

Customer Account Delinquency Information

April 2026

(Data from May 01 2025 - Apr 26 2026)

CUSTOMER ASSIST. PROGRAM (CAP) ENROLLMENT	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	Totals ** (trailing 12m)
New CAP Participants	286	255	270	297	302	310	233	246	221	243	248	288	3,199
CAP Renewals	243	275	270	215	212	209	131	221	245	234	286	255	2,796
CAP Departures	585	561	571	535	471	408	371	362	476	386	589	495	5,810
Total Active CAP Participants w/Active Accounts	11,054	11,015	11,005	11,108	11,128	11,257	11,320	11,418	11,381	11,416	11,391	11,450	-
PAYMENT PLANS	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	Totals ** (trailing 12m)
Approved Payment Plans	2,591	2,937	3,256	3,289	3,276	3,528	2,837	3,631	3,795	2,955	3,163	3,168	38,426
Payment Plans Established After Service Interruptions	-	-	-	-	1	2	1	8	14	8	5	9	48
SERVICE INTERRUPTIONS - RESIDENTIAL	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	Totals ** (trailing 12m)
15-day Final Collection Notices	16,427	17,737	15,291	16,481	16,767	17,000	13,633	19,560	14,464	15,149	17,899	16,648	197,056
48-hr Service Interruptions Notices ³	10,403	10,998	10,629	10,702	9,506	10,863	9,774	12,168	9,522	9,976	10,117	11,423	126,081
Service Interruption Orders Created *	3,118	3,296	2,808	3,756	2,958	3,478	2,641	4,071	3,404	2,780	4,500	4,288	41,098
Service Interruptions Completed (Actual) *	-	-	-	2	1	1	-	2	5	2	-	1	14
CAP Enrolled Service Interruptions *	-	-	-	-	-	-	-	-	1	-	-	-	1
WATER THEFT	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	Totals ** (trailing 12m)
No. of Incidents	67	6	31	32	33	39	52	43	53	56	65	45	522
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	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	Totals ** (trailing 12m)
Liens Filed	275	4	38	44	-	-	-	29	29	-	-	-	419
Released	18	49	41	1	3	39	-	331	300	50	-	36	868
Transferred to Alameda Cty.	-	-	-	478	-	-	-	114	300	-	-	-	892
Transferred to Contra Costa Cty.	-	-	-	63	-	-	-	217	-	-	-	-	280
Total/Month	293	53	79	45	3	39	-	360	329	50	-	36	1,287

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.