

## Customer Account Delinquency Information

**September 2024**

(Data from Oct 01 2023 - Sep 27 2024)

CUSTOMER ASSIST. PROGRAM (CAP) ENROLLMENT	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Totals ** (trailing 12m)
New CAP Participants	200	142	102	164	174	207	244	227	211	252	250	258	2,431
CAP Renewals	184	161	183	252	243	267	279	285	236	216	210	196	2,712
CAP Departures	358	348	336	417	323	540	425	447	414	434	362	438	4,842
Total Active CAP Participants w/Active Accounts	9,371	9,344	9,366	9,327	9,365	9,265	9,474	9,592	9,674	9,965	10,135	10,234	-
PAYMENT PLANS	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Totals ** (trailing 12m)
Approved Payment Plans	2,105	1,913	1,937	2,103	1,881	1,867	1,927	1,830	1,730	1,831	1,952	2,224	23,300
Payment Plans Established After Service Interruptions	-	-	-	-	-	-	-	-	-	-	-	-	-
SERVICE INTERRUPTIONS - RESIDENTIAL	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Totals ** (trailing 12m)
15-day Final Collection Notices	20,658	14,282	16,780	16,481	17,033	16,980	18,321	17,839	17,204	17,075	18,632	17,997	209,282
48-hr Service Interruptions Notices <sup>1</sup>	13,168	10,658	11,241	11,125	11,313	10,391	12,867	10,974	11,583	11,748	12,052	10,409	137,529
Service Interruption Orders Created *	-	-	-	-	-	-	-	-	-	-	-	-	-
Service Interruptions Completed (Actual) *	-	-	-	-	-	-	-	-	-	-	-	-	-
CAP Enrolled Service Interruptions *	-	-	-	-	-	-	-	-	-	-	-	-	-
WATER THEFT	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Totals ** (trailing 12m)
No. of Incidents	11	3	2	6	7	10	10	3	1	2	10	14	79
No. of 2nd or 3rd Occurrences	-	-	-	-	-	-	-	-	-	-	-	-	-
No. Water Theft Penalties Issued	-	-	-	-	-	-	-	-	-	-	-	-	-
No. of Appeals Received	-	-	-	-	-	-	-	-	-	-	-	-	-
No. of 1st Appeals Approved	-	-	-	-	-	-	-	-	-	-	-	-	-
No. of 1st Appeals Denied	-	-	-	-	-	-	-	-	-	-	-	-	-
Multi-Family Liens <sup>1</sup>	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Totals ** (trailing 12m)
Liens Filed	109	109	10	106	98	-	58	259	-	-	-	62	811
Released	-	284	143	20	44	-	23	22	35	178	131	228	1,108
Transferred to Alameda Cty.	-	-	-	-	-	-	-	-	-	-	224	-	224
Transferred to Contra Costa Cty.	-	-	-	-	-	-	-	-	-	-	44	-	44
<b>Total/Month</b>	<b>109</b>	<b>393</b>	<b>153</b>	<b>126</b>	<b>142</b>	<b>-</b>	<b>81</b>	<b>281</b>	<b>35</b>	<b>178</b>	<b>399</b>	<b>290</b>	<b>2,187</b>

<sup>1</sup> Liens filed monthly represent delinquent accounts 4-6 months in arrears.

<sup>3</sup> 48-hour notices were generated, but not mailed to customers since March 23, 2020. Customers are receiving payment reminders in-lieu of 48-hour notices.

\* District stopped residential shutoffs on March 12, 2020.

\*\* Totals are for the trailing 12 months.