



THE

Water Faucet

JUNE 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 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

Janet G. Medina
President

Tom Chambers
Vice President

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

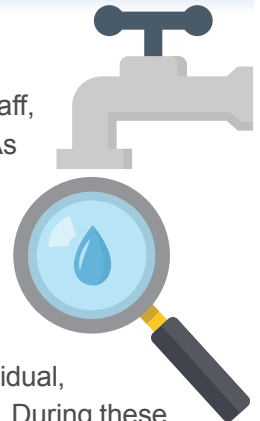
WWD Management

Darryl Barrow
General Manager

Patricia Mairena
Assistant General Manager

Service and Safety Commitment

On behalf of the Westborough Water District Board of Directors and Staff, we wish you and your family all the best during these stressful times. As you may know, the District purchases 100 percent of its water from the San Francisco Public Utility Commission (SFPUC). The water comes from Hetch Hetchy in Yosemite National Park and local reservoirs. The SFPUC takes great measures to treat the water and ensure it is safe from viruses, including COVID-19. In addition to SFPUC testing, the District collects weekly samples to monitor for bacteria, chlorine residual, pH, and turbidity and then reports the results to the State Water Board. During these unprecedented times, we want to assure you the water is safe.



For more information about the District's water, please visit
WestboroughWater.org/waterquality

For more information about COVID-19, please visit the
San Mateo County Health website smchealth.org

During the declared shelter-in-place order by the Health Officer for San Mateo County, the District has taken the following measures:

- Eliminated shutoffs for non-payment (once the shelter in place is lifted you will be responsible to pay the outstanding balance of your water bill)
- Waived late fees
- Closed the office lobby to customers
- Offer extended payment plans as the result of this unexpected hardship



New Guidelines for Making Payment in Person *(once shelter in place is lifted)*

Public health experts have determined that limiting person-to-person contact is an effective strategy to reduce the risk of spreading the virus. We encourage everyone to pay by mail, online, or use District's drop box and avoid coming in the office. The District has three office employees and three field employees, should someone get sick it may severely impact our staff and everyone may be required to self-quarantine. The only customers that would need to come inside the office should be customers paying by cash or those who cannot use their computer or smart phone to make online payments. If paying by check, please use drive-up drop box.

• • • • • See page 2 for options to pay your bill

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

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 reoccurring payments using your Visa, Mastercard, or personal check on our secure website: WestboroughWater.org 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!*

WATER CONSERVATION PRODUCTS STILL AVAILABLE AT WWD

SUPPLIES ARE LIMITED.

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

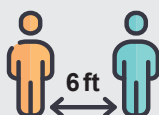


ONCE OFFICE RE-OPENS: If you feel sick or exhibit any of the COVID-19 symptoms, please **DO NOT COME** to the District office. Instead, pay online or by phone. Any customer who enters the office **must**:



1...

Wear a face mask



2...

Keep 6-feet social distance



3...

Only 1 person can come inside the lobby at a time due to limited capacity

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.



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.

If you sign up for reoccurring auto payments thru the District's website, we will deliver free water conservation items we have in stock to your home free of charge! After you sign up, send us an email or give us a call at (650) 589-1435. ■



COVID-19: What You Need to Know About Testing

Beginning Monday, May 18, the number of COVID-19 testing sites operated by Verily will expand. Testing is free and available without restriction to anyone, though an appointment is required in advance. To make an appointment, residents can visit the Project Baseline website at ProjectBaseline.com

After being tested, residents will receive results and other information by email. San Mateo County Health will reach out to residents who test positive.

The County can help residents who have an appointment but lack transportation to the test site. After being screened online and receiving an appointment time, individuals with no other means to reach the testing site can call 650-779-9375 Monday through Friday, 9 a.m. to 4 p.m. to arrange transportation.

TESTING LOCATIONS AND SCHEDULE

Appointments are required. Schedule today at ProjectBaseline.com

MONDAYS & TUESDAYS

SAN MATEO

San Mateo County Event Center
1346 Saratoga Drive
San Mateo
9:00 AM - 4:00 PM

WEDNESDAYS & THURSDAYS

DALY CITY

Serramonte High School
699 Serramonte Boulevard
Daly City
9:00 AM - 4:00 PM

FRIDAYS & SATURDAYS

EAST PALO ALTO

YMCA
550 Bell Street
East Palo Alto
9:00 AM - 4:00 PM

Water and Sewer Rates

We are happy to inform you that the Westborough Water District will not be raising water or sewer rates at this time. A March 2020 survey of the 26 agencies who use San Francisco water show Westborough customers using the 6th least amount of water per capita (45.4 gpd) while our average bill is second lowest. Our average water bill for 2 months is \$91.06 while the survey average is \$167.64. We are currently reviewing capital improvement needs, however, and the sanitation district that treats our wastewater is considering a rate increase in January 2021 so we may need to increase rates early next calendar year. We will, however, keep rates as low as possible.

San Mateo County Health Orders

San Mateo County Health Officer released an update to the shelter in place order on May 15, 2020. You can download the order or read all the SMCH orders on their website at smchealth.org. San Mateo County COVID-19 and other health data can be found here.

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. ■





Commercial Businesses and Flushing

During the shelter in place some businesses closed or limited operations. That may result in water becoming stagnant in the plumbing system due to little or no turn-over. When water sits in pipes and/or water heaters for an extended period of time, the chlorine residual gradually dissipates. You may need to flush your plumbing fixtures and/or drain your hot water tank to clear out low quality water that accumulated during periods of no or minimal use and replace it with high quality water from WWD's distribution system. The District will be flushing fire hydrants in commercial area to better circulate water to businesses. ■

ADDITIONAL RESOURCES

- For more information about the quality of San Francisco's tap water: sfwater.org
- For more information about COVID-19, please visit the San Francisco Department of Public Health: sfdph.org
- California Water Boards Fact Sheet: Reminder About California's Drinking Water Systems – State-Required Treatment Process Removes Viruses, Including COVID-19: tinyurl.com/waterboardfactsheet
- Information from the EPA about the Coronavirus and your drinking water: epa.gov
- A message to residents of San Mateo County regarding Shelter in Place FAQs: smcgov.org

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.**

Delivering Quality for You Since 1961

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