



**AGENCY:** Finance & Admin  
**MEETING DATE:** February 9, 2022  
**DEPARTMENT:** Finance  
**PRESENTED BY:** Isaac Whippy  
**EMAIL ADDRESS:** [iwhippy@fortbragg.com](mailto:iwhippy@fortbragg.com)

## AGENDA ITEM SUMMARY

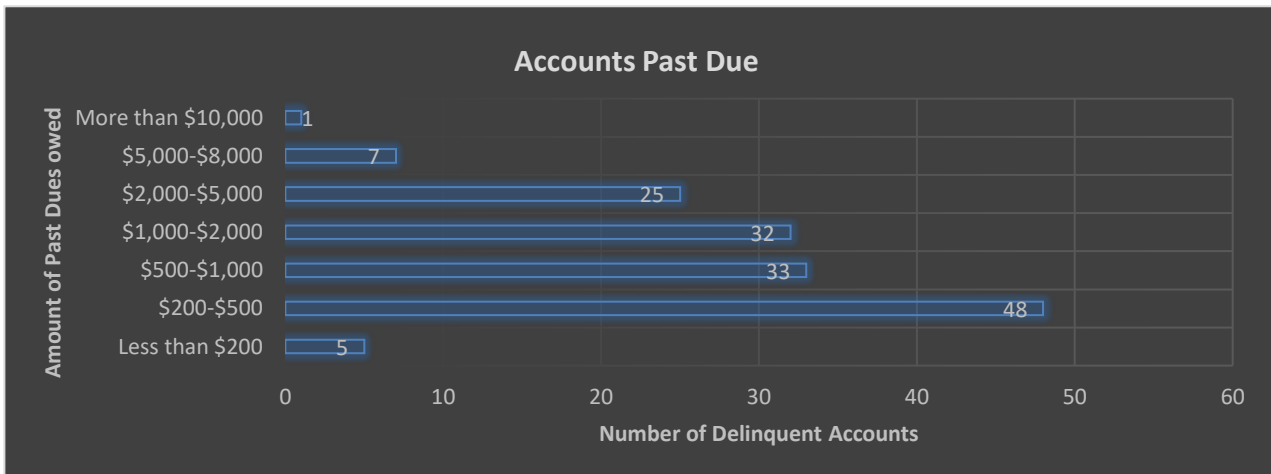
**TITLE:**  
**Receive Report on Resumption of Water Shut-offs**

**UPDATE:**

In April 2020, Governor Gavin Newsom signed an executive order restricting water shut-offs to homes and small businesses while the state responded to the COVID-19 pandemic. This statewide moratorium has expired as of December 31, 2021. Accordingly, the City of Fort Bragg Water Department has begun providing notices to delinquent customers and will be resuming water shutoffs in April 2022 per the City's Shutoff policy and requirements of Senate Bill 998 ("SB 998"), which imposes a 60-day waiting period before an account can be turned off for non-payment.

As of the last billing cycle, the total amount of past dues was \$249,966, up 86 percent from the same period the previous year (\$134,501). Currently, 42 percent or 121 accounts are over 120 days due, 32 percent or 30 accounts under 30 days, 17 percent within 30-90 days, and 9 percent between 90-120 days.

	Total	Number of Accounts	Avg. Past Due amount	% of Past Due
Over 120 days	\$105,050	121	\$1,138	42%
90-120 days	\$22,646	30	\$159	9%
30-90 days	\$43,223	-	\$174	17%
Under 30 days	\$79,046	-	\$51	32%
<b>Total Past Due</b>	<b>\$249,966</b>	<b>151</b>		



Of the total delinquent accounts highlighted in the table above, customers with substantial balances will struggle to pay and are at a greater risk of being shut-off come April. The City's shut-off policy states that a 20 percent down payment is required to establish a 60-day payment plan. One account is over \$10k owed, with seven accounts between \$5k-\$8k, twenty-five accounts range between \$2k-\$5k, and thirty-two accounts under \$2k. The majority of these delinquent accounts are residential, with only twelve commercial accounts.

Since the start of the pandemic, the City has been waiving late fees and setting up payments plans for delinquent accounts that COVID has impacted to help these customers get current.

In June 2021, the City successfully launched the Utility Assistance Program through Community Development Block Grants (CDBG), which provides up to \$500 towards utility bills for qualified accounts. To date, the City has provided \$29,421 of assistance to customers.

Furthermore, The State Water Resources Control Board has received federal funding to help reimburse water systems for revenues lost in unpaid bills through the pandemic. The City has already submitted the required information and is awaiting approval. Once approved, this additional funding of \$61,074 will be applied to each qualified delinquent account to offset the past due amount owed.

Staff will continue outreach efforts to these delinquent customers to ensure they are notified and given the option to make payment arrangements to avoid water turn-offs.

**RECOMMENDED ACTION:**

N/A

**ALTERNATIVE ACTION(S):**

N/A

**FISCAL IMPACT:**

N/A

**GREENHOUSE GAS EMISSIONS IMPACT:**

There is no direct greenhouse gas emissions impact.

**IMPLEMENTATION/TIMEFRAMES:**

Water shutoffs to resume April 2022 with noticing in Jan/Feb 2022.

**ATTACHMENTS:**

1. Shut off Policy

**NOTIFICATION:** None.