



MARCH 2022 / 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 Medina
Vice President

Tom Chambers
Don Amuzie
Julie L. Richards
Directors

WWD Management

Patricia Mairena
General Manager

California Drought Conditions

15% VOLUNTARY WATER REDUCTION IN EFFECT IN CALIFORNIA

The State's water use restrictions remain in place. Although it appeared the rains brought a lot of water, the fact is this historic drought is far from over. Californians need to brace for another year of drought. We are in slightly better shape than last year, but keep in mind we experienced the driest January on record. While we will not know for certain how much water we will get this year, we must plan conservatively and do all we can to manage through another challenging year, which may include mandatory water rationing. Water customers are asked to use water wisely and take actions to reduce their water usage, such as fixing leaky toilets, installing low-flow fixtures, and reducing outdoor irrigation. The efficient management of outdoor water use is a particularly effective means to conserve water.

On August 12, 2021, the District Board of Directors passed Resolution 633, Implementing Stage 2 of the 2020 Water Shortage Contingency Plan and Urging a Voluntary 15 Percent Reduction in Water Usage by all Customers in Response to Severe Drought Conditions due to the following:



Non-Essential Water Uses During Drought or Water Shortage

- The following uses are prohibited:
 - ▲ Use of potable water to clean, fill, or maintain levels in fountains, including recirculating fountains.
 - ▲ Use of water for recreational toys and equipment.
 - ▲ Use of water through a hose or pressure washer to clean the exterior of any building, home, or driveway, except prior to painting or if required for health or safety purposes.
- The application of potable water to outdoor landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, tennis courts, or structures.
- The application of potable water to outdoor landscapes during or within 48 hours after measurable rainfall.
- Watering duration is limited to 15 minutes per day and two days per week.
- Watering or irrigating of lawn or landscape is prohibited between the hours of 8:00 a.m. and 7:00 p.m.
- The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use.

(Continued inside)

California Drought Conditions *(continued)*

- Leaks, breaks, and malfunctions must be repaired in a timely matter.
- The use of water through a commercial meter when the customer has been given a 7-day notice to repair broken or defective plumbing or sprinkler system.
- Hotels and motels shall provide quests with the option of choosing not to have towels and linens laundered daily.
- The serving of drinking water other than upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased.
- The use of water for city street sweepers/washers, except when approved by the District.



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

SUPPLIES ARE LIMITED.

**Please telephone the District for
contact-free pickup.**

See website for complete ordinance and more tips on water conservation:

WestboroughWater.org / conservation

Moratorium Has Ended

Late Fees, Water Shutoffs, & Disconnection Fees to Resume with March 15 Bill

These past two years, the Westborough Water District has not charged customers any late fees nor shutoff water service due to non-payment. The shut-off moratorium has now ended. If you have a past-due balance, you will need to pay your bill to avoid having late fees and/or have your water service discontinued.

We are here to help. We understand the challenges customers have faced with COVID-19, including job loss, delays in unemployment benefits, and other personal issues. We want to work with you. If you are

having difficulties paying your water bill, we ask that you contact us as soon as possible to avoid your water service from being shutoff. Even making small periodic payments will reduce your overdue balance and make getting back to “normal” easier. We offer several possible ways to pay your bill. Please call us to work out a payment plan.

Our Residential Water Service Termination Policy is posted on our website at WestboroughWater.org/termination. It is in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean. ■

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.



PAYMENT DROP BOX

Payment envelopes may be dropped off at the District Office Payment Drop Box by the garage door (do not place cash).
2263 Westborough Boulevard, SSF, 94080
24-hours a day, 7-days a week



BY PHONE

Make a one-time payment using your Visa or Mastercard.
Call (650) 589-1435 / Mon-Fri., 8:00 a.m. to 4:15 p.m.



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!

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%, whichever is greater.
Shut Off Notice 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.

Sewer Service Charge on Property Tax Bill

The amount of water you consumed during January and February 2022 will be used to determine your annual sewer charge and will appear on your property tax bill effective July 1, 2022.

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, 2022**. **That way, any adjustment can be made before the charges are submitted to San Mateo County for inclusion on your property tax bill.** ■



2022 Redistricting the WWD

Are you wondering what is happening to district zones boundaries?

Join the Board of Directors for an important meeting about “redistricting” on April 14, 2022.

The purpose of redistricting is to draw maps that impact your Community and to ensure you have the power to determine fair and inclusive representation in your water district.

We are now at the final phase of the redistricting process with three draft maps received. The Board of Directors will be deciding which of the three maps will be approved.

For more info, visit the District’s Re-zoning – Re-districting webpage at: WestboroughWater.org/article/re-districting.php

Meet Our New Staff

We are pleased to introduce our new administrative staff.



Wendy Bellinger
Office Supervisor



Martha Mendoza
Operations Assistant

Tips for Earthquake Preparedness...

ARE YOU READY?

- **Purchase 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!
- **Customize your earthquake kit** to include prescriptions, walking shoes, extra contacts or glasses, toiletries, insurance documents, and important telephone numbers.
- **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, flashlight, 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.
- **First Aid.** Make sure you are able to help administer first aid by taking proper classes.
- **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.



2263 Westborough Boulevard
P.O. Box 2747
South San Francisco, CA 94083-2747

Delivering Quality for You Since 1961

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). For more helpful information, please visit the San Mateo County Department of Emergency Management website at:

cmo.smcgov.org/emergency-preparedness

