

## 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 La Grange water 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 must include a deposit in the amount of the disputed bill.

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

**Delinquent Account**

All delinquent La Grange accounts shall be a charge against the consumer and may be subject to a lien against the premises for which the service was rendered. All delinquent charges, together with any accrued interest and penalties may be collected in accordance with the procedures specified in California Code Section 25806.

**Nonpayment** - Your La Grange water service will be turned off if we do not receive payment by the due date on this bill. If the La Grange water service is disconnected because of non-payment, the service shall not be re-connected nor shall any new service be established for a consumer with a delinquent bill until the amount of the delinquent bill including any delinquency and other charges as established by the TID Board for reconnection are paid.

**Joint Payment of Electric and La Grange Water Bill** – If one payment is received for both your electric bill and La Grange water bill, funds will be applied first to the electric portion of the bill and the remainder will be applied to the La Grange water portion of the bill. This could result in under payment of the La Grange water bill and could trigger associated penalties.

**Rate Schedules** - All customers are subject to TID's Electric Service Rules. A complete list of 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).

### 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 10-5 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**