

Customer Account Delinquency Information

August 2025

(Data from Sep 01 2024 - Aug 25 2025)

CUSTOMER ASSIST. PROGRAM (CAP) ENROLLMENT	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Totals ** (trailing 12m)
New CAP Participants	283	271	265	292	300	299	229	299	286	255	270	297	3,346
CAP Renewals	218	193	166	188	191	210	258	286	243	275	270	215	2,713
CAP Departures	438	388	372	367	363	280	461	473	585	561	571	535	5,394
Total Active CAP Participants w/Active Accounts	10,275	10,367	10,499	10,605	10,765	10,866	10,954	11,078	11,054	11,015	11,005	11,108	-
PAYMENT PLANS	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Totals ** (trailing 12m)
Approved Payment Plans	2,224	3,294	3,203	3,556	3,544	3,123	2,996	3,149	2,591	2,937	3,256	3,289	37,162
Payment Plans Established After Service Interruptions	-	-	-	-	-	-	-	-	-	-	-	-	-
SERVICE INTERRUPTIONS - RESIDENTIAL	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Totals ** (trailing 12m)
15-day Final Collection Notices	17,995	17,448	15,162	18,981	15,111	15,125	16,376	17,466	16,427	17,737	15,291	16,481	199,600
48-hr Service Interruptions Notices ³	10,409	12,541	10,779	12,268	9,805	10,423	9,279	12,191	10,403	10,998	10,629	10,702	130,427
Service Interruption Orders Created *	2,985	2,969	2,475	3,413	2,813	2,422	3,257	2,993	3,118	3,296	2,808	3,756	36,305
Service Interruptions Completed (Actual) *	-	1	-	-	-	-	-	-	-	-	-	2	3
CAP Enrolled Service Interruptions *	-	-	-	-	-	-	-	-	-	-	-	-	-
WATER THEFT	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Totals ** (trailing 12m)
No. of Incidents	14	8	3	7	2	-	3	18	67	6	31	32	191
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	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Totals ** (trailing 12m)
Liens Filed	62	102	189	26	175	77	95	-	275	4	38	44	1,087
Released	228	14	340	-	49	12	24	-	18	49	41	1	776
Transferred to Alameda Cty.	-	-	-	-	-	-	-	-	-	-	-	-	-
Transferred to Contra Costa Cty.	-	-	-	-	-	-	-	-	-	-	-	-	-
Total/Month	290	116	529	26	224	89	119	-	293	53	79	45	1,863

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

³ 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.