)

Visit our website for updated information, water conservation tips, rebate forms, and much more!

WWD Board Meetings

The Westborough Water District board meetings are held on the second Thursday of every month at the District office. The meeting begins at 7:30 p.m. and the public is encouraged to attend.

WWD Board of Directors

Janet G. Medina
President

Tom Chambers
Vice President

Perry H. Bautista
David J. Irwin
Karema Al-Arabi
Directors

WWD Management

Darryl Barrow
General Manager

Patricia Mairena
Assistant General Manager

Thank You to First Responders!

We want to thank the Healthcare and First Responders for their diligence, sacrifice, and dedication during this unprecedented event. You are so appreciated! We thank you for your strength and all you have done. Stay safe!



COVID-19 Customer Information

With the rising cases of COVID-19 and small staff of six, full-time essential service employees, our office remains closed to customers until further notice. There are many options to pay your bill as mentioned below. Please keep in mind the District bills only six times (bi-monthly) the entire year. Should you need assistance, we will continue to provide the same level of service. Please contact the District office at (650) 586-1435. Our business hours remain the same (8 a.m. to 4:30 p.m. Monday through Friday). **We appreciate your patience and understanding.**

Options for Paying Your Bill



BY MAIL

Westborough Water District
P.O. Box 2747
South San Francisco, CA 94083-2747
(check or money orders only)



WWD ONLINE WEB PAYMENTS

Make a one-time payment or sign up for recurring payments securely using your Visa, Mastercard, or personal check on our website at **WestboroughWater.org/billpay** free of charge! You must have your account number to access it.



WWD DIRECT PAYMENT (ACH)

You may also sign up for our Direct Payment Program from your checking or savings account. For your convenience, we have included the ACH form with this newsletter. By using ACH, your bank account will be charged on the due date of the bill, thus avoiding any late fees!



WWD OFFICE HOURS: Monday-Friday, 8:00 am to 4:30 pm. Closed on holidays.

Sign-Up for Electronic Bill Payment and Avoid Late Fees!

The District encourages all customers to sign up for electronic bill payment services to facilitate timely payment of their water bill. If you haven't already signed up for electronic bill payment, please do so now. By signing up, you never have to remember whether or not you paid your water bill and never incur late fees again. You will still continue to receive your bi-monthly water bill statement which includes your water usage and amount to be deducted from your checking, savings, Visa, or Mastercard account.

Please note when paying your bills online using your own bank, payment can be delayed to the District up to 10 business days. Banks often delay mailing until they have a number of checks. This may cause you to incur late fees. ■

To avoid a late fee, sign up for the District's Auto Payments Program through our website!

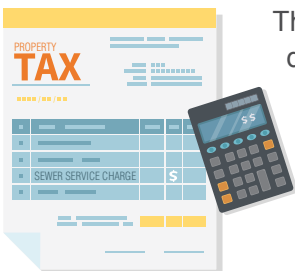
District Adopts Long Term Capital Improvement Programs

On September 10, 2020, the Board of Directors of the Westborough Water District adopted a potential list of Long Term Capital Improvement Projects (CIP). The list of current projects, as well as potential list of long term capital improvement projects, can be found on the District's website at:

..... WestboroughWater.org/cip



Sewer Service Charge on Property Tax Bill



The amount of water you consumed during January and February 2021 will be used to determine your annual sewer charge and will appear on your property tax bill effective July 1, 2021. If you experience high usage during this period due to an emergency or uncontrollable event, you will need to submit a written request to the District for possible adjustment no later than May 15, 2021. ■

**SOME WATER
CONSERVATION
PRODUCTS STILL
AVAILABLE AT WWD**

SUPPLIES ARE LIMITED.

Please telephone the District for
contact-free pickup.



AMI Meter Reading



The District has begun installing new Advanced Metering Infrastructure (AMI) meters. With the new meters, the District will be able to read your water meters remotely without having

to go into the field and manually read your meter. In minutes, the District will be able to read hundreds of water meters. All of the work is being done in-house by District employees. This process will take a few years to be completed. Prior to changing meters, customers are mailed an advanced notice when employees will be working in your area. All District employees carry identification cards.

The District is committed to replacement of your infrastructure to ensure you have a safe and reliable water system. Every year the District budgets money specifically for water and sewer improvements. ■

NOTARY PUBLIC

The District has a Notary Public on duty that can notarize documents you may have for a fee of \$15 per signature. WWD Customers can take advantage of this service by appointment only.

CALLING IN ADVANCE IS REQUIRED! 650-589-1435