



PUBLIC HEARING ON DELINQUENT WATER AND SANITATION CHARGES

JUNE 10, 2025



**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 annually. 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.

The Department of Public Works – Special Districts (Special Districts) provides water services to:

- Seven CSAs with 8,431 total accounts. Of the 8,431 total accounts, the following number are delinquent:
 - Delinquent accounts: 182
 - Average delinquency rate: 2%

Special Districts provides sanitation services to:

- Eight CSAs with 8,711 total accounts. Of the 8,711 total accounts, the following number are delinquent:
 - Delinquent accounts: 699
 - Average delinquency rate: 8%



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 include:

- Regular bi-monthly 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 and/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

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

Delinquent 2024-25 Charges by County Service Area

DISTRICT	No. of Delinquent Accounts	Percentage	Service	Delinquent Amount as of 5/12/2025
County Service Area 42 (Oro Grande)	7	5%	Water & Sewer	\$7,258.93
County Service Area 53 B (Fawnskin)	68	7%	Sewer	\$50,002.20
County Service Area 64 (Spring Valley Lake)	93	2%	Water & Sewer	\$36,639.66
County Service Area 70 BL (Bloomington)	0	0%	Sewer	\$0.00
County Service Area 70 CG (Cedar Glen)	13	4%	Water	\$7,953.99
County Service Area 70 GH (Glen Helen)	240	10%	Sewer	\$136,199.11
County Service Area 70 F (Morongo Valley)	4	5%	Water	\$2,316.83
County Service Area 70 J (Oak Hills)	56	2%	Water	\$20,251.08
County Service Area 70 SP-2 (High Country)	0	0%	Sewer	\$0.00
County Service Area 70 S-3 (Lytle Creek)	42	11%	Sewer	\$44,654.23
County Service Area 70 W-3 (Hacienda)	6	4%	Water	\$3,679.57
County Service Area 70 W-4 (Pioneertown)	3	2%	Water	\$2,002.01
County Service Area 82 (Searles Valley)	249	41%	Sewer	\$285,006.95
Total	781			\$595,964.56



THANK YOU

www.SBCounty.gov

