

# Accounts Receivable & Delinquencies

As of December 31, 2023

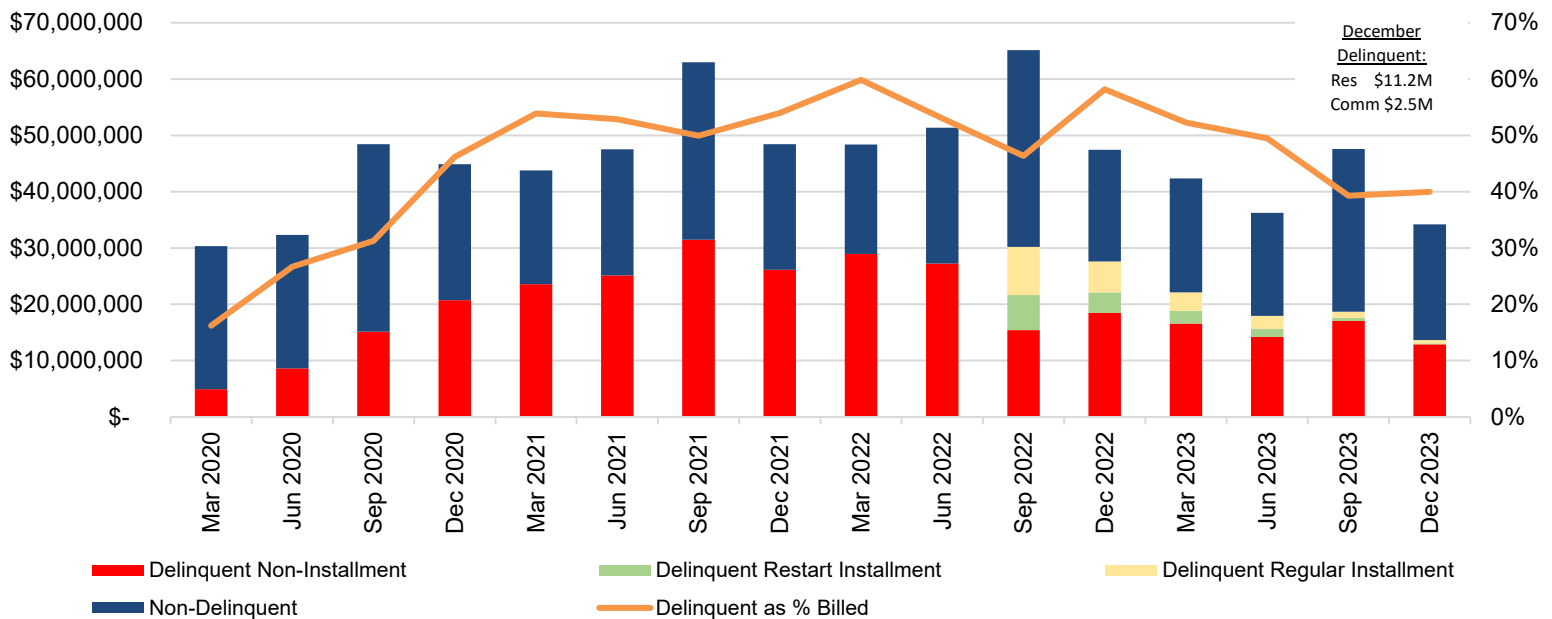
## COVID-19 IMPACTS

Since the COVID-19 Local Emergency Declaration, the City has experienced significant increases in utility customer accounts receivable. This includes increases in delinquent account balances and the number of utility accounts that have become delinquent.

## Accounts Receivable

The charts below include account information through December 31, 2023. Accounts receivable for all services including electric, water, sewer, and refuse have increased by 13% or \$3.9 million from \$30.3 million in March 2020 to \$34.2 million on December 31, 2023. During the same period, delinquent accounts receivable has increased 178% or \$8.7 million from \$4.9 million in March 2020 to \$13.7 million on December 31, 2023. The City received and applied \$15.3 million to customer accounts from state funding offering financial assistance for past-due electric, water and wastewater customer debts incurred from March 4, 2020 to June 15, 2021. In December 2021, the City applied credits to customer accounts for the California Arrearages Payment Program for electric utility arrearages in the amount of \$11.1 million and the California Water and Wastewater Arrearages Payment Program for drinking water utility arrearages in the amount of \$1.9 million. In May 2022, the City applied credits to customer accounts for the California Water and Wastewater Arrearages Payment Program for wastewater utility arrearages in the amount of \$2.3 million. In January 2023, the City applied \$18.6 million in credits to electric customers accounts as part of the General Fund Transfer Settlement.

Total Accounts Receivable (A/R) Comparison



- Notes: 1. Delinquent Account Balance includes active & inactive accounts.  
 2. Updated through December 31, 2023 for electric, water, sewer, and refuse.

## Collections

As of December 31, 2023, inactive account collection totals included residential in the amount of \$4.1 million or 76% and commercial in the amount of \$1.3 million or 24%. In December 2023, approximately 982 electric, water, sewer and refuse accounts totaling \$0.6M were sent to the collection agency for unpaid and delinquent utility bills dates March 2023 through June 2023.