



THE

# Water Faucet

MARCH 2026 / 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

Perry H. Bautista  
**President**

Janet G. Medina  
**Vice President**

Tom Chambers  
Don Amuzie  
Julie L. Richards  
**Directors**

### WWD Management

Patricia Mairena  
**General Manager**

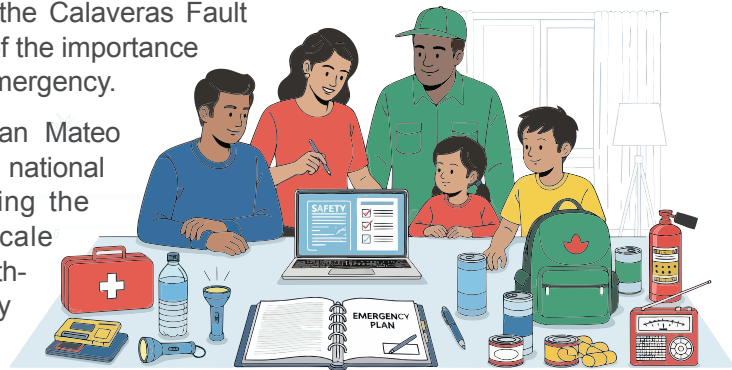


## Emergency Preparedness

The recent multiple quakes in the Calaveras Fault region have reminded all of us of the importance of being prepared for a major emergency.

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."



### NATURAL DISASTERS – ARE YOU READY?

- **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)
- **Make an emergency plan** that includes evacuation and meeting location.
- **Secure it now!** Reduce the hazard of falling objects throughout your home by securing televisions, computers, bookcases, unstrapped water heaters, and furniture.
- **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.
- **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)
- **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.
- **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](https://www.smcgov.org/dem/smc-alert)

*(continued on inside)*

*(Emergency Preparedness... continued from front cover)*

- **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. As a reminder, no one but trained WWD staff is allowed to touch the meters. ■

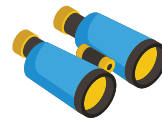


During an earthquake, it is essential for your District to conserve the water in its storage tanks both for fighting fires and for drinking, cooking, and personal hygiene.



## Customer Connect Is Getting an Upgrade

The District is enhancing its Customer Connect notification service to continue providing timely and reliable updates to customers. Customer Connect delivers important information about service interruptions, emergencies, and other urgent water or sewer updates directly to you. These system improvements will expand the District's ability to share critical news quickly and efficiently when it matters most. Watch your mail for a postcard with simple instructions on how to stay informed and stay connected. Additional details are available at [WestboroughWater.org/connect](https://WestboroughWater.org/connect) ■



## If You See It, Please Report It

Please notify the district's office immediately if you notice any leaks or any other issue with either the water or sewer system, such as broken meter lids, running water on the street, etc.

Just recently, an impaired driver knocked off one of the WWD's fire hydrants located in a center island on the street. District staff did not receive any notifications from the emergency responders, and it was not until a Westborough resident reported it through the City of SSF See-Click-Fix Program that WWD staff became aware and replaced it. Luckily, the residents of that area did not experience any emergencies while that hydrant was out of service for an entire seven days!



To report any water or sewer pipe break emergencies, please contact the District office 24-hours a day, 7-days a week at: **650-589-1435**

## 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](https://smcgov.org/dem/prepare)

➔ The National Citizen Preparedness website at [ready.gov](https://ready.gov)



## Capital Improvement Projects in Progress

### WATER INFRASTRUCTURE

■ The retrofitting of Skyline Tank No. 3 kicked off and is expected to continue for at least two more months. Our contractor has been making much-needed seismic improvements: including seismic foundation retrofit, placing additional roof rafters, and coating the inside of the tank, which are necessary to provide more reliability in the event of an earthquake.

■ The District continues with its **AMR (Automatic Meter Reading) meter replacement program**.

These automated meters replace manual meter reading and provide additional information which allows us to better monitor usage and investigate abnormalities.



### SEWER INFRASTRUCTURE

■ The District has completed the **telecommunications (SCADA) work to the Rowtree and Westborough Lift Stations**. Work for the Avalon Lift Station is scheduled to be completed by next month.

■ The design phase of the sewer pipeline **replacement project on the Appian-280 Easement** is currently underway, and it is about 65% completed. The District anticipates the project to go out-to-bid by June 2026. ■



Please visit our website for additional CIP projects information at [WestboroughWater.org/CIP](https://WestboroughWater.org/CIP)

## Sewer Service Charge on Property Tax Bill

The amount of water you consumed during January and February 2026 will be used to determine your annual sewer charge and will appear on your property tax bill effective July 1, 2026.

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, 2026**. That way, any adjustment can be made before the charges are submitted to San Mateo County for inclusion on your property tax bill. ■



## Rebates and Water Conservation

Visit [WestboroughWater.org/rebates](https://WestboroughWater.org/rebates) to review the qualifications and to obtain rebate forms.



### HIGH-EFFICIENCY WASHING MACHINE REBATE PROGRAM

The District continues to offer one single rebate of **\$100 per washing machine** when you purchase a qualifying ENERGY STAR® label efficient clothes washer.



### HIGH-EFFICIENCY TOILET (HET) REBATE PROGRAM

In a continuing effort to help our customers reduce water consumption, the District also continues to offer a rebate of **\$50 per toilet** if you replace a toilet with a water-efficient model.

# Option for Paying Your Bill Without Additional Fees

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

## WWD DIRECT PAYMENT (ACH)

This service will continue to be **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. For ACH Payments: The District 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).

The District still 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](http://WestboroughWater.org/rates)



## Leak Detector Packages

Some customers have contacted the WWD about receiving a "Delivery Notice" postcard of a leak detector package being sent to them by the Water Quality Association. The WWD does not endorse this company and recommends caution when being approached by such vendors.

If you think you may have a leak, please contact our office at (650) 589-1435 to schedule a leak test – free of charge!

## Meet Our New Staff Member



Have you seen a new face driving around the District, reading meters or doing repair work? We are pleased to introduce our new Field Maintenance Worker, **Israel Estrada!**

# Water Conservation Products Are Still Available!

**FREE!**

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](http://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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2263 Westborough Boulevard  
P.O. Box 2747  
South San Francisco, CA 94083-2747

*Delivering Quality for You Since 1961*



### Update Your Customer Info

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/update](https://www.westboroughwater.org/update)

Please have your account number ready.