

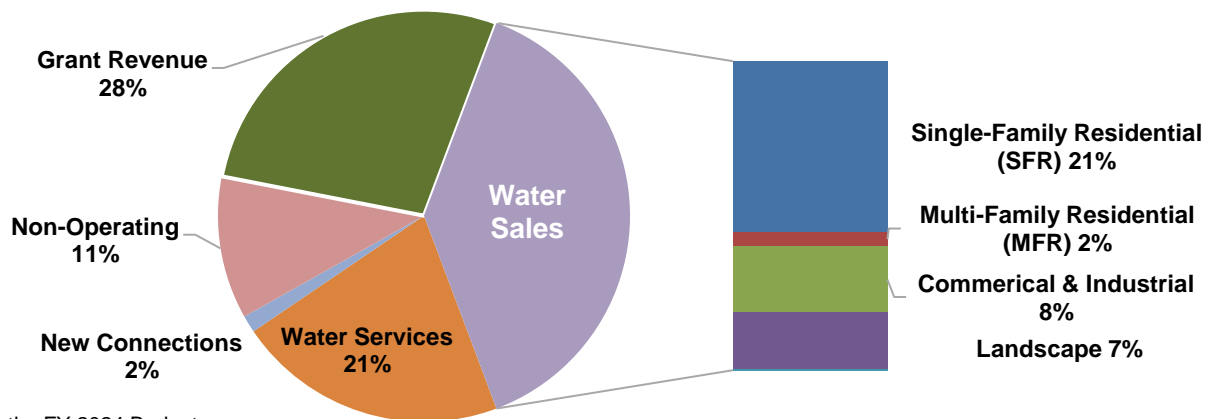


FY 2024 – Q3 Financial Report

July 1, 2023 – March 31, 2024

Revenues

Scotts Valley Water District revenues come from four main sources: Water Sales, Water Services (Basic Service Charge), New Connections, and Non-Operating*.

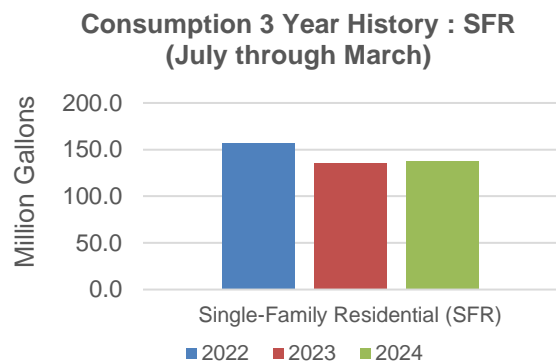


*Data from the FY 2024 Budget

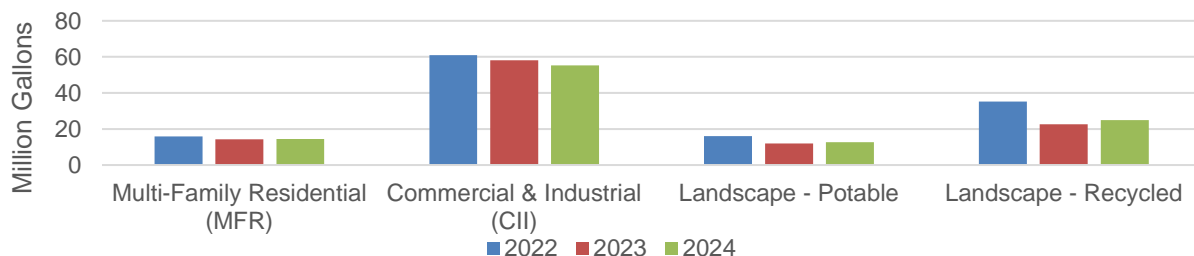
The District's largest revenue category is Single Family Residential (SFR) Water Sales. Revenue in the SFR category for the period July through March is down 4% from the same period in the prior year. Revenue in the prior year included drought surcharges.

Consumption

Water consumption by SFR customers through the third quarter is 137 million gallons, up 2.0 million gallons or 1.5% from FY 2023.

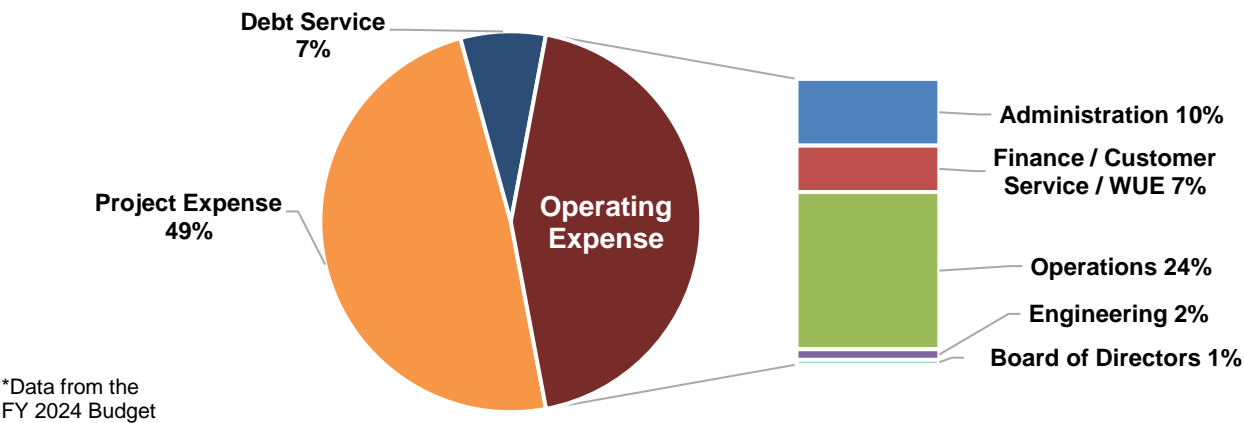


Consumption 3 Year History : MFR, CII, Landscape
(July through March)

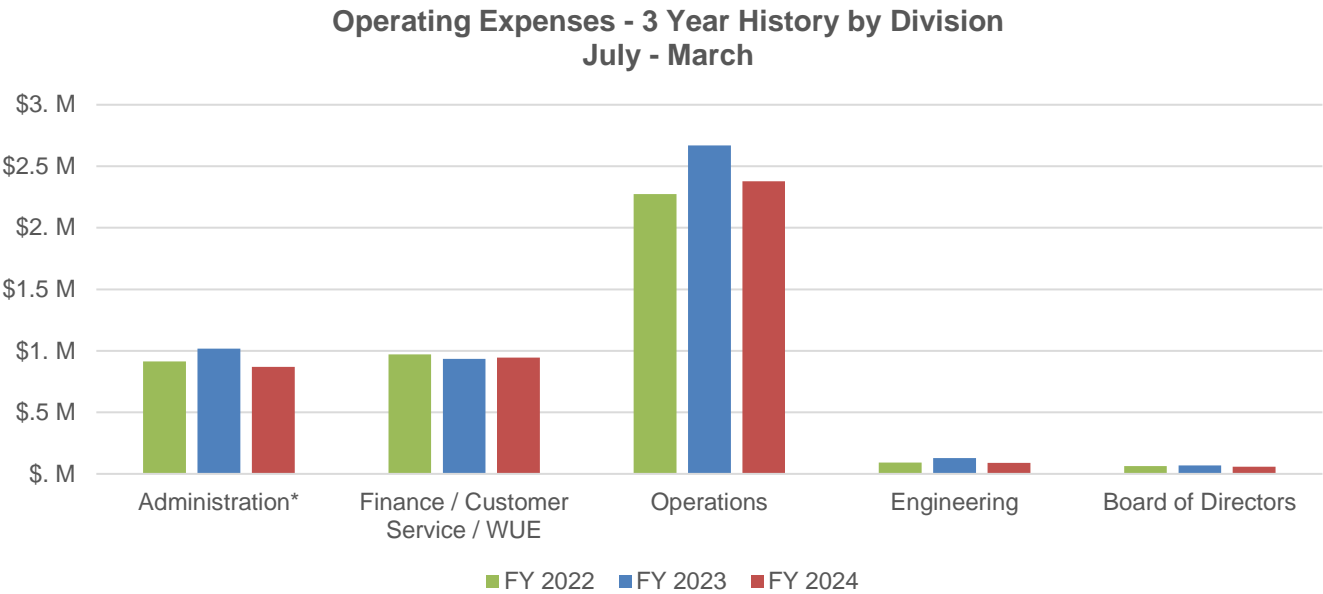


Expenses

District expenses are comprised of three major categories: Operating Expenses, Project Expenses, and Debt Service. The chart below presents the FY 2024 Budget by expense category, with Operating Expenses broken down by Division*.



Operating expenses are the organization's largest expense category. District operating expenses reflect the cost of providing uninterrupted high-quality water service across the service area. Operating expenses in Q3 of FY 2024, which accounts for activity from July 2023 through March 2024, are tracking in-line with the budget. Total operating expenses in FY 2024 are lower than the FY 2023 total for the same period by 6%. The chart below compares Operating Expenditures by Division for each of the past three fiscal years. Several factors have led to cost decreases in the Operations Division such as significant one-time repair costs on mains were completed in FY 2023..

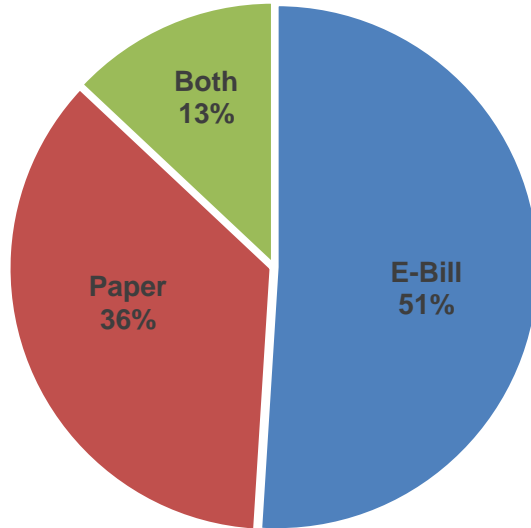


Customer Accounts

The charts below provide additional information on how customers interact with the District.

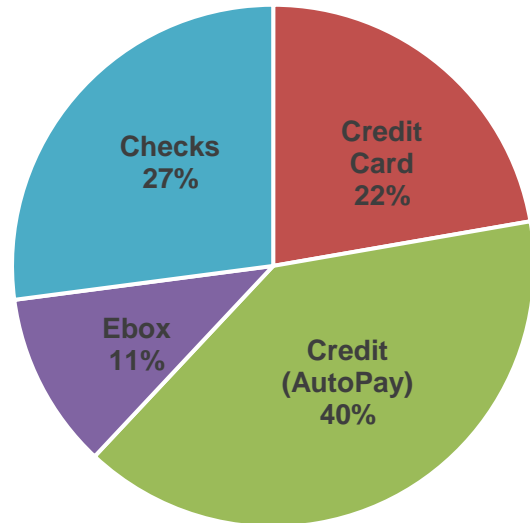
Total Accounts: 4,534

How do customers RECEIVE their bill?



| | FY 24 Q2 | FY 24 Q3 | change |
|--------|-------------|-------------|--------|
| E-Bill | 51.0% | 51.3% | 0.3% |
| Paper | 36.3% | 35.9% | (0.4%) |
| Both | 12.7% | 12.8% | 0.1% |

How do customers PAY their bill?



| | FY 24 Q2 | FY 24 Q3 | change |
|------------------|-------------|-------------|--------|
| Credit Card | 23% | 22% | (1%) |
| Credit (AutoPay) | 42% | 40% | (2%) |
| Ebox | 10% | 11% | 1% |
| Checks | 25% | 27% | 2% |

Delinquent Accounts

| | Reminder | | |
|----------|----------|----------|--------|
| Billing | Date | Accounts | Emails |
| October | 3-Nov | 545 | 420 |
| November | 4-Dec | 584 | 468 |
| December | 4-Jan | 692 | 541 |
| January | 1-Feb | 603 | 506 |
| February | 4-Mar | 543 | 444 |
| March | 4-Apr | 438 | 363 |

| | Late Payment Penalty | |
|-----------|----------------------|------------------|
| Date | Accounts | Past Due Balance |
| 11/7/2023 | 285 | \$90,553.08 |
| 12/6/2023 | 365 | \$104,063.64 |
| 1/9/2024 | 317 | \$110,812.49 |
| 2/6/2024 | 246 | \$57,422.17 |
| 3/6/2024 | 310 | \$67,792.44 |
| 4/8/2024 | 276 | \$53,472.53 |

Rebates

Rebates Processed **# of Rebates** **Total Amount**
FY 2024 (July 2023 – March 2024)

FY 2023 (July 2022 – March 2023)

| | | |
|-----------------------|-------|-------------------|
| Lawn Removal | 16/12 | \$56,331/\$40,791 |
| Low Volume Irrigation | 0/2 | \$0/\$3,832 |
| Toilet Replacement | 14/19 | \$875/\$1,150 |
| Pressure Regulators | 12/25 | \$500/\$2,500 |
| Pool Covers | 1/3 | \$121/\$2,650 |
| Smart Controllers | 4/9 | \$391/\$857 |

| Rebates / Give-Away Summary | | | | | | |
|--------------------------------|------------------|----------|---------------------------|----------|------------------------------|--|
| Rebate/Give Away | Rebate Offerings | Accounts | Units/ Gals/ Sq. ft | Cost | Water Savings gal/year | Gallons Saved per \$ Spent |
| High-Efficiency Toilet | \$50-\$150 | 19 | 14 | \$1,150 | 7,665 | 6.67 |
| Lawn Removal | \$2.00 / sq.ft. | 12 | 19,499 | \$38,997 | 347,058 | 8.90 |
| Low Volume Irrigation | \$0.50 / sq.ft. | 2 | 7,664 | \$3,832 | 68,207 | 17.80 |
| Smart Irrigation Controller | \$100 | 9 | 9 | \$857 | 67,500 | 78.76 |
| Shower Head | Free | | 9 | 0 | .7 gpm | Average gallons saved per \$ spent |
| Faucet Aerator | Free | | 9 | 0 | 1.45 gpm | |
| Hose Timers | Free | | 1 | 0 | Prevents | |
| Shut Off Nozzle | Free | | 23 | 0 | waste | |
| Totals | | 42 | | \$44,836 | 490,430 | 10.94 |