



1231 Eleventh Street  
P.O. Box 4060  
Modesto, CA

June 25, 2021

## **Payment plans, financial assistance programs and community resources available to help customers manage electric bills**

Modesto Irrigation District (MID) understands that many of our customers may be facing financial difficulties due to the COVID-19 pandemic. As a result, we're currently not charging late fees or disconnecting power for non-payment.

MID is here to help. If you're currently experiencing a hardship, we encourage you to contact MID's Customer Service Department and create a payment plan that can help you get back on track and assist you in managing your electric bill.

Aside from payment arrangements, there are many programs and services that can help you save money and energy. These tools can make paying your electric bill easier.

**MID CARES** – Your enrollment in MID CARES reduces your fixed monthly charge from \$20 to \$8 and includes a 23% discount on the first 850 kWh you use each month.

**Medical Life Support Rate** – Customers who need electricity for life-sustaining devices or who have a condition or disease that requires special heating or air conditioning may qualify for 50% off the first 500 kWh used each month.

**Stanislaus County Emergency Rental Assistance Program** – Stanislaus County, the City of Modesto and the Stanislaus Regional Housing Authority have partnered to implement a local Emergency Rental Assistance Program (ERAP) to assist households unable to pay rental and utility bills accrued during the COVID-19 pandemic (between April 1, 2020 and March 31, 2021).

For more information on these financial assistance programs and other community resources, please visit [mid.org](http://mid.org).

We thank our customers for your patience during these unprecedented times. Though we had to make temporary adjustments to our operations, MID has remained resilient in providing electricity to your homes, keeping water flowing to our local farms and delivering drinking water to the City of Modesto.

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**MID Customer Service**  
Monday – Friday, 8 a.m. – 5 p.m.  
(209) 526-7337 | [customerservice@mid.org](mailto:customerservice@mid.org)  
[www.mid.org](http://www.mid.org)