

Customer Account Delinquency Information

May 2026

(Data from Jun 01 2025 - May 26 2026)

CUSTOMER ASSIST. PROGRAM (CAP) ENROLLMENT	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Totals ** (trailing 12m)
New CAP Participants	255	270	297	302	310	233	246	221	243	248	308	186	3,119
CAP Renewals	275	270	215	212	209	131	221	245	234	286	282	198	2,778
CAP Departures	561	571	535	471	408	371	362	476	386	589	495	601	5,826
Total Active CAP Participants w/Active Accounts	11,015	11,005	11,108	11,128	11,257	11,320	11,418	11,381	11,416	11,391	11,450	11,354	-
PAYMENT PLANS	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Totals ** (trailing 12m)
Approved Payment Plans	2,937	3,256	3,289	3,276	3,528	2,837	3,631	3,795	2,955	3,163	3,168	2,581	38,416
Payment Plans Established After Service Interruptions	-	-	-	1	2	1	8	14	8	5	9	2	50
SERVICE INTERRUPTIONS - RESIDENTIAL	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Totals ** (trailing 12m)
15-day Final Collection Notices	17,737	15,291	16,481	16,767	17,000	13,633	19,560	14,464	15,149	17,899	16,648	15,845	196,474
48-hr Service Interruptions Notices ³	10,998	10,629	10,702	9,506	10,863	9,774	12,168	9,522	9,976	10,117	11,423	10,827	126,505
Service Interruption Orders Created *	3,296	2,808	3,756	2,958	3,478	2,641	4,071	3,404	2,780	4,500	4,288	4,148	42,128
Service Interruptions Completed (Actual) *	-	-	2	1	1	-	2	5	2	-	1	2	16
CAP Enrolled Service Interruptions *	-	-	-	-	-	-	-	1	-	-	-	1	2
WATER THEFT	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Totals ** (trailing 12m)
No. of Incidents	6	31	32	33	39	52	43	53	56	65	45	33	488
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	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Totals ** (trailing 12m)
Liens Filed	4	38	44	-	-	-	29	29	-	-	-	408	552
Released	49	41	1	3	39	-	331	300	50	-	36	63	913
Transferred to Alameda Cty.	-	-	478	-	-	-	114	300	-	-	-	-	892
Transferred to Contra Costa Cty.	-	-	63	-	-	-	217	-	-	-	-	-	280
Total/Month	53	79	45	3	39	-	360	329	50	-	36	471	1,465

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.