

Customer Account Delinquency Information

MARCH 2023

March 2022 - March 14, 2023

CUSTOMER ASSIST. PROGRAM (CAP) ENROLLMENT	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	Totals
New CAP Participants	216	125	170	131	162	161	134	104	88	157	65	164	48	1,725
CAP Renewals	340	179	247	271	266	201	158	160	96	176	82	225	95	2,496
CAP Departures	449	527	488	499	509	381	382	343	346	345	369	274	450	5,362
Total Active CAP Participants w/Active Accounts	9,040	9,040	8,944	8,860	8,795	8,735	8,735	8,729	8,794	8,818	8,805	8,833	8,723	-
PAYMENT PLANS	March	April	May	June	July	August	September	October	November	December 2022	January 2023	February 2023	March 2023	Totals
Approved Payment Plans	1,127	1,040	1,022	1,324	1,142	1,143	1,369	1,602	1,707	1,716	1,937	1,490	1,864	18,483
Payment Plans Established After Service Interruptions	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SERVICE INTERRUPTIONS - RESIDENTIAL	March	April	May	June	July	August	September	October	November	December 2022	January 2023	February 2023	March 2023	Totals
15-day Final Collection Notices	15,083	15,832	16,967	16,609	15,670	18,109	17,683	19,302	15,280	16,192	15,779	15,829	16,413	214,748
48-hr Service Interruptions Notices	11,710	10,992	8,860	11,706	9,728	12,907	9,990	12,187	11,612	10,600	9,129	10,587	11,043	141,051
Service Interruption Orders Created	*	*	*	*	*		*	*	*	*	*	*	*	-
Service Interruptions Completed (Actual)	*	*	*	*	*		*	*	*	*	*	*	*	-
CAP Enrolled Service Interruptions	*	*	*	*	*		*	*	*	*	*	*	*	-
WATER THEFT	March	April	May	June	July	August	September	October	November	December 2022	January 2023	February 2023	March 2023	Totals
No. of Incidents	-	8	3	5	5	4	2	4	2	2	-	8	2	45
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 ¹	March	April	May	June	July	August	September	October	November	December 2022	January 2023	February 2023	March 2023	Totals
Liens Filed	-	-	-	-	-		-	85	-	51	-	-	-	136
Released	9	35	76	15	64	149	105	18	-	9	-	-	-	480
Transferred to Alameda Cty.	-	-	-	-	-		-	-	-	-	-	-	-	-
Transferred to Contra Costa Cty.														-
Total/Month	9	35	76	15	64	149	105	103	0	60	0	0	0	616

¹ Liens filed monthly represents delinquent accounts 4-6 months in arrears.

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