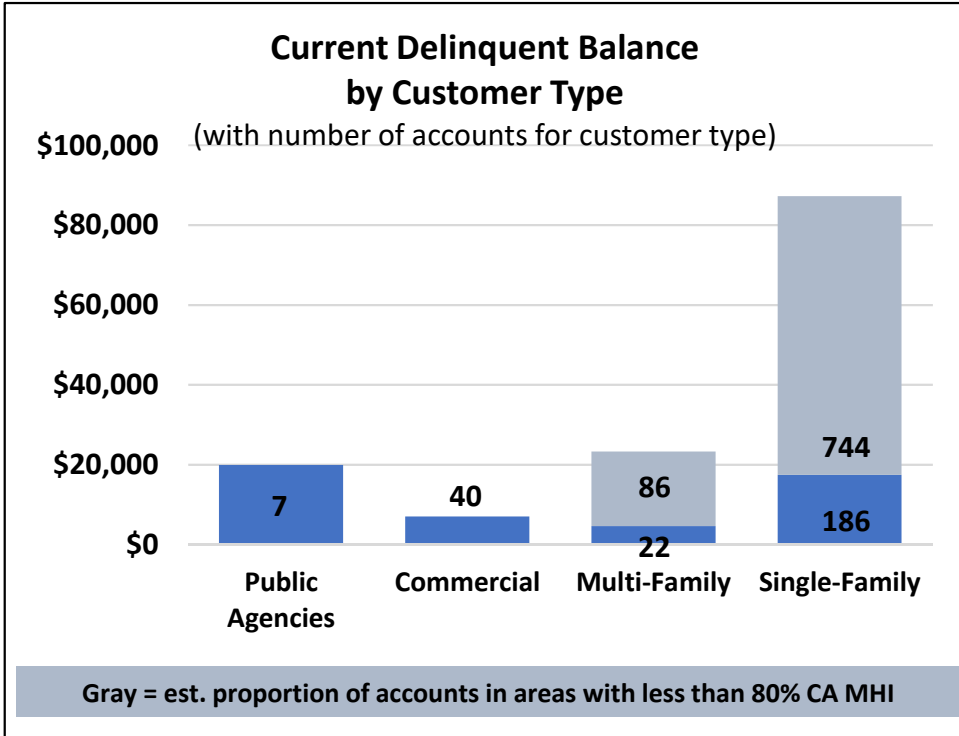


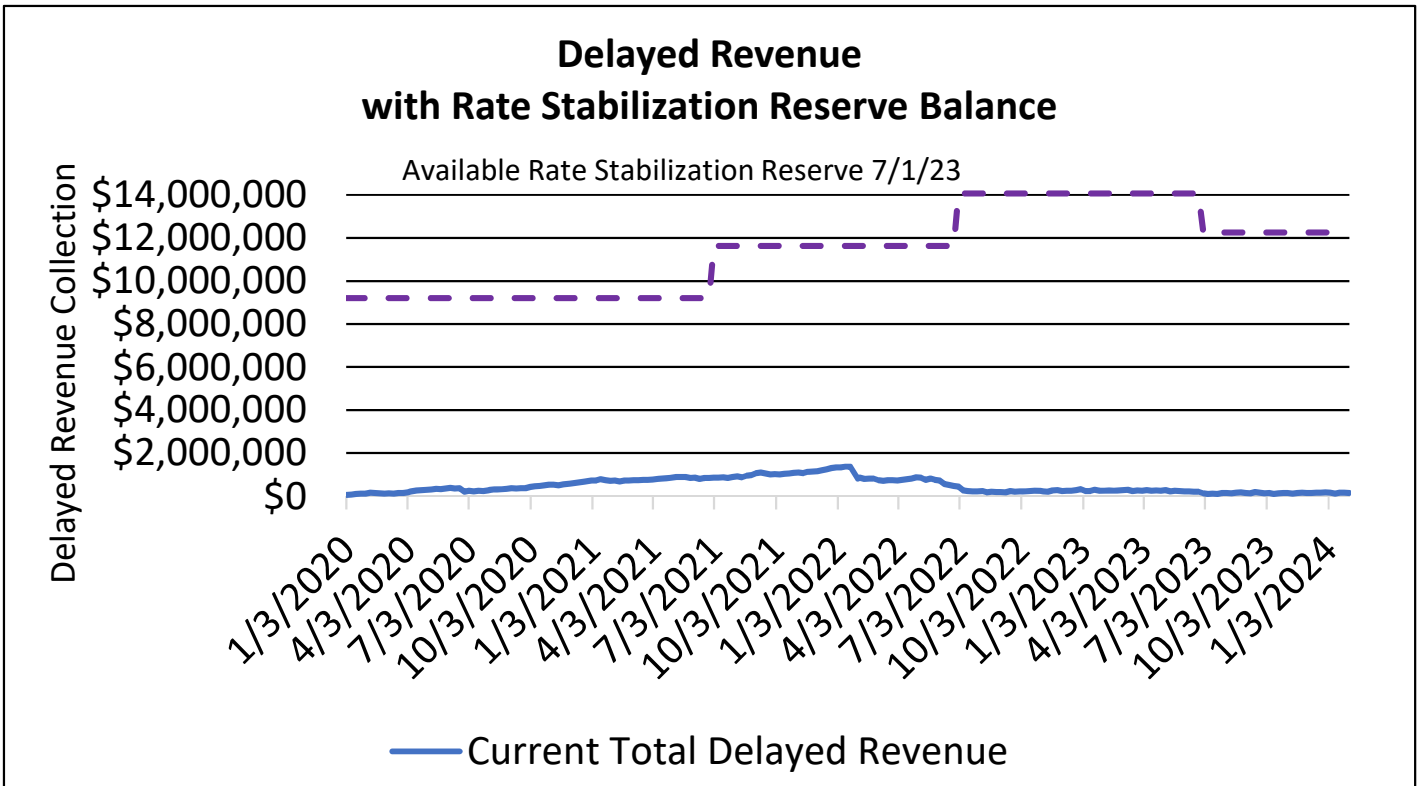
# Delayed Revenue Dashboard

Total Delinquent Water Bill Balances over 60 Days Past Due



As of Date	Delinquent Balance
11/10/2023	\$118,198
11/17/2023	\$146,849
11/24/2023	\$156,971
12/1/2023	\$146,201
12/8/2023	\$149,968
12/15/2023	\$157,405
12/22/2023	\$154,887
12/29/2023	\$172,654
1/5/2024	\$157,137
1/12/2024	\$114,761
1/19/2024	\$160,947
1/26/2024	\$161,357
2/2/2024	\$137,520 *

\*Balance as a percent of annual revenue = 0.28%



**Notes:**

- Standard collection processes in place since May 2021 when State's service disconnection prohibition ended.
- Delinquent Balance excludes \$42,408.62 for 67 customers accounts that have entered into a payment plan; in December 2023 staff submitted an application for phase II of State funding for the delinquent balances generated during 2020 and 2021 that will be applied to this balance.
- The Low Income Water Assistance Program (LIHWAP) has provided \$257,238.70 in funding to 341 Customers to date.