



FINANCE OFFICE 156 S. BROADWAY, SUITE 114 TURLOCK, CA 95380-5454 209-668-5570	POLICY #: 97-01
	MSI #:
CODE REFERENCE:	ORIGINAL DATE: 10/27/97
SUBJECT: POLICY FOR NOT TERMINATING SERVICE FOR MEDICAL REASONS	REVISION DATE: 09/23/19

It is the policy of the City of Turlock not to terminate service for nonpayment upon the receipt of written certification of a licensed physician or surgeon that to do so will be life threatening to the customer. Additionally, the customer must be financially unable to pay for service within the normal payment period and be willing to enter into an amortized payment agreement, minimum of twelve (12) months but could be extended to twenty-four (24) months at the discretion of the Director. A payment agreement fee of \$20 will be charged.

Written certification by a licensed physician or surgeon must be filed with the City of Turlock Finance Office prior to termination of service and updated on an **annual basis**.

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