

DISCONNECTION OF SERVICE FOR NON-PAYMENT

A. The District shall comply with applicable state laws regarding the disconnection of service for non-payment.

B. Service to a customer shall not be disconnected unless notice has been provided by first-class mail or in-person. Notices sent by first-class mail must be clearly marked “IMPORTANT NOTICE” on the envelope, and “DISCONNECTION NOTICE” on the heading of the letter. Service shall not be disconnected until seven days after notice is sent, given in person, or by electronic delivery, except that electronic delivery shall only be used if the subscriber has specifically elected to receive such notices by electronic delivery. Holidays and weekends are not to be included in the calculation of the seven-day notice period. The “Disconnection Notice” letter shall include the following:

1. The reason for the proposed disconnection.
2. A statement of intention to disconnect unless the customer either pays the bill or reaches an agreement with the District regarding payment of the bill.
3. The date upon which service will be disconnected if the customer does not take appropriate action.
4. The address, and telephone number of the District.
5. The customer’s right, prior to the disconnection date, to request a conference regarding any dispute over such proposed disconnection.
6. A statement that the District may not disconnect service pending the conclusion of the conference.
7. A statement to the effect that disconnections shall be postponed or prevented upon filing of a certification from a licensed physician or certain other health professional, whom shall certify that a customer or resident within such customer’s household has an existing illness or handicap which would cause such customer or resident to suffer an immediate and serious health hazard by the disconnection of the District’s service to that household. Such certificate shall be filed with the District within 5 days of receiving notice under this section and will prevent the disconnection of the District’s service for a period of 30 days from such filing. Only one postponement of disconnection shall be allowed under this subdivision for each incidence of nonpayment of any past-due account.
8. The cost that will be borne by the customer for restoration of service.
9. A statement that the customer may arrange for an installment payment plan with the District.
10. A statement to the effect that customers who are welfare recipients may qualify for assistance in payment of their utility bill and that they should contact their caseworker in that regard.
11. Any additional information not inconsistent with this list which has received prior approval from the Board of Directors of the District.

DISCONNECTION OF SERVICE FOR NON-PAYMENT (CONTINUED)

C. A customer may dispute a proposed discontinuance of service by notifying the District with a written statement that sets forth the reasons for the dispute and the relief requested.

Once a conference has been requested by a customer, a Customer Service Department representative of the District shall:

1. Notify the customer, in writing, of the time, place, and date scheduled for the conference.

2. Hold a conference within fourteen days of the receipt of the customer's request. Such conference shall be informal and not governed by the Nebraska Evidence Rules. If it is determined at the conference that the customer did not receive proper notice or was denied any other right afforded under Neb. Rev. Stat. §§ 70-1605 to 70-1615, the conference will recess and continue at such time as the customer has been afforded his or her rights. Failure of a customer to attend a scheduled conference shall relieve the District of any further action prior to the discontinuance of service. If a customer contacts the District prior to the scheduled conference and demonstrates that failure to attend is for a legitimate reason, the District shall make a reasonable effort to reschedule the conference.

3. The Customer Service Department representative shall, based solely on the evidence presented at the conference, affirm, reverse, or modify any decision by the District involving a disputed bill which results in a threatened termination of service only as a measure of last resort after the District has exhausted all other remedies less drastic than termination.

D. Customers who have their electric bill, or make arrangements for such payment, or disputed the discontinuance of service, by the date provided in the "Disconnection Notice" in which service will be discontinued if appropriate action isn't taken, may have their service disconnected for non-payment, without any additional notification. This applies to services disconnected for non-payment by District personnel at the customer's location, as well as services where a device has been installed to allow the services to be remotely disconnected and reconnected.

E. No service shall be disconnected for non-payment outside of regular business hours, on a weekend, or the day before or day of a holiday.

F. The District cannot confirm all email addresses on a regular basis. It is the responsibility of the customers to make sure they have an update email address for any bills or notices that are sent out by the District. If a customer chooses not to have paper copies of any bills or notices mailed to them, they need to verify all their information is current and update.

TRIP, DISCONNECT, RECONNECT AND AFTER-HOURS FEES

A. If service is disconnected for non-payment, before service is restored management may demand payment of all charges due on the account, plus the following fees:

1. Disconnect Fee = \$40.00
2. Reconnect Fee after Disconnection = \$40.00
3. After-Hours Fee = \$125.00

B. The District reserves the right to adjust the customer's deposit upon reconnection efforts including increasing the amount of the deposit to twice the largest bill in the previous 12-month period per District policy.

C. The District's management may demand a cash or credit card payment for any or all of the above charges.

D. When a service is disconnected at a customer's request, the charge for disconnection will be \$40.00, and the charge for reconnection will be \$40.00.

E. At a service where a remote disconnect meter has been installed and the service has been disconnected for non-payment, after the customer has satisfied the payment terms a reconnect command will be sent remotely via a manual or automated process. An automated process can be triggered anytime following the electronic payment of a past-due balance and reconnect fee. Whether done manually or remotely, the reconnect command will be sent to 'arm' the meter. It shall be the customer's responsibility to activate the service by pressing the button on the face of the disconnect meter. If it is after regular business hours and the remote connect command fails, the District will dispatch a crew to manually reconnect the service before noon of the District's next business day. However, if the customer wants the service reconnected before the next business day, District personnel will be dispatched to reconnect the service and the customer shall be billed the After-Hours Fee of \$125.00.