



FINANCE OFFICE 156 S. BROADWAY, SUITE 114 TURLOCK, CA 95380-5454 209-668-5570	POLICY #: 97-05 MSI #:FN-16900
CODE REFERENCE:	ORIGINAL DATE: 10/27/97
SUBJECT:  POLICY FOR MUNICIPAL SERVICE BILL PAYMENT AGREEMENTS	REVISION DATE:  09/4/25

It is the policy of the City of Turlock Finance Office to accept payment agreements for Municipal Service Bills as follows:

The purpose of this agreement is to allow up to a twelve (12) month payment plan of the Municipal Service Bill delinquent amount to avoid disconnection of water services. To enter into such an agreement with the City of Turlock Finance Office the customer must do the following:

1. Request an agreement from the City of Turlock Finance Office **prior** to the scheduled disconnect date.
2. Account holder to appear in **person** at the City of Turlock Finance Office **prior** to the disconnect date to establish the terms and sign the agreement. A copy of the agreement will be given to the customer upon signing the agreement.
3. The Payment Agreement fee of fifty dollars (\$50.00) plus twenty-five percent (25%) of outstanding charges due and payable at the time the agreement is signed. Customer has the obligation with the payment agreement to keep the account current on any new charges. All payments on the payment agreement will be due on the customers assigned utility bill due date.
4. If payments are not received as agreed, the service is subject to disconnect **with a five (5) business day notice of disconnection**. To reinstate the service the full amount still owing on the Payment Agreement plus a Turn-On Fee must be paid.
5. At the time the payment agreement is offered the customer will be informed of our Payment Agreement Policy. Thereafter the customer will be required to follow the procedure referenced in #3 above.
6. At the time any account becomes INACTIVE any and all payment agreements pending on that account will become null and void and payment of balance will be due immediately. Such accounts will then be processed by the Finance Office's standard collection procedure for inactive accounts.

PLEASE NOTE: THE PAYMENT AGREEMENT FEE IS SUBJECT TO CHANGE BY RESOLUTION AND THE FEE STATED IN THE RESOLUTION PREVAILS.