



THE

Water Faucet

FEBRUARY 2025 / 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

Don Amuzie
President

Perry H. Bautista
Vice President

Julie L. Richards
Janet G. Medina
Tom Chambers
Directors

WWD Management

Patricia Mairena
General Manager



Facilities Improvement Reinvesting in Your Infrastructure

In light of the District's proximity to the San Andreas Fault, the District has employed an engineer to conduct an extensive seismic vulnerability assessment of the water and sewer systems. The report generated information on how the District's facilities would perform after a major seismic event. It also recommended strengthening certain of the District facilities, assisted with critical planning for future seismic events, and helped to update the District's emergency preparedness plan.

As part of its Capital Improvement Plan, the District will soon be undertaking much-needed seismic improvements which are necessary to provide more reliability in case of an earthquake. Starting in late Spring, the District will begin retrofit work to Skyline Tank No. 3, and will continue with the design phase of the work needed to be done to Skyline Tank No. 2. ■



Above: Skyline Tank No. 3's recoating job completed back in late 2022.

Tips for Disaster Preparedness

The recent fires in Southern California have reminded all of us of the importance of being prepared during a major emergency. The three major concerns in San Mateo County are: **floods**, **wildfires**, and **earthquakes**.

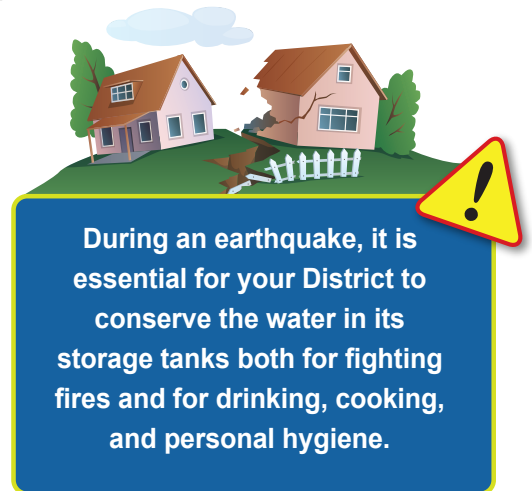
As stated in the County of San Mateo website: "Most local, state, and national organizations are still promoting the 72-hour concept. In a large-scale event, such as a significant earthquake in the Bay Area, it may take longer than 72 hours before we can get supplies and support to all our residents. In an effort to realistically plan for disasters in our county, we encourage you to be prepared to survive on your own for up to one week." ■

Are you prepared? Check out our 8 tips to get ready for a possible disaster inside.

Are You Ready?



TIPS TO BE PREPARED

- 1 Purchase or customize earthquake kits and include enough food and water** for as many people who may be in your home when an emergency strikes. Do not forget your pets! Make sure to include prescriptions, walking shoes, extra contacts or glasses, toiletries, insurance documents, and important telephone numbers.
[ready.gov/kit](https://www.ready.gov/kit)
- 2 Make an emergency plan** that includes evacuation and meeting location.
- 3 Secure it now!** Reduce the hazard of falling objects throughout your home by securing televisions, computers, bookcases, unstrapped water heaters, and furniture.
- 4 Consider storing disaster supplies in your home, office and vehicle.** Disaster supplies should include food, water, flashlights, portable radio, batteries, first aid kit, cash, extra medication, a whistle, and fire extinguisher.
- 5 Drop, cover, and hold on!** Learn what to do during an earthquake, such as Drop, Cover, and Hold On, that may save your life or reduce injury. For additional information (also available in other languages), please visit [shakeout.org/dropcoverholdon](https://www.shakeout.org/dropcoverholdon)
- 6 First Aid:** Make sure you are able to help administer first aid by taking proper classes. Check with the Red Cross or the City of South San Francisco for classes offered.
- 7 Communication and Recovery:** Communication will be an important step following a major disaster in your recovery efforts. Turn on your portable radio for information and safety advisories. Make sure to sign up for SMC Alert, the San Mateo County's primary alert and warning system at smcgov.org/dem/smc-alert
- 8 Shut off your House Valve:** Do you know where your house valve is? You could help your District conserve the water in its storage tanks by knowing how to shut off your house valve. If you are unfamiliar with its location, please contact Customer Service at 650-589-1435. We will be happy to have one of our field staff stop by to show you where your valve is, and how to shut it off.



In the Event of an Earthquake, Will You Have Enough Drinking Water?

Be better prepared for an earthquake or emergency by keeping at least a 3-day water supply (one gallon per person per day, for drinking and sanitation; do not forget your pets). The following websites provide very helpful information, please visit:

-  The San Mateo County Department of Emergency Management website at smcgov.org/dem/prepare
-  The National Citizen Preparedness website at [ready.gov](https://www.ready.gov)



Customer Connect Program: Stay Connected During an Emergency

Customer Connect is designed to provide you with up-to-date communications in case of a service interruption, emergency, or other urgent information regarding the District's water and sewer services. Customers who sign up for this service will receive updated information during a major disaster! It's easy to sign up and you can unsubscribe at any time! Stay informed, stay connected, and visit WestboroughWater.org/connect



SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.

For your safety, always call before you dig!

Dial 811 or submit a ticket at usanorth811.org and your local utilities will be contacted to come out and mark their facilities in the area you plan to dig.

Conserve Water Now to Reduce Sewer Service Charges on Your Property Tax Bill

The amount of water you consumed during January and February 2025 will be used to determine your annual sewer charge and will appear on your property tax bill effective July 1, 2025.



If you experienced high usage during this period due to an emergency or uncontrollable event, please submit a written request to the District for possible adjustment **no later than May 15, 2025**. That way, any adjustment can be made before the charges are submitted to San Mateo County for inclusion on your property tax bill. ■



Credit Card Processing Fees Have Been Implemented

As previously informed, at their August 8, 2024, board meeting, the Board of Directors reviewed and approved a 3.5% fee which will be charged for this service to recover bank fees, effective with the payments for the September 15, 2024, bills.

Please remember that the WWD only bills its customers six times per year, so there are **only six bills involved**; however, to avoid paying this fee, you may elect to pay your bill by using cash, check, or direct payment (ACH), which is a safe and totally free option. ■

Is Your Bank Paying Your Water Bill on Time?

Unfortunately, some customers who paid their bills via their online banking service were under the mistaken impression that the District received the funds electronically on the date they selected. Instead, they found out that not only was their bill **not paid on time**, but a late fee was incurred. The online banking service debits your account on the date you select and then mails a check to the District; however, many bank online payment processors bundle and hold checks for up to 7 business days before mailing them. **This can cause your payment to be received after the bills are due and incur late fees.** To help ensure timely payment of your bill and **avoid** late fees, we suggest you schedule your payments at least 10 business days prior to the due date or sign up for WWD Direct Payment-ACH (read the next article). ■



OPTIONS FOR PAYING YOUR BILL

The District offers multiple options for paying your water bill: online, phone, mail, and in-person. Learn more about these options, as well as credit card and debit card processing fees at:

WestboroughWater.org/rates



WWD DIRECT PAYMENT (ACH)

This service will continue to be totally free to customers!

You may 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 and additional credit card fees!*

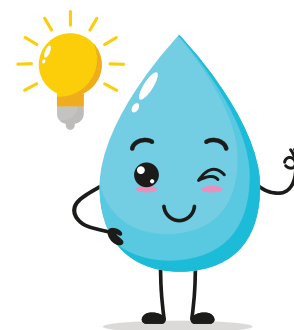
Note: for ACH we will not debit your account until the due date, or the last day you can pay your bill without a late charge.

IMPORTANT: If you already signed up for this service, there is no need to complete another form (unless your banking information has changed).

Just fill out the enclosed form and return it to us!

Rebates and Water Conservation

WWD wants to remind its customers of the importance of continual water conservation. In an effort to assist the customers, the District continues to offer washing machine and toilet rebate programs. These programs are an incentive for customers who are contemplating purchasing one of these. Please visit WestboroughWater.org/rebates to review the qualifications and to obtain rebate forms. ■



FREE!

Water Conservation Products Are Still Available!

Please telephone the District ahead to arrange contact-free pick up of your **FREE** water conservation products. Please request only the items you will use. **Maximum one of each.** More details available at WestboroughWater.org/conservation

For Your Home



Cold Water Catcher Bucket

For Your Garden



Multi Spray Pattern Garden Nozzle

For Your Kitchen



1.5 GPM Dual Function Aerator

For Your Bathroom



1.5 GPM Low-flow Shower Head



1.0 GPM Needle Spray Aerator



Toilet Dye Strips Leak Detection

AGREEMENT AUTHORIZING DIRECT PAYMENTS (ACH DEBITS) OF WATER AND METER SERVICE FEES AND CHARGES

1. **Authorization.** I, _____ hereby authorize Westborough Water District (District), through its financial institution, to implement a direct payment procedure for water and meter service fees and charges, through ACH (Automated Clearing House) debit entries initiated by District to be debited against the bank account indicated below. Such ACH debit entries shall be made on a bi-monthly basis and in lieu of the physical mailing of the customers' payment.

2. **Bank Account**

- ☐ Checking Account
☐ Savings Account

Banking Institution Name _____

Branch _____

City _____ State _____ Zip _____

Routing Number _____

Account Number _____

3. **Water Service Account**

Name (on the account) _____

Account Number _____

Service Address _____

4. **Termination of this Authorization**

This authorization is to remain in full force and effect until District has received written notice of termination. The termination shall be effective two weeks after the District receives such written notice.

I agreed to all the above,

Name (please print) _____

Signature _____ Date _____

NOTE: ALL DEBIT AUTHORIZATION **MUST** PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED ABOVE.

PLEASE ATTACH A VOIDED CHECK TO THIS FORM



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Delivering Quality for You Since 1961



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Does WWD have your current phone number on file? WWD would like to make sure it can contact you in case of an emergency. You can update the phone number on your account by calling WWD at (650) 589-1435 or visiting

WestboroughWater.org/contact.

Please have your account number ready.