

Customer Account Delinquency Information

September 2025

(Data from Oct 01 2024 - Sep 25 2025)

CUSTOMER ASSIST. PROGRAM (CAP) ENROLLMENT	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Totals ** (trailing 12m)
New CAP Participants	271	265	292	300	299	229	299	286	255	270	297	243	3,306
CAP Renewals	193	166	188	191	210	258	286	243	275	270	215	189	2,684
CAP Departures	388	372	367	363	280	461	473	585	561	571	535	471	5,427
Total Active CAP Participants w/Active Accounts	10,367	10,499	10,605	10,765	10,866	10,954	11,078	11,054	11,015	11,005	11,108	11,126	-
PAYMENT PLANS	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Totals ** (trailing 12m)
Approved Payment Plans	3,294	3,203	3,556	3,544	3,123	2,996	3,149	2,591	2,937	3,256	3,289	3,276	38,214
Payment Plans Established After Service Interruptions	-	-	-	-	-	-	-	-	-	-	-	1	1
SERVICE INTERRUPTIONS - RESIDENTIAL	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Totals ** (trailing 12m)
15-day Final Collection Notices	17,448	15,162	18,981	15,111	15,125	16,376	17,466	16,427	17,737	15,291	16,481	16,767	198,372
48-hr Service Interruptions Notices ³	12,541	10,779	12,268	9,805	10,423	9,279	12,191	10,403	10,998	10,629	10,702	9,506	129,524
Service Interruption Orders Created *	2,969	2,475	3,413	2,813	2,422	3,257	2,993	3,118	3,296	2,808	3,756	2,958	36,278
Service Interruptions Completed (Actual) *	1	-	-	-	-	-	-	-	-	-	2	1	4
CAP Enrolled Service Interruptions *	-	-	-	-	-	-	-	-	-	-	-	-	-
WATER THEFT	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Totals ** (trailing 12m)
No. of Incidents	8	3	7	2	-	3	18	67	6	31	32	33	210
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	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Totals ** (trailing 12m)
Liens Filed	102	189	26	175	77	95	-	275	4	38	44	-	1,025
Released	14	340	-	49	12	24	-	18	49	41	1	3	551
Transferred to Alameda Cty.	-	-	-	-	-	-	-	-	-	-	-	-	-
Transferred to Contra Costa Cty.	-	-	-	-	-	-	-	-	-	-	-	-	-
Total/Month	116	529	26	224	89	119	-	293	53	79	45	3	1,576

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.