



Providing Outstanding Service Since 1963

Board of Directors

James Wall, Chair

Raymond Tjulander, Vice Chair

Jane Nye, Director

Janna Orkney, Director

Leon Shapiro, Director

November 23, 2020

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

DISCUSSION: DELINQUENT POTABLE WATER ACCOUNTS DUE TO PANDEMIC

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. 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 150+ delinquent accounts, a letter was provided outlining payment options for District customers. As a result, to date, only 5 accounts have been added to the payment program. Your Board also requested that staff continue to track the progress and the following is the latest accounting of these customers:

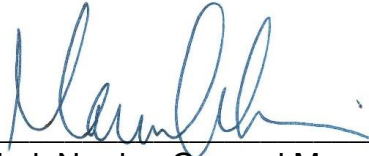
	August 21		October 26		November 18*	
	Quantity	Amount	Quantity	Amount	Quantity	Amount
4+ months with balances	35	\$18,000	51	\$42,100	62	\$57,700
3 months with balances	17	\$4,500	25	\$16,200	17	\$8,300
1-2 months with balances	122	\$20,000	75	\$21,300	126	\$36,900
Inactive accounts in delinquency	80	\$9,000	41	\$6,700		
Total Amount		\$51,500		\$86,300		\$102,900

*These values are prior to the monthly bill payment deadline and do not reflect customer efforts, if any, to bring delinquent accounts current. Any changes will be noted at the Board Meeting

On average, 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 delinquent accounts and associated revenue impact, and given the lack by the most egregious accounts to request a payment plan, staff recommends that your Board discuss the delinquency issue and decide if fees and penalties should be reinstated

or flow restrictors be considered for use in certain circumstances (i.e., abnormally high water users and bills) and direct staff accordingly.

REVIEWED AND APPROVED:


Mark Norris - General Manager

Attachment: TWSD letter to red bill recipients



Providing Outstanding Service Since 1963

Board of Directors

James Wall, Chair

Raymond Tjulander, Vice Chair

Jane Nye, Director

Janna Orkney, Director

Leon Shapiro, Director

October 27, 2020

DELINQUENT POTABLE WATER ACCOUNT DUE TO PANDEMIC

Dear Valued Customer:

At the March 23, 2020, Triunfo Water & Sanitation District (District) Board Meeting, in response to the COVID-19 Pandemic, the Board temporarily approved suspending all late fees, penalties, and shutoffs associated with its potable water accounts. This was done to provide monetary relief to those customers affected by the pandemic. The Board's action did not waive water charges nor absolve the customer from paying their monthly water bill. This letter and special billing are being provided as a reminder of your delinquent account status.

The District understands that as the pandemic continues, many households will experience economic difficulties. As a way to assist in this effort, the District offers payment plans to spread the delinquent charges over 6 or 12 months. These are prescribed amounts based on the balance owed and length of time selected and are in addition to your regular monthly charges. Please contact the District at 800-613-0901 or email to trunfowater@trunfowsd.com to discuss payment arrangements.

Should your account continue to accrue unpaid charges with no attempt to arrange alternative payment options, the District may take additional steps to limit the increasing delinquent costs.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Norris", is written over a horizontal line.

Mark Norris
General Manager

This page is intentionally blank