

WATER ACCOUNTS BY OWNER STATUS					
	OWNER OCCUPIED		NON-OWNER OCCUPIED		TOTALS
	VALUE	%	VALUE	%	
TOTAL CLASSIFIED	8,812	77.0%	2,635	23.0%	11,447
SEPARATED BILLING AMOUNTS	\$9,273,782.06	77.0%	\$2,773,083.94	23.0%	\$12,046,866.00
TOTAL DELINQUENT AMOUNTS	\$56,662.63	30.6%	\$128,376.10	69.4%	\$185,038.73
TOTAL DEL AMOUNT RECOVERED CLOSED ACCTS	\$7,936.71	18.0%	\$36,182.64	82.0%	\$44,119.35
TOTAL LOSSES (DELINQUENT ACCT OVER 7 YEARS)	\$49,840.50	30.5%	\$113,386.56	69.5%	\$163,227.06
DISCONNECTIONS IN 2016 DOLLARS	\$109,595.78	49.6%	\$111,407.22	50.4%	\$221,003.00
DISCONNECTIONS IN 2016 NUMBER OF SHUT OFFS	846	49.0%	879	50.9%	1,725

**SUMMARY:** When looking at water account by ownership status (the City allows the owner or tenant to establish the account in either parties name) several things can be concluded:

1. 23% of the accounts are classified as "non-owner occupied". This does not mean that fully 23% of all accounts are "Non-Owner Occupied" only that 23% of the accounts are not in the property owners name. There are a number of water accounts that are classified as "Non-Owner Occupied" that are in the owners name.
2. 69% of the delinquent water accounts are classified as "non-owner occupied"
3. 69.5% of "*losses*" in the amount of \$113,386.56 are classified as "non-owner occupied"
4. 50.4% of the disconnections are classified as "non-owner occupied"
5. 50.9% of the disconnections (shut offs) are classified as "non-owner occupied"

These facts indicate there is an issue with "non-owner occupied" water accounts. They are more likely to become delinquent and are problematic in the City's efforts to collect on the delinquency. Given this disproportionate issue (and consequential drain on City resources) the City will need to evaluate its requirements regulating water account ownership. Other communities have addressed this issue by making the property owner responsible for any delinquencies on water accounts while still allowing the flexibility to put the account in the tenants name. The real issue is the owner occupied water accounts subsidize the delinquencies associated with the non-owner occupied accounts, and this is patently unfair to all the water account customers.

*Thanks to Account Technician April Calandro for obtaining the data used in this study.*