

Customer Account Delinquency Information

August 2026

(Data from Sep 01 2025 - Aug 26 2026)

CUSTOMER ASSIST. PROGRAM (CAP) ENROLLMENT	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Jun 26	Jul 26	Aug 26	Totals ** (trailing 12m)
New CAP Participants	302	310	233	246	221	243	248	308	221	228	280	248	3,088
CAP Renewals	212	209	131	221	245	234	286	282	218	208	284	206	2,736
CAP Departures	471	408	371	362	476	386	589	495	601	530	657	515	5,861
Total Active CAP Participants w/Active Accounts	11,128	11,257	11,320	11,418	11,381	11,416	11,391	11,450	11,354	11,301	11,266	11,311	-
PAYMENT PLANS	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Jun 26	Jul 26	Aug 26	Totals ** (trailing 12m)
Approved Payment Plans	3,276	3,528	2,837	3,631	3,795	2,955	3,163	3,168	2,581	3,410	3,565	3,472	39,381
Payment Plans Established After Service Interruptions	1	2	1	8	14	8	5	9	2	4	11	8	73
SERVICE INTERRUPTIONS - RESIDENTIAL	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Jun 26	Jul 26	Aug 26	Totals ** (trailing 12m)
15-day Final Collection Notices	16,767	17,000	13,633	19,560	14,464	15,149	17,899	16,648	15,845	17,261	15,638	17,923	197,787
48-hr Service Interruptions Notices ³	9,506	10,863	9,774	12,168	9,522	9,976	10,117	11,423	10,827	12,222	9,607	10,490	126,495
Service Interruption Orders Created *	2,958	3,478	2,641	4,071	3,404	2,780	4,500	4,288	4,148	4,705	5,105	3,919	45,997
Service Interruptions Completed (Actual) *	1	1	-	2	5	2	-	1	2	4	3	13	34
CAP Enrolled Service Interruptions *	-	-	-	-	1	-	-	-	1	1	-	2	5
WATER THEFT	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Jun 26	Jul 26	Aug 26	Totals ** (trailing 12m)
No. of Incidents	33	39	52	43	53	56	65	45	33	44	32	26	521
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 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Jun 26	Jul 26	Aug 26	Totals ** (trailing 12m)
Liens Filed	-	-	-	29	29	-	-	-	408	-	-	-	466
Released	3	39	-	331	300	50	-	36	63	-	44	25	891
Transferred to Alameda Cty.	-	-	-	114	300	-	-	-	-	-	-	-	414
Transferred to Contra Costa Cty.	-	-	-	217	-	-	-	-	-	-	-	-	217
Total/Month	3	39	-	360	329	50	-	36	471	-	44	25	1,357

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.