



FINANCE OFFICE 156 S. BROADWAY, SUITE 114 TURLOCK, CA 95380-5454 209-668-5570	POLICY #:19-02
	MSI #:
CODE REFERENCE:	ORIGINAL DATE: 09/01/19
SUBJECT: Billing Cycle Due Date – Financial Burden	REVISION DATE: 09/01/19

It is the policy of the City of Turlock Finance Departments administrative action to bill utility service accounts directly to customers.

Under the discretion of the Finance Supervisor and to avoid late penalties on unpaid utility statements, it is by request of the customer to obtain a due date that better suits the customer’s financial needs for on-time utility payments.

Financial Burden is defined by the State of California: Demonstrate financial inability to pay during normal billing cycle by anyone in the household who is a current recipient of:

- a. CalWORKs, CalFresh, California Special Supplemental Nutrition Program for Women, Infants and Children
- b. Medi-Cal
- c. Supplemental Security Income/State Supplementary Payment Program
- d. Household annual income is less than 200% of the federal poverty level

Customer will be required to apply for the change in billing cycle. Customer will provide to the City the documentation supporting the financial burden as defined above. The application and documentation provided will be reviewed for approval. Customer understands that any changes to the billing cycle either by request or by the Finance Supervisor will produce an out-of-cycle billing statement and subsequent due date change.

The customer will make every effort to pay their utility bill in full and on time once the requested due date is granted and will continue for the duration they hold the utility account at the approved service address. Delinquent accounts will not be allowed to continue with alternate payment due dates and will be reviewed at the discretion of the Finance Supervisor.

If a due date falls on a weekend or holiday, the next business day will be allowed by 5 PM. A \$25.00 penalty will be assessed if the full balance due is not in the Finance Office by 5 PM on the 5th day following the due date.

Available due dates: 7th, 14th, 21st, or 28th

This policy will be made available to the public on the City’s website. The Finance office can be contacted by phone at (209) 668-5570 to discuss options for due date preference under the terms of this policy.