

Rialto City Council

Automatic Payment Plan Program for Water and Wastewater Customers

***Presented by:
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Background

- March 2020 - City Council Declared a Local Emergency to the COVID-19 outbreak.
- April 2020 – Governor of California issued an emergency order establishing a moratorium on all water shut-offs.
- April 2020 – City Council adopted the moratorium on water shut-offs. Also stopped assessing late payment penalties and interest on water and sewer bills.

Background (cont.)

- The Governor of California issues another Executive Order that would allow the water shut-off moratorium to expire at the end of September 2021.
- SB 155 postponed the moratorium to expire at the end of December 2021, and longer if customers have been offered payment plans.

Water and Wastewater Arrearages Trends

Delinquent Amounts (Residential and Commercial)

	June 2018	June 2019	June 2020	June 2021	June 2022
30-days Past Due	1,918	1,905	910	978	1,051
60-days Past Due	354	353	356	350	331
90-days Past Due	35	41	229	192	199
120-days Past Due	62	43	370	840	1,046
	2,369	2,342	1,865	2,360	2,627

(Excludes sewer only customers)

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Water and Wastewater Arrearages Trends

- Before the start of the COVID-19 pandemic there were 2,369 delinquent accounts totaling \$500,652.
- As of the end of June 2022 delinquent balances increased to \$1.6 million with 2,627 accounts remaining delinquent.
- Delinquency balance increase by \$1.1 million, approximately 193%.
- Quantity of delinquent accounts only increased by 10.8%, 258 accounts.

SWRCB Arrearages Program

- City submitted two separate applications to the SWRCB for the Water and Wastewater Arrearages program.
- City received \$383,280 for Water Arrearages. Amounts were applied to customers who had arrearage that were accumulated from March 2020 through June 15, 2021 and were 60-days and older.
- City received \$525,885 for Wastewater Arrearages – same method was used as for the Water Arrearages.

Automatic Payment Plan

- Automatically enroll customers on a payment plan with past due amounts of 90 days or greater.
- 12-month payment plan.
- Customers have an opt-out provision by paying in full.
- Customers can apply any relief programs to their payment plans.
- Payment plan amount will be added to the monthly bill.

Automatic Payment Plan (cont.)

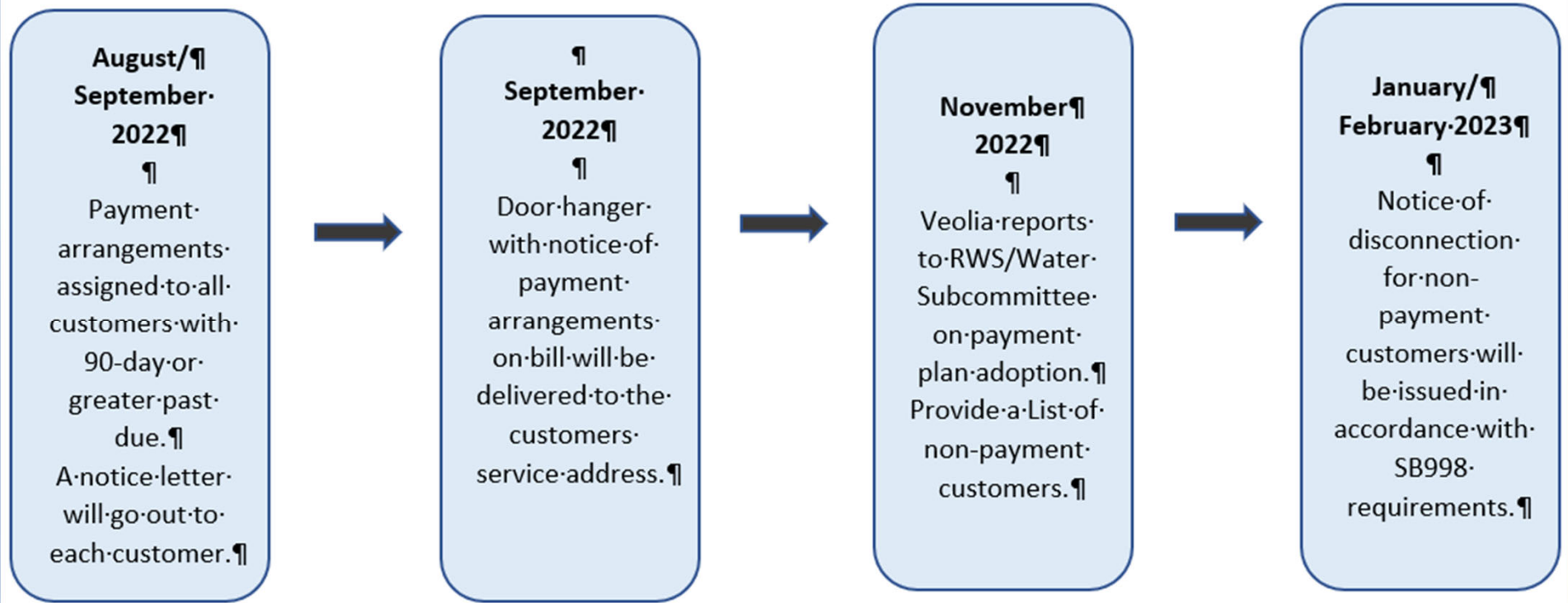
- RWS to monitor the payment plan program and report back to the City.
- Customer can request for a longer payment plan period.
- If customer choose not to participate in the payment plan and not pay their outstanding amounts, shut off process will begin, January 2023.

Automatic Payment Plan Schedule

Automatic Payment Plan Implementation and

SB 998 Water Shut-Off Administration

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Questions