

Accounts Receivable & Delinquencies

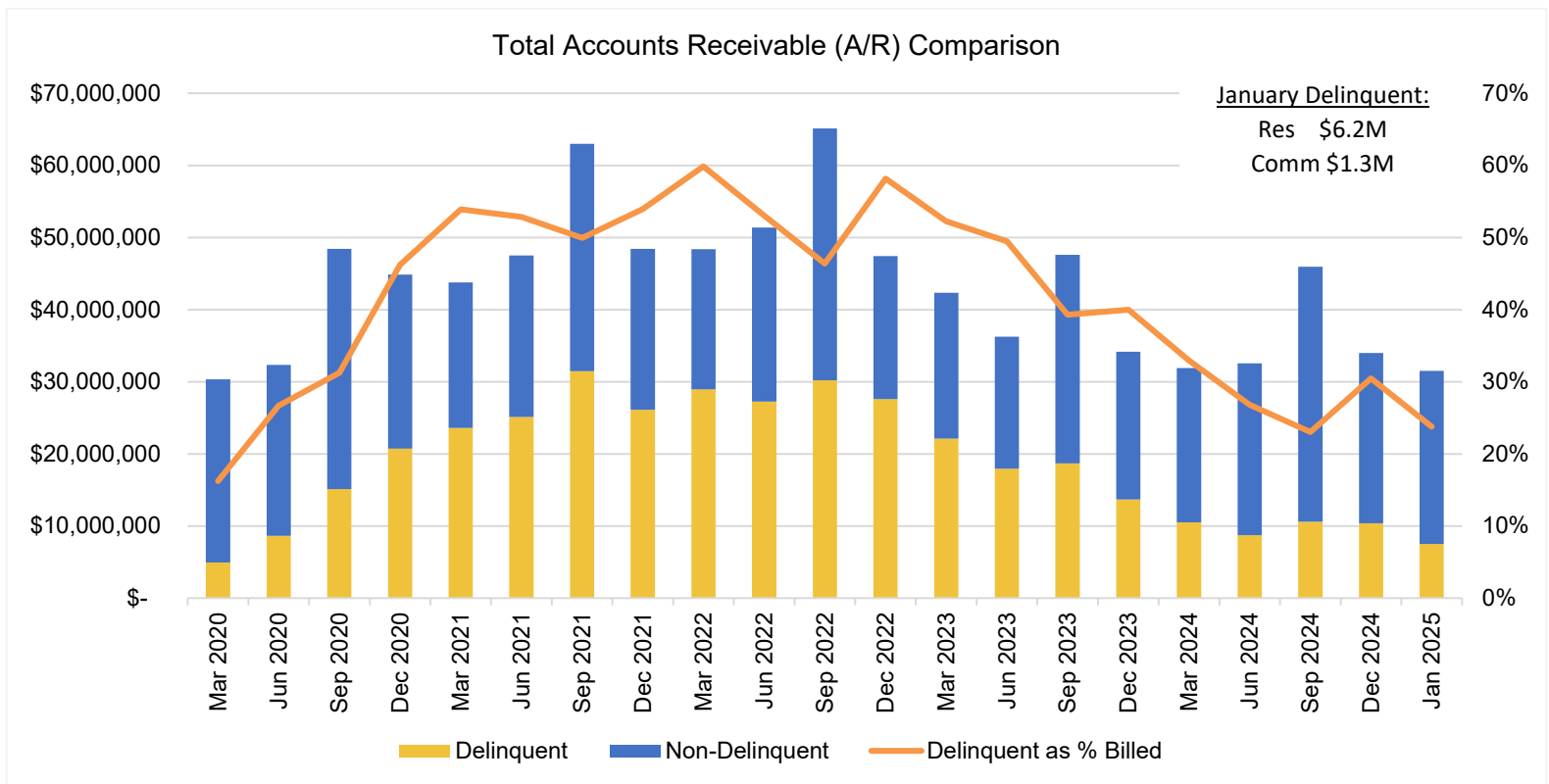
As of January 31, 2025

Accounts Receivable

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 had become delinquent. These balances have steadily reduced since September 2022.

The chart below includes account information through January 31, 2025. Accounts receivable for all services including electric, water, sewer, and refuse have increased by 4% or \$1.2 million from \$30.3 million in March 2020 to \$31.5 million on January 31, 2025. During the same period, delinquent accounts receivable has increased 52% or \$2.6 million from \$4.9 million in March 2020 to \$7.5 million on January 31, 2025.

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 customer accounts as part of the General Fund Transfer Settlement.



- Notes: 1. Delinquent Account Balance includes active & inactive accounts.
 2. Updated through January 31, 2025 for electric, water, sewer, and refuse.

Collections

As of January 31, 2025, inactive accounts receivable totals were \$1.6 million for all services. Residential was \$1.4 million or 90% of the total and commercial was \$0.2 million or 10% of the total. In January 2025, approximately 377 electric, water, sewer and refuse accounts totaling \$0.4 million were sent to the collection agency for unpaid and delinquent utility bills.