

## PAYMENT AND OTHER INFORMATION

**Payment Due Date** - Your bill is due when you receive it. Your bill becomes delinquent after the due date if not paid. If you do not pay all charges by the due date, TID may shut off your electric service after giving you proper notice. Allow 3 to 5 business days for your payment to reach our office when mailing or paying at a TID Pay Station. Payments made by phone or on-line from the TID website will be posted to your account the following business day.

**Disputed Bill Procedure** - To receive answers to questions you have about this bill, please contact the TID Customer Service Division at 333 E. Canal Drive, Turlock, or call 883-8222 or 892-4953 between the hours of 8:00 a.m. and 5:00 p.m. District offices are closed on weekends and holidays. If, after conferring with a Customer Service Representative, you still believe your bill is in error, you may contact the TID Customer Service Department Manager, who will then review your bill. The decision of the Customer Service Department Manager may be appealed within five days to the TID Board of Directors for a final determination. All appeals, except those from customers receiving service on the Domestic Energy (DE) rate schedule, must include a deposit in the amount of the disputed bill.

**Delinquent Charge** - A delinquent charge of \$3.00 plus 1.5% of the prior balance will be added to this bill if it is not paid on time.

**Nonpayment** - Your electricity will be turned off if we do not receive payment. To have your electricity turned back on, you must pay your bill plus a re-connection charge. An additional deposit may be required.

**Deposit** - A deposit or additional deposit may be required if electric service bills are not paid on time.

**Electric Service Rules and Rate Schedules** - All customers are subject to TID's Electric Service Rules. A complete list of TID's Electric Service Rate Schedules along with detailed information about each schedule is available in the Customer Service Division lobby located at 333 E. Canal Drive, Turlock. The information is also posted online at [www.tid.com](http://www.tid.com).

## RATE ASSISTANCE PROGRAM

### TID CARES Program

Save on your monthly energy bill with the TID CARES Program. Residential customers who qualify for the program will receive a discount on their residential customer charge, as well as the first 800 kilowatt-hours of use. To find out if you qualify call (209) 883-8222 or visit [www.tid.com](http://www.tid.com).

### TID Medical Rate Assistance Program

If you or another full-time resident in your home must regularly use a medical life-support device, or if your medical condition requires special heating or air conditioning in order to sustain life, you may qualify for the TID Medical Rate Assistance Program. The Medical Rate Assistance Program reduces the rate for the first 500 kilowatt hours of monthly energy use by 50 percent. Find out if you qualify by calling (209) 883-8222 or visit [www.tid.com](http://www.tid.com).

## TID PAYMENT OPTIONS

On-line.....[www.tid.com](http://www.tid.com)  
 By Phone.....1-866-742-8991  
 In Person.....pay stations listed below

## AUTHORIZED TURLOCK IRRIGATION DISTRICT PAY STATIONS

| Community | Place                   | Address                        | Payment Hours          |
|-----------|-------------------------|--------------------------------|------------------------|
| Ceres     | TID Ceres Office        | 2944 3rd St.                   | M-F 8:30 - 5:00        |
| Modesto   | Carranza Pharmacy       | 1739 Crows Landing Rd., Ste. A | M-F 10-3 Sat 10-2      |
| Denair    | Denair Community Center | 3850 N. Gratton Rd.            | M-F 8-12 & 1-4:45      |
| Delhi     | Liberty Market          | 16385 W. Schendel Rd.          | M-F 10-4:30 Closed Wed |
| Hilmar    | Farmers & Merchant Bank | 19925 W. 1st St.               | M-Thu 9-4 Fri 9-6      |
| Hughson   | Carranza Pharmacy       | 2431 3rd St.                   | M-F 10-5 Sat 10-2      |
| La Grange | La Grange Market        | 30124 Yosemite Blvd.           | M-F 7-7 Sat 7-8        |
| Modesto   | Paradise Drug           | 400 Paradise Rd.               | M-F 8:30-3 Sat 9-1     |
| Patterson | TID Patterson Office    | 34 N. 3rd St.                  | M-F 8:30 - 5:00        |
| Turlock   | TID Turlock Office      | 333 E. Canal Dr.               | M-F 7:30 - 5:30        |

**WESTERN UNION 1-866-742-8991 24 HOUR SERVICE \*A fee will be charged for this service**