



THE

Water Faucet

MARCH 2020 / THE OFFICIAL NEWSLETTER OF



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(email address is NOT case sensitive)

Website

WestboroughWater.org
(website address is NOT case sensitive)

Visit our new 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

David J. Irwin
President

Janet G. Medina
Vice President

Perry H. Bautista
Tom Chambers
Karema Al-Arabi
Directors

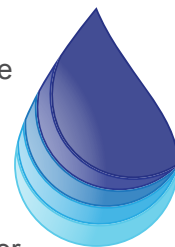
WWD Management

Darryl Barrow
General Manager

Patricia Mairena
Assistant General Manager

Notice of Water Blend Change

The San Francisco Public Utility Commission (SFPUC) has informed the Westborough Water District that beginning in January they blended the ground water with surface water as part of their Groundwater Storage and Recovery project and will do so for the next several months. Many of you may not have even noticed any changes in the water. Please see the District's website for more information and table showing the calculated water quality values for the blended water in comparison. ■



How to Check Low Water Pressure Problems

LOW WATER PRESSURE IN A SINGLE FAUCET OR SHOWER HEAD?



Single Faucet: If the problem is at a single faucet check for flow restrictions, such as a clogged aerator, dislodged washer, or a partially closed water supply valve stop. If a faucet has an aerator, check by removing it and clean out any particles you see. Check both hot and cold water supply valves underneath the sink. Turn the supply valves all way counter-clockwise to fully open. If the valves are already wide open, close them,

remove the supply tubes, and check to make sure nothing has become dislodged inside the line. Then replace the tube and turn the water on again.

Shower: A shower head may have pressure reduced by a restrictor, located inside of it. Remove the shower head and look for a restrictor—a rubber or brass disk—or a washer that has become dislodged.

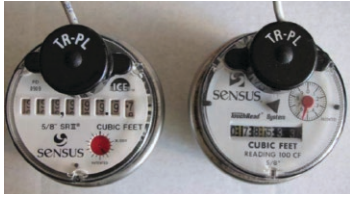


LOW WATER PRESSURE THROUGHOUT YOUR HOUSE?



The most common cause of low water pressure in a home that's more than 20 years old is galvanized pipes that have become clogged with deposits that strangle the flow of water. If this is the problem, you will usually need to have a plumber re-pipe your home, but you may want to try the following:

Locate your main water valve (usually located outside your front door, the same side of house of your water meter, or in the garage near the door). Knowing the location of your main water valve can be useful in an emergency where you may need to shut off all the water inside your home quickly due to a leaky pipe. Be sure the valve is open by turning it counterclockwise as far as it will go. Be careful not to force the valve by turning it too hard. If your home has a water pressure regulator, this device is probably located at or near the house's main supply valve. This may need to be adjusted by a plumber. ■



Meter Replacement Program

The District has embarked on a water meter replacement program to replace the existing water meters that are over 25 years old. The District has approximately 4,100 meters scheduled for replacement. The goal is to replace all of the water meters over the next four (4) years. The District will replace the meters with new AMI (Advanced Metering Infrastructure) meters that employ the latest technology. Water that is not registered through inefficient meters is considered “lost water” or unaccounted for water. The District’s goal is to account for all of the water that is dispersed through the District’s water distribution system. Lost water impacts the District because it does not generate revenue, yet still costs the District to purchase and pump, which affect water rates. We will begin replacing water meters in March, 2020. The installation process is simple and there is approximately a 20-30 minute interruption of water service. Most meters are located outside of the customer’s home or in the street or sidewalk. Customers do not have to be present during the installation and will be notified prior the District starting the work. All District employees have a uniform, identification, and a District service truck. ■

Sewer Service Charge on Property Tax Bill

This year’s sewer charge will appear on your property tax bill effective July 1, 2020. The amount of water you consumed during January and February 2020 will be used to determine your annual sewer charges. **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, 2020. That way, any adjustment can be made before the charges are submitted to the County for inclusion on your property tax bill.** ■



WATER SAVING PRODUCTS STILL AVAILABLE AT WWD

SUPPLIES ARE LIMITED. STOP BY SOON!

Items available to WWD customers for free include:

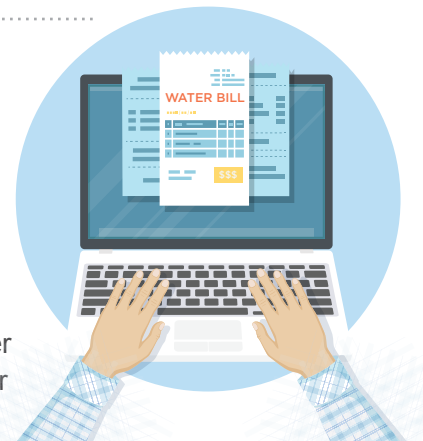
- Low-flow kitchen and bathroom faucet aerators
- Shower timers • Low-flow showerheads • Toilet dye strips
- Garden spray nozzles • Cold water catch bucket
- Conservation literature



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 and eliminate late charges and penalties. 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 (see next page). ■



To avoid a late fee, sign up for the WWD’s Auto Pay Program by going to **WestboroughWater.org** and click on the “Pay Bill” button.

Late Fee and Penalties

Unpaid Balances after 20 days of the billing date

- ▶ 3.5% of the past-due amount or a minimum charge of \$3.50, whichever is greater.

Unpaid Balances after 30 days of the billing date

- ▶ Additional 5% of the past-due amount or a minimum charge of \$5.00, whichever is greater.

Shut Off Notice Fee (previously Door Collection Fee)

- ▶ A \$30.00 charge will be added to the amount due once a notice for shutoff has been issued for non-payment.

Reconnection Charges

- ▶ Charges to have water turned back on are \$50.00 during regular business hours and \$115.00 after office hours (this includes weekends and holidays).

Return Check Fees

- ▶ A \$30.00 fee shall be charged to any customer for any check (or ACH entry) returned by the bank unpaid.

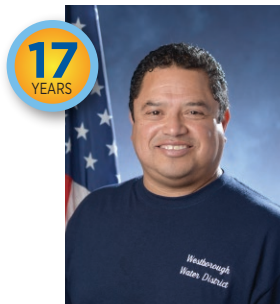
Charge Back Fees

- ▶ A \$40.00 fee shall be charged to any customer for any credit card reversals (charge back) by the credit card company.

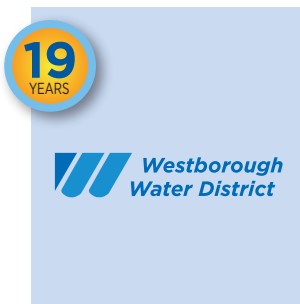
It is unlawful for anyone other than Westborough Water District personnel to turn the water on. Violation will result in meter removal and a \$50.00 fee.

Employee Recognition

With great appreciation for the dedication and commitment to the community and District, we recognize employees with 10 years or more of service.



Carlos Arias
Senior Field
Maintenance Worker



Johnny Kennedy
Field Supervisor



Patricia Mairena
Assistant
General Manager



Darryl Barrow
General Manager

Stay Connected with Customer Connect

WWD's new Customer Connect is designed to provide you with direct, electronic communications in case of a service interruption, emergency, or other urgent information. By signing up for Customer Connect, you will receive District News Flashes by mobile text and/or email. It's easy to sign up and you can unsubscribe at any time! Stay informed, stay connected! Visit WestboroughWater.org/connect for more information. ■



WWD Adopts New Residential Water Service Termination Policy

This policy is adopted to satisfy Westborough Water District's obligations under California Government Code Section 60370 et seq., California Public Utilities Code Section 10001 et seq. and Health and Safety Code Section 116900 et seq., which govern the termination of certain utility service. Health and Safety Code Section 116900 et seq., the Water Shutoff Protection Act enacted by SB 998, requires urban water suppliers and urban and community water systems, such as WWD, to adopt a written policy regarding the discontinuation of residential service due to non-payment. This policy is available and posted on the WWD's website at [WestboroughWater.org/termination](https://www.westboroughwater.org/termination) in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean. ■



CUSTOMER NOTIFICATION

NOTARY PUBLIC

The District has a Notary Public on duty that can notarize documents you may have for a fee of \$15 per signature. Feel free to take advantage of this service.

Calling in advance is strongly recommended.

TRANSPARENCY CERTIFICATE

In October, 2019, the Westborough Water District received the District Transparency Certificate of Excellence by the Special District Leadership Foundation (SDLF) in recognition of its outstanding efforts to promote transparency and good governance.



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DMV Seeking Help from Water Agencies on REAL ID



The Department of Motor Vehicles is asking for assistance from water agencies to help inform customers about the application process required to obtain a REAL ID. Some people are unaware that your original copy of the water bill may be used as one of the documents you present to the DMV to get a REAL ID. ■