

Website Q&A: Delinquent Accounts to Property Taxes

- **Q: Why is EMWD collecting delinquent account balances through Property Taxes?**
A: As part of its commitment to customer equity, EMWD has chosen to use this mechanism to collect delinquent account balances to ensure that all other EMWD ratepayers are not burdened with additional costs caused by delinquent or closed accounts.
- **Q: What gives EMWD the authority to take this action?**
A: EMWD is granted this authority through both the [California Water Code](#) (Section 72100) and through [EMWD's Administrative Code](#) (Section 5.703a).
- **Q: What if I cannot pay the amount owed?**
A: EMWD will submit the debt to the County of Riverside if not paid by the deadline. From there, the County of Riverside offers payment options that will need to be coordinated and administered through the County's [Treasurer and Tax Collector](#) office.
- **Q: Can I submit a partial payment?**
A: Property owners need to pay the entire amount owed by the deadline to prevent the property tax lien.
- **Q: What is the deadline to avoid the property tax lien?**
A: EMWD must receive payments no later than July 28, 2023.
- **Q: Are Payment Plans Available?**
A: EMWD is not offering payment plans on the unpaid charges. Property owners may apply for an [installment plan](#) through the County.
- **Q: How can I pay if my account has already been sent to the County of Riverside's Treasurer and Tax Collectors office?**
A: Contact the [County of Riverside](#) to receive instructions.
- **Q: Why am I responsible for my tenants past due balance?**
A: As the property owner, you are responsible for any unpaid charges at the property under California Water Code 72100.
- **Q: Can EMWD provide me with the tenant's payment history?**
A: No. Due to privacy laws, this information is only accessible to the account holder and individuals authorized by the account holder.



- **Q: Why was I not notified that my tenant was behind on their payments?**

A: EMWD cannot legally disclose a tenant's account balance or other information about their account until the account is closed, and only if it meets the criteria for submission to the Secured Property Tax Roll.

- **Q: Why was I not informed about this policy when I began renting my property?**

A: EMWD made the decision in 2023 to begin sending tenant balances to property tax collections beginning in 2024. EMWD is communicating with property owners to inform them of these policies. Any time a tenant moves in or when they move out and leave a balance that meets the criteria for submission to the County tax roll.

- **Q: Are there exemptions if the tenant was evicted?**

A: If documentation of the eviction is submitted for review, exceptions may be granted on a case-by-case basis.

- **Q: What time period is considered before reporting to the County of Riverside?**

A: The debt represents any unpaid charges at the time of the account closing. Any debt from the previous year will be submitted after EMWD has made every reasonable collection effort. EMWD submits to the County once per year.

- **Q: Has EMWD made an effort to collect payment from the tenant?**

A: Yes. Once an account is closed, EMWD sends three pre-collection notices to the tenant. If no payment has been made, a submission is made to a third-party collection agency. If a social security number was provided when the account was opened, the Franchise Tax Board is notified. If all these steps fail, EMWD seeks payment from the property owner.