



156 S. BROADWAY, SUITE 270 | TURLOCK, CALIFORNIA 95380 | PHONE 209-668-5590 | FAX 209-668-5695 | TTY 800-735-2929

REQUEST FOR TEMPORARY WATER TURN OFF/ON

Please note: If the request for a temporary turn off/on is due to the repair or replacement of a backflow device, the customer will agree to pay a standby fee for the time spent at the work site by a Utility Maintenance Worker. An estimated quote will be provided to the customer prior to service, however billed charges will be based on the Productive Hourly Rate* (PHR) of the employee present during the work, per Resolution No. 2018-258, Schedule of Fees.

Date:	Time Off:	AM/PM
Business hours (no charge)	Non-Business hours (\$45)	
Date:	Time On:	AM/PM
Business hours (no charge)	Non-Business hours (\$45)	

Standby Time Required for Repair/Replacement of Backflow Device (PHR of Utility Maintenance Worker)

Domestic

Fire Service

Landscape

Customer Name:	Bill To:
Service Address:	Billing Address:
Phone #:	City/State/Zip:
Customer Signature:	Date:
City Employee Signature:	Date:

City of Turlock Municipal Code states the following:

6-5-303 Resumption of service for maintenance.

- (a) If the service has been discontinued or a customer requests assistance to turn off/on their service for maintenance, the customer shall pay applicable charges as set forth in this chapter.
 - (1) Turn-on/off water services may occur the same day they are requested but are done at the City’s convenience.
 - (2) Normal working hours are Monday thru Friday, between 8:00 a.m. and 5:00 p.m. There is no charge for a turn-on/off during normal working hours. If a turn-on/off is after normal working hours, the charge shall be Forty-Five and no/100ths (\$45.00) Dollars per visit. Non-working hours are before 8:00 a.m. or after 5:00 p.m. Monday through Friday, and on weekends or holidays.

*Productive Hourly Rate (PHR) is defined as a City Employee’s hourly work rate based on 1,752 productive hours in a single year. The hourly work rate includes components for base salary, fringe benefits, department specific overhead, and City-wide overhead.