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Providing Outstanding Service Since 1963

May 24, 2021

Board of Directors
Triunfo Water & Sanitation District
Ventura County, California

DISCUSSION: REINSTITUTING LATE FEES AND PENALTIES FOR DELINQUENT POTABLE WATER ACCOUNTS

Summary


On March 20, 2020, in response to the COVID-19 Pandemic, the Triunfo Water & Sanitation District (District) approved to temporarily suspend all late/notification fees and related penalties associated with its potable water customers. During the past 14 months, the number of accounts and delinquent balances have increased to the current levels:

	April 21	
	Quantity	Amount
4+ months with balances	55	\$58,100
3 months with balances	24	\$10,500
1-2 months with balances	104	\$26,200
Total Amount		\$94,800

At the October 26, 2020, Board Meeting, following staff's report updating the Board on water account delinquencies, staff was directed to reinstate the issuance of the red bill program, which highlights delinquent balances, even though late fees and penalties have been suspended. In addition, accompanying the red bill to each of the delinquent accounts, a letter was provided outlining payment options for District customers. As a result only 6 accounts have been added to the payment program.

On average, prior to the COVID-19 Pandemic, the District had approximately 80 accounts with one-month delinquency totaling about \$13,000. Based on the current level and continuing trends, staff recommends that your Board discuss and approve reinstating the penalties and late fees for delinquent accounts. Prior to implementing the fees and penalties, staff will send correspondence to the delinquent accounts notifying them that these charges will be resuming and offering payment plans to assist them in bringing their accounts current.

REVIEWED AND APPROVED: _____


Mark Norris - General Manager

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