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Providing Outstanding Service Since 1963

October 26, 2020

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

UPDATE: DELINQUENT POTABLE WATER ACCOUNTS DUE TO PANDEMIC


Summary

In response to the COVID-19 Pandemic, the Triunfo Water & Sanitation District (District) Board temporarily approved to suspend all late/notification fees and related penalties associated with its potable water customers. At the August 24, 2020, Board Meeting, staff provided the Board with an update and was directed to continue to track the delinquency trends. As of the latest billing cycle, the following table highlights the continuing increases in both the number of accounts and approximate delinquent charges:

	August 21		October 21		Amount Change
	Quantity	Amount	Quantity	Amount	
4+ months with balances	35	\$18,000	51	\$42,100	133%
3 months with balances	17	\$4,500	22	\$11,400	153%
1-2 months with balances	122	\$20,000	86*	\$29,400*	47%
Inactive accounts in delinquency	80	\$9,000	41	\$6,700	-26%
Total Amount		\$51,500		\$89,600	74%

* These values are estimated and will be updated at the Board Meeting

Historically, prior to the COVID-19 Pandemic, the District had approximately 80 accounts with one-month delinquency totaling about \$13,000. This number fluctuates due to the impact of shut off notices and penalties. Based on the current increasing trend in both the number of accounts and delinquent revenue, staff recommends your Board discuss the issue and provide staff with direction, including whether or not to rescind the temporary suspension of fees and penalties or issue a Resolution addressing temporary policy changes.

REVIEWED AND APPROVED: 
 Mark Norris - General Manager

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