

Customer Account Delinquency Information

JUNE 2023

June 2022 - June 7, 2023

| CUSTOMER ASSIST. PROGRAM (CAP) ENROLLMENT | June 2022 | July 2022 | August 2022 | September 2022 | October 2022 | November 2022 | December 2022 | January 2023 | February 2023 | March 2023 | April 2023 | May 2023 | June 2023 | Totals |
|---|-----------|-----------|-------------|----------------|--------------|---------------|---------------|--------------|---------------|------------|------------|----------|-----------|---------|
| New CAP Participants | 131 | 162 | 161 | 134 | 104 | 88 | 157 | 65 | 164 | 185 | 175 | 218 | 47 | 1,791 |
| CAP Renewals | 271 | 266 | 201 | 158 | 160 | 96 | 176 | 82 | 225 | 282 | 236 | 251 | 65 | 2,469 |
| CAP Departures | 499 | 509 | 381 | 382 | 343 | 346 | 345 | 369 | 274 | 450 | 450 | 484 | 434 | 5,266 |
| Total Active CAP Participants w/Active Accounts | 8,860 | 8,795 | 8,735 | 8,735 | 8,729 | 8,794 | 8,818 | 8,805 | 8,833 | 8,723 | 8,698 | 8,687 | 8,784 | - |
| PAYMENT PLANS | June | July | August | September | October | November | December 2022 | January 2023 | February 2023 | March 2023 | April 2023 | May 2023 | June 2023 | Totals |
| Approved Payment Plans | 1,324 | 1,142 | 1,143 | 1,369 | 1,602 | 1,707 | 1,716 | 1,937 | 1,490 | 1,864 | 1,648 | 2,048 | 2,104 | 21,094 |
| Payment Plans Established After Service Interruptions | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| SERVICE INTERRUPTIONS - RESIDENTIAL | June | July | August | September | October | November | December 2022 | January 2023 | February 2023 | March 2023 | April 2023 | May 2023 | June 2023 | Totals |
| 15-day Final Collection Notices | 16,609 | 15,670 | 18,109 | 17,683 | 19,302 | 15,280 | 16,192 | 15,779 | 15,829 | 16,413 | 16,033 | 18,146 | 16,617 | 217,662 |
| 48-hr Service Interruptions Notices | 11,706 | 9,728 | 12,907 | 9,990 | 12,187 | 11,612 | 10,600 | 9,129 | 10,587 | 11,043 | 10,906 | 12,418 | 10,673 | 143,486 |
| Service Interruption Orders Created | * | * | | * | * | * | * | * | * | * | * | * | * | - |
| Service Interruptions Completed (Actual) | * | * | | * | * | * | * | * | * | * | * | * | * | - |
| CAP Enrolled Service Interruptions | * | * | | * | * | * | * | * | * | * | * | * | * | - |
| WATER THEFT | June | July | August | September | October | November | December 2022 | January 2023 | February 2023 | March 2023 | April 2023 | May 2023 | June 2023 | Totals |
| No. of Incidents | 5 | 5 | 4 | 2 | 4 | 2 | 2 | - | 8 | 2 | 6 | 14 | 1 | 55 |
| 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 | June | July | August | September | October | November | December 2022 | January 2023 | February 2023 | March 2023 | April 2023 | May 2023 | June 2023 | Totals |
| Liens Filed | - | - | | - | 85 | - | 51 | - | - | - | 113 | 237 | 12 | 498 |
| Released | 15 | 64 | 149 | 105 | 18 | - | 9 | - | - | - | 7 | 4 | 2 | 373 |
| Transferred to Alameda Cty. | - | - | | - | - | - | - | - | - | - | - | - | - | - |
| Transferred to Contra Costa Cty. | | | | | | | | | | | | | | - |
| Total/Month | 15 | 64 | 149 | 105 | 103 | 0 | 60 | 0 | 0 | 0 | 120 | 241 | 14 | 871 |

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

*District stopped residential shutoffs on March 12, 2020