



PUBLIC HEARING ON DELINQUENT WATER AND SANITATION CHARGES

JUNE 25, 2024



**Department of Public Works
Special Districts**

Noel Castillo, Director



COUNTY TAX ROLL

Delinquent Water and Sanitation Charges



Delinquent water and sanitation charges are added to the County Tax Roll for collection. Collection of delinquent charges supports fiscal solvency of the County Service Areas (CSAs) by ensuring revenues for the operation and infrastructure maintenance of each separate system.

Special Districts provides water and sanitation services to:

- Water – Seven CSAs with 8,338 total accounts:
 - Delinquent accounts: 540
 - Average delinquency rate: 7%
- Sanitation – Eight CSAs with 8,799 total accounts:
 - Delinquent accounts: 986
 - Average delinquency rate: 11%



NOTIFICATION ACTIONS - ASSISTANCE

NOTIFICATION

All CSA bills are mailed on a bimonthly basis, for a total of six cycles annually.

ACTIONS

Actions taken to notify customers before applying delinquent charges to the County Tax Roll:

- Regular bimonthly bill is mailed.
- 30-day Delinquent Notice mailed with past due message and late charges applied.
- 45-day Final Notice mailed.
- Water only: 60-day service disconnect. Seven days prior to disconnect, customers receive a courtesy phone call an/or red door tag if unable to reach customer by phone.
- Sanitation only: 90-day Intent to Lien Notice mailed, including payment plan option.
- County Tax Roll Notice mailed (14-calendar days prior to the hearing).

ASSISTANCE

In addition, all attempts by customers to contact Special Districts by phone, email, or in person regarding delinquent water and sanitation charges are actively offered a payment plan option. Customers are also offered an external resource for financial assistance.

Delinquent 2023-24 Charges by County Service Area

| DISTRICT | No. of Delinquent Accounts | Percentage | Service | Delinquent Amount as of 5/10/2024 |
|---|----------------------------|------------|---------------|-----------------------------------|
| County Service Area 42 (Oro Grande) | 21 | 15% | Water & Sewer | \$15,163.94 |
| County Service Area 53 B (Fawnskin) | 75 | 8% | Sewer | \$43,659.74 |
| County Service Area 64 (Spring Valley Lake) | 300 | 8% | Water & Sewer | \$72,363.53 |
| County Service Area 70 BL (Bloomington) | 0 | 0% | Sewer | \$0.00 |
| County Service Area 70 CG (Cedar Glen) | 28 | 8% | Water | \$9,495.89 |
| County Service Area 70 GH (Glen Helen) | 271 | 11% | Sewer | \$126,810.62 |
| County Service Area 70 F (Morongo Valley) | 6 | 7% | Water | \$3,792.89 |
| County Service Area 70 J (Oak Hills) | 168 | 5% | Water | \$78,239.13 |
| County Service Area 70 SP-2 (High Country) | 0 | 0% | Sewer | \$0.00 |
| County Service Area 70 S-3 (Lytle Creek) | 51 | 13% | Sewer | \$40,655.21 |
| County Service Area 70 W-3 (Hacienda) | 12 | 7% | Water | \$2,903.00 |
| County Service Area 70 W-4 (Pioneertown) | 5 | 4% | Water | \$2,487.52 |
| County Service Area 82 (Searles Valley) | 268 | 45% | Sewer | \$257,286.51 |
| Total | 1,205 | | | \$652,857.98 |