

## Customer Account Delinquency Information

**March 2025**

(Data from Apr 01 2024 - Mar 23 2025)

CUSTOMER ASSIST. PROGRAM (CAP) ENROLLMENT	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Totals ** (trailing 12m)
New CAP Participants	244	227	211	252	250	283	271	265	292	300	299	180	3,074
CAP Renewals	279	285	236	216	210	218	193	166	188	191	210	199	2,591
CAP Departures	425	447	414	434	362	438	388	372	367	363	280	461	4,751
<b>Total Active CAP Participants w/Active Accounts</b>	<b>9,474</b>	<b>9,592</b>	<b>9,674</b>	<b>9,965</b>	<b>10,135</b>	<b>10,275</b>	<b>10,367</b>	<b>10,499</b>	<b>10,605</b>	<b>10,765</b>	<b>10,866</b>	<b>10,954</b>	<b>-</b>
PAYMENT PLANS	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Totals ** (trailing 12m)
Approved Payment Plans	1,927	1,830	1,730	1,831	1,952	2,224	3,294	3,203	3,556	3,544	3,123	2,996	31,210
Payment Plans Established After Service Interruptions	-	-	-	-	-	-	-	-	-	-	-	-	-
SERVICE INTERRUPTIONS - RESIDENTIAL	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Totals ** (trailing 12m)
15-day Final Collection Notices	18,321	17,839	17,204	17,075	18,632	17,995	17,448	15,162	18,981	15,111	15,125	16,376	205,269
48-hr Service Interruptions Notices <sup>3</sup>	12,867	10,974	11,583	11,748	12,052	10,409	12,541	10,779	12,268	9,805	10,423	9,279	134,728
Service Interruption Orders Created *	-	-	-	-	-	2,985	2,969	2,475	3,413	2,813	2,422	3,257	20,334
Service Interruptions Completed (Actual) *	-	-	-	-	-	-	1	-	-	-	-	-	1
CAP Enrolled Service Interruptions *	-	-	-	-	-	-	-	-	-	-	-	-	-
WATER THEFT	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Totals ** (trailing 12m)
No. of Incidents	10	3	1	2	10	14	8	3	7	2	-	3	63
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>	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Totals ** (trailing 12m)
Liens Filed	58	259	-	-	-	62	102	189	26	175	77	95	1,043
Released	23	22	35	178	131	228	14	340	-	49	12	24	1,056
Transferred to Alameda Cty.	-	-	-	-	224	-	-	-	-	-	-	-	224
Transferred to Contra Costa Cty.	-	-	-	-	44	-	-	-	-	-	-	-	44
<b>Total/Month</b>	<b>81</b>	<b>281</b>	<b>35</b>	<b>178</b>	<b>399</b>	<b>290</b>	<b>116</b>	<b>529</b>	<b>26</b>	<b>224</b>	<b>89</b>	<b>119</b>	<b>2,367</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 03-23-20. Customers are receiving payment reminders in-lieu of 48-hours notices.

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

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