



In reply, please refer to our  
File No.

March 30, 2020

**SUBJECT: "Flushable" Wipes**

Dear Homeowners and Residents,

We hope everyone is doing well through these hard times in dealing with COVID-19 (Coronavirus.)

We are writing to you today to inform you of an urgent matter. Due to the shortage of toilet paper more and more people are using "flushable" wipes in their homes and businesses. We would like to remind you that **"flushable" wipes are not really flushable.** Wipes do not break down in the sewer system like toilet paper and should never be flushed. We are experiencing problems in the sewer system and in our pumping stations downstream.

We understand the needing to use wipes to disinfect areas or use instead of toilet paper. As mentioned, these wipes do not break down and cause serious issues downstream in the sewer system. There is a great potential of having serious sanitary sewer overflows in your homes, business and/or in the neighborhood streets.

**Please dispose of wipes, towels, and other hygiene products in the garbage; not down your toilet.**

We ask that you inform your family members, business associates, and housecleaning services providers, immediately.

Thank you for your help during this difficult time and in helping us keep your overall public health and environment safe. See insert for more information.

Please visit our website [westbaysanitary.org](http://westbaysanitary.org) or email us at [info@westbaysanitary.org](mailto:info@westbaysanitary.org) for more information or you may call 650-321-0384.

Sincerely,

Sergio Ramirez  
Operation Superintendent

cc: PLS, JMB, TMR, File