



Dublin San Ramon
Services District
Water, wastewater, recycled water

Utility Billing Operations and Delinquency Management Procedures

Board of Directors Meeting
October 7, 2025

Ken Spray, Finance Director

Topics

- Billing Structure and Schedule
- Billing Preparation Timeline
- Payment Due Date
- Delinquency Timeline
- Evaluation of Procedural Changes
- Next Steps

Billing Structure

Customer Account Structure

- Each account is assigned to a route
- Each route is assigned to a billing cycle
- Each cycle is billed every 2 months



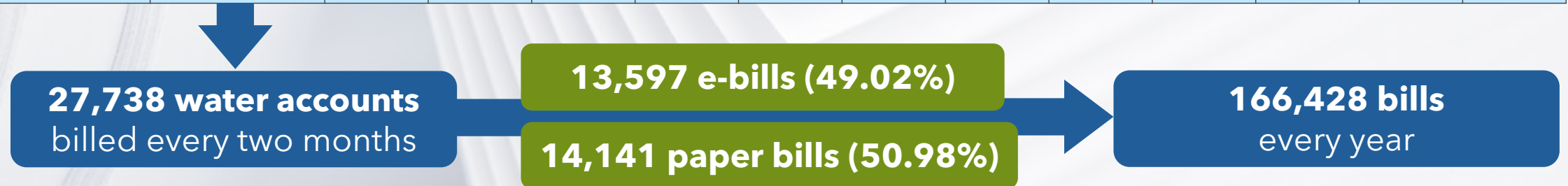
Bill Run Structure

- 4 bill runs in each bimonthly billing period
- 6 billing periods in a year
- **24 bill runs in a year**

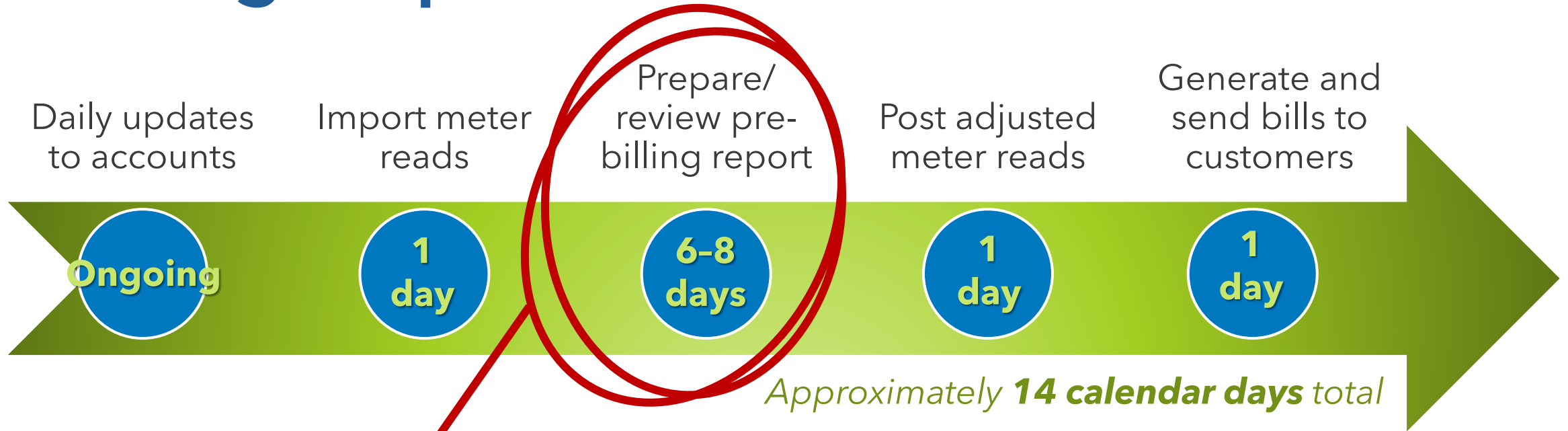


Annual Billing Schedule

Cycle	Accounts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2 Dublin	6,125	1st		1st		1st		1st		1st		1st	
5 Dublin	9,242	15th		15th		15th		15th		15th		15th	
1 Dublin	2,605		1st		1st		1st		1st		1st		1st
3 Dublin	1,476		1st		1st		1st		1st		1st		1st
4 Const	65		1st		1st		1st		1st		1st		1st
DUSD	92		1st		1st		1st		1st		1st		1st
Recycle	469		1st		1st		1st		1st		1st		1st
7 DV	7,664		15th		15th		15th		15th		15th		15th



Billing Preparation Timeline



Tasks during the review period : identify missed reads, atypical patterns, communication failures; repair or reprogram meters to correct discrepancies



Payment Due Date

- **Day 1 - Bill sent**
- Day 21 - Bill due
- Days 22-30 - Grace period
- **Day 31 - Bill past due** and 10% penalty applied



Delinquency Timeline Per Policy


Day	Due Dates and Activities
1	Bill (Notice #1) sent
31	Late Payment Notice (Notice #2) with 10% penalty mailed (30 days after bill date) followed by phone call
54	Full payment due (23 days after Late Payment Notice date)
55	Shutoff Notice (Notice #3) delivered as door tag with informational flyer
61	Last day to pay before shutoff (7 days of Shutoff Notice date)
62	Shutoff

Activity dates falling on a non workday and staff workload may extend the timeline



Discontinuation of Residential Water Service for Nonpayment Policy

- Customers can request payment arrangement at any point in the delinquency process
- DSRSD may choose payment option to offer and accept
- Customers must pay balance within 12 months
- General Manager may extend payment period beyond 12 months

 Policy	
Policy No.: P400-21-1	Type of Policy: Finance
Policy Title: Discontinuation of Residential Water Service for Nonpayment	
Policy Description: Authorize the General Manager to Approve Discontinuation of Residential Water Service Due to Nonpayment	
Approval Date: 9/7/2021	Last Review Date: 2021
Approval Resolution No.: 46-21	Next Review Date: 2025
Rescinded Resolution No.: N/A	Rescinded Resolution Date: N/A
<p>It is the policy of the Board of Directors of Dublin San Ramon Services District:</p> <p>To authorize the General Manager or designee to approve discontinuation of residential water service arising from nonpayment of billed usage charges. Such discontinuations are to be conducted in accordance with Dublin San Ramon Services District (DSRSD) Code Chapter 1.50 Nonpayment of Fees and Charges, in addition to the "Water Shut-off Protection Act" (California Health and Safety Code Division 104 Part 12 Chapter 6) which has established specific requirements for water systems to follow when discontinuing residential water service due to nonpayment of charges.</p> <p>1. Purpose of the Policy</p> <p>The purpose of this policy is to define the conditions and procedures for discontinuing residential water service due to account holders' nonpayment of water charges, including how account holders and/or occupants are notified by this policy, how they may obtain a payment arrangement or alternative payment schedule, how they may contest or appeal water charges, and how they may restore service after it has been discontinued for nonpayment.</p> <p>2. Posting of the Policy</p> <p>This policy will be posted on the District's website. In addition to English, this policy will be made available in Spanish, Chinese, Tagalog, Vietnamese, Korean, and any other language spoken by at least 10% of the people (currently no other language meets this criteria) residing in the DSRSD service area.</p> <p>3. Collection timeline for Utility Bills</p> <p>a. Per DSRSD Code §4.40.140, bills are due upon receipt and past due 30 days from the billing date. The billing due date is printed on the bill sent to the account holder.</p> <p>b. If the utility bill remains unpaid 30 days after the bill date, late fees and/or interest charges in amounts established by separate District ordinance or resolution will be added to the</p>	

Final Collection Actions

- Unpaid balances over 90 days become delinquent
- Balances over \$25 may be referred to a collection agency or be levied on the secured property tax rolls



Evaluation of Procedural Changes



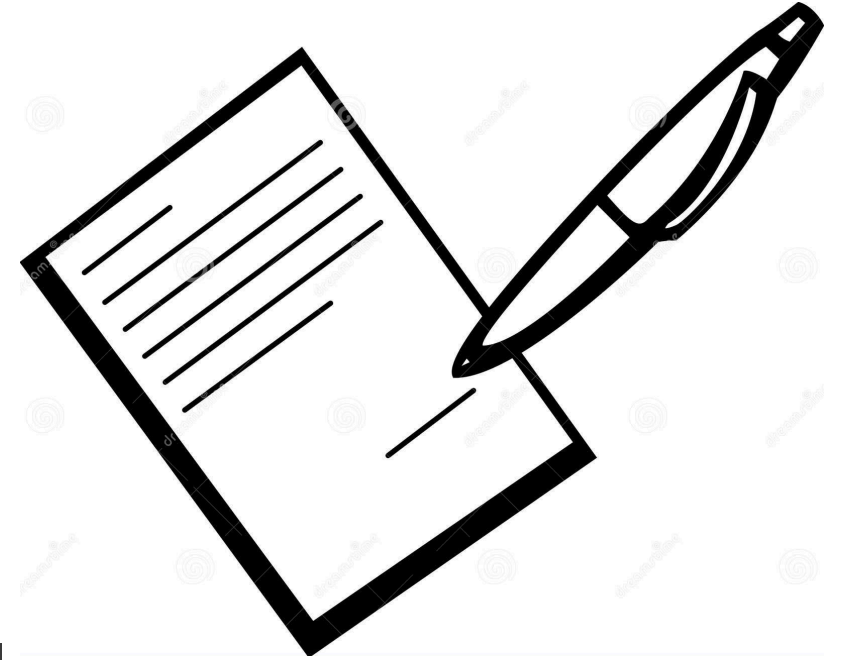
Payment Plans

Observation

- Payment plans extended beyond 12 months during COVID-19

Recommendation

- Adhere to Discontinuation of Residential Water Service for Nonpayment policy



Property Owner Responsibility

Observation

- Property owners may be unaware of nonpayment by tenants

Recommendations

- Expand billing and service information to customers and on website
- Revise disclosures on back of utility bills
- Notify rental property owners



De Minimis Amount for Levy

Observation







- Low minimum threshold for property tax roll levies

Recommendation

- Keep at \$25



Ways to Pay

	Online Payment Portal	Credit Card	E-Check	--	--	--
	Phone Automated Telephony	Credit Card	E-Check	--	--	--
	In Person Service Counter	Credit Card	--	Cash	Check or Money Order	--
	Mail P.O. Box	--	--	--	Check or Money Order	--
	Dropbox Parking Lot	--	--	--	Check or Money Order	--
	Bank Sign-up with DSRSD	--	--	--	--	ACH

Payment Fees

Observations

- Credit card processing fee
 - 3.6% of payment
 - DSRSD absorbed approximately \$220,000 in FY 2025
- E-check transaction fee
 - \$1.95 per transaction
 - New form of payment introduced November 2024
 - DSRSD absorbed approximately \$34,000 in FY 2025

Recommendation

- Begin charging for credit card fees
- Continue to absorb \$1.95 fee per e-check transaction



Ways to Pay without Fee after 2025

Effective January 1, 2026

- Cash
- Check or money order
- ACH = automated clearing house
 - Customers can sign up with staff by phone or in person
 - New customers can sign up on online Application for New Service
 - DSRSD initiates debit withdrawal from bank on a fixed date
- E-check

Bimonthly and Monthly Billing Compared

Run	Accounts Billed in a Run	Odd Month	Even Month	Bimonthly Runs/Year	Accounts Billed in a Year
Group 1	6,125	1st		6	36,750
Group 2	9,242	15th		6	55,452
Group 3	4,707		1st	6	28,242
Group 4	7,664		15th	6	45,984
Total	27,738	24 Runs/Year			166,428

Run	Accounts Billed in a Run	Every Month	Monthly Runs/Year	Accounts Billed in a Year
Groups 1&3	10,832	1st	12	129,984
Groups 2&4	16,906	15th	12	202,872
Total	27,738	48 Runs/Year		332,856

Double the billing frequency = Double the number of bills, etc.



Conversion to Monthly Billing

Observations and Considerations

- Potentially double the activities and required resources
- Rebalance and combine routes
- Optimize the audit process by increasing automation
- Explore further push to paperless billing

Recommendation

- Evaluate further after staff proficiency in new billing software

Next Steps

- Receive direction from Board this evening
- Revise policies, procedures, and practices as directed



Questions?



Summary of Recommendations

Payment Plans for Outstanding Balance	<ul style="list-style-type: none">• Adhere to Discontinuation of Residential Water Service for Nonpayment policy
Property Owner Responsibility for Tenant Nonpayment	<ul style="list-style-type: none">• Expand billing and service information to customers and on website• Revise disclosures on back of utility bills• Notify rental property owners
De Minimis Amount for Levy	<ul style="list-style-type: none">• Keep at \$25
Payment Fees	<ul style="list-style-type: none">• Begin 3.6% credit card processing fee• Continue to absorb \$1.95 fee per e-check transaction
Bimonthly to Monthly Billing	<ul style="list-style-type: none">• Evaluate further after staff proficiency in new billing software