



SERVING OUR COMMUNITY SINCE 1902

If you are experiencing sewer problems,

Please "CALL US FIRST"

650-321-0384

www.westbaysanitary.org

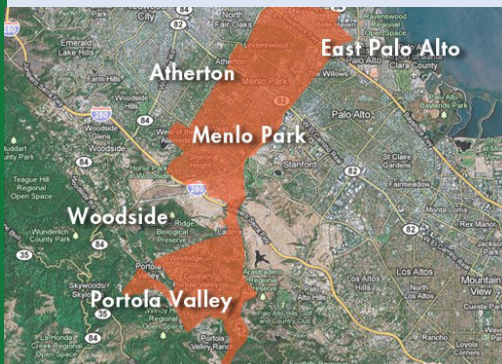


The District's governing body usually meets on the second and fourth Wednesday of every month. The meetings are held at the District's offices commencing at 7:00 pm to which the public is invited.

**Remember, if you have
Sewer Problems ...**

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WEST BAY SANITARY DISTRICT

West Bay Sanitary District is a Special Sanitary District in San Mateo County, created under Chapter 161 of the Sanitary District Act of 1891 and established sanitary authorities from San Francisquito Creek to Atherton Ave. The District now serves Menlo Park, Atherton, Portola Valley, East Palo Alto, Woodside, Redwood City and Unincorporated San Mateo and Santa Clara Counties.

West Bay Sanitary District is dedicated to protecting public health and the environment by providing cost effective sanitary sewer service.

We are committed to providing our customers with wastewater disposal services utilizing the highest technical, environmental, and safety standards available; to providing the very best customer service; to ensuring the fiscal viability of our District by applying sound business principles and to ensuring the optimum operation of our infrastructure by employing professional maintenance and replacement practices.

If you are a new resident to our neighborhood, welcome to the District! The annual sewer service charge appears on your San Mateo County property tax bill or in rare occasions will be mailed directly, particularly to the small area in Santa Clara County which we serve. It is not necessary to contact the District in order to begin service, however, we will be happy to answer any questions you may have regarding our services.

The District has a policy to provide a courtesy cleaning to your private sewer line, generally from the property line to the public sewer main, upon request at no additional cost; as long as, your property has an accessible "wye" type conforming cleanout that has been properly installed with the benefit of a District permit.

The District provides **24 hour emergency service 7 days per week**. Even if you do not have a conforming cleanout, please call us first anyway. Our crews will check the public sewer main to help diagnose the problem. If you need a private plumber at that point, our crews will make you aware.

If you do not have a conforming property line cleanout, a local plumber can install one, but it must be installed with the benefit of a District permit prior to the start of work.

The District prides itself on the service we provide to our customers. In a recent survey, more than 99% of our customers rated our service as "Excellent" or "above Average".

Most recently, the District was honored with the California Water Environment Association, Collection System of the Year Award for the entire state of California. Protecting public health and the environment is a real passion for West Bay. Please visit our website for more information: www.westbaysanitary.org

And remember your toilet is NOT the trash, please do not flush cleaning wipes down the drain as wipes can cause sewer back up and potentially overflow the sewer system in your neighborhood and our community. Thank you.