Customer Account Delinquency Information

May 2025

(Data from Jun 01 2024 - May 23 2025)

ENROLLMENT	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25
New CAP Participants	211	252	250	283	271	265	292	300	299	229	299
CAP Renewals	236	216	210	218	193	166	188	191	210	258	286
CAP Departures	414	434	362	438	388	372	367	363	280	461	473
icipants w/Active Accounts	9,674	9,965	10,135	10,275	10,367	10,499	10,605	10,765	10,866	10,954	11,078
	Jun 24	**Jul 24**	**Aug 24**	**Sep 24**	**Oct 24**	**Nov 24**	**Dec 24**	**Jan 25**	**Feb 25**	**Mar 25**	**Apr 25**
Approved Payment Plans	1,730	1,831	1,952	2,224	3,294	3,203	3,556	3,544	3,123	2,996	3,149
After Service Interruptions	-	-	-	-	-	-	-	-	-	-	-
AL	**Jun 24**	**Jul 24**	**Aug 24**	**Sep 24**	**Oct 24**	**Nov 24**	**Dec 24**	**Jan 25**	**Feb 25**	**Mar 25**	**Apr 25**
lay Final Collection Notices	17,204	17,075	18,632	17,995	17,448	15,162	18,981	15,111	15,125	16,376	17,466
vice Interruptions Notices[3]	11,583	11,748	12,052	10,409	12,541	10,779	12,268	9,805	10,423	9,279	12,191
erruption Orders Created *	-	-	-	2,985	2,969	2,475	3,413	2,813	2,422	3,257	2,993
tions Completed (Actual) *	-	-	-	-	1	-	-	-	-	-	-
lled Service Interruptions *	-	-	-	-	-	-	-	-	-	-	-
	Jun 24	**Jul 24**	**Aug 24**	**Sep 24**	**Oct 24**	**Nov 24**	**Dec 24**	**Jan 25**	**Feb 25**	**Mar 25**	**Apr 25**
No. of Incidents	-	2	10	14	8	3	7	2	-	3	18
. of 2nd or 3rd Occurrences	-	-	-	-	-	-	-	-	-	-	-
ater Theft Penalties Issued	-	-	-	-	-	-	-	-	-	-	-
No. of Appeals Received	-	-	-	-	-	-	-	-	-	-	-
o. of 1st Appeals Approved	-	-	-	-	-	-	-	-	-	-	-
No. of 1st Appeals Denied	-	-	-	-	-	-	-	-	-	-	-
	Jun 24	**Jul 24**	**Aug 24**	**Sep 24**	**Oct 24**	**Nov 24**	**Dec 24**	**Jan 25**	**Feb 25**	**Mar 25**	**Apr 25**
Liens Filed	-	-	-	62	102	189	26	175	77	95	-
Released	35	178	131	228	14	340	-	49	12	24	-
ransferred to Alameda Cty.	-	-	224	-	-	-	-	-	-	-	-
sferred to Contra Costa Cty.	-	-	44	-	-	-	-	-	-	-	-
Total/Month	**35**	**178**	**399**	**290**	**116**	**529**	**26**	**224**	**89**	**119**	**-**

4-6 months in arrears.

customers since 03-23-20. Customers are receiving payment reminders in-lieu of 48-hours notices.

2020.