



FINANCE OFFICE 156 S. BROADWAY, SUITE 114 TURLOCK, CA 95380-5454 209-668-5570	POLICY #:19-01
	MSI #:
CODE REFERENCE: California State Bill 998	ORIGINAL DATE: 09/01/19
SUBJECT: Discontinuation of residential water service	REVISION DATE: 09/01/19

Senate Bill 998: Discontinuation of Residential Water Service, California Government Code Sections 60370-60375.5

It is the policy of the City of Turlock Finance Departments administrative actions for the collection of delinquent accounts, including notifications, fee assignments and discontinuation of service. 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 averting discontinuation of water service for nonpayment under the terms of this policy.

Delinquent accounts for the purpose of this policy are defined as those utility service accounts which have unpaid balances (60) sixty days after the due date and the services will be discontinued for non-payment. [Penalties](#) and all Past Due balances must be paid in full and received in the Finance office by 12:00 noon the day before the indicated disconnect date on delinquent notice to avoid the discontinuation of services. If service is disconnected an additional charge plus the past due amount shall be paid in order to have the service reinstated.

Delinquent notifications regarding delinquent account balance will be mailed to each account holder after the [5th day](#) following customers due date. Additionally, a SMS text message or Telephone message will be sent to the customer from the phone number on the customers’ utility account. Each form of communication to the customer will include the service address, account number, total past due balance, payment due date, and reconnect fees (should the notice go unpaid and service is disconnected).

In addition to the mailed delinquent notification mentioned above, within (7) seven days prior to disconnection, the customer shall receive an SMS text message or telephone message will be sent to the customer from the phone number on the customer’s utility account informing them of imminent discontinuation of their service.

To avoid discontinuation of water services, customers may choose to provide additional information for consideration by the Finance department as specified below:

1. [Certified Medical Letter from primary care provider](#)
2. 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
3. [Payment amortization agreement or payment agreement](#)

The City also recognizes there are customers who may require an [alternative payment schedule](#) to avoid delinquency.

All billing disputes and general questions about our bill, please contact the Finance Office by phone or in person. If you wish to formally dispute the amount of your bill, you must do so in writing. [Forms for filing a dispute](#) are available at the Finance office located at 156 S Broadway Suite 14, Turlock CA.