

# Customer Account Delinquency Information

**December 2025**

(Data from Jan 01 2025 - Dec 25 2026)

Customer Assist. Program (CAP) Enrollment													Totals ** (trailing 12m)	
	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25		
New CAP Participants	300	299	229	299	286	255	270	297	302	310	233	246		3,326
CAP Renewals	191	210	258	286	243	275	270	215	212	209	131	221		2,721
CAP Departures	363	280	461	473	585	561	571	535	471	408	371	362		5,441
Total Active CAP Participants w/Active Accounts	10,765	10,866	10,954	11,078	11,054	11,015	11,005	11,108	11,128	11,257	11,320	11,418		-
Payment Plans													Totals ** (trailing 12m)	
Approved Payment Plans	3,544	3,123	2,996	3,149	2,591	2,937	3,256	3,289	3,276	3,528	2,837	3,631		38,157
Payment Plans Established After Service Interruptions	-	-	-	-	-	-	-	-	1	2	1	8		12
Service Interruptions - Residential													Totals ** (trailing 12m)	
15-day Final Collection Notices	15,111	15,125	16,376	17,466	16,427	17,737	15,291	16,481	16,767	17,000	13,633	19,560		196,974
48-hr Service Interruptions Notices <sup>3</sup>	9,805	10,423	9,279	12,191	10,403	10,998	10,629	10,702	9,506	10,863	9,774	12,168		126,741
Service Interruption Orders Created *	2,813	2,422	3,257	2,993	3,118	3,296	2,808	3,756	2,958	3,478	2,641	4,071		37,611
Service Interruptions Completed (Actual) *	-	-	-	-	-	-	-	-	2	1	1	2		6
CAP Enrolled Service Interruptions *	-	-	-	-	-	-	-	-	-	-	-	-		-
Water Theft													Totals ** (trailing 12m)	
No. of Incidents	2	-	3	18	67	6	31	32	33	39	52	43		326
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>													Totals ** (trailing 12m)	
Liens Filed	175	77	95	-	275	4	38	44	-	-	-	29		737
Released	49	12	24	-	18	49	41	1	3	39	-	331		567
Transferred to Alameda Cty.	-	-	-	-	-	-	-	478	-	-	-	114		592
Transferred to Contra Costa Cty.	-	-	-	-	-	-	-	63	-	-	-	217		280
Total/Month	224	89	119	-	293	53	79	45	3	39	-	360		1,304

<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.