

## City of Neligh - Utility Bills & Disconnects Policy

Utility meters are read on or about the 20<sup>th</sup> depending on whether the 20<sup>th</sup> falls on a business day. It usually takes 1 day to read meters. The bills are sent out around the 22<sup>nd</sup> of each month. They are due by the 10<sup>th</sup> of the following month. Bills are delinquent on the 11<sup>th</sup> of each month. A 1% penalty amount is added to the balance of any unpaid accounts on the 21<sup>st</sup> of the following month.

Disconnect day is the last business day of each month. Disconnect notices are mailed out 9 business days prior to disconnection day. Customers get 7 business days to pay this bill, which the date is shown on the disconnect notice. Upon the arrival of the disconnect date, the following procedures will take place.

1. Payment arrangements shall be made prior to disconnection on or before disconnect date, no later than 10AM on disconnect date.
  - a. Upon making an arrangement, 50% of the past due amount needs to be paid and the remaining balance can be paid by the 10<sup>th</sup> of the following month. If they do not appear on or before the 10<sup>th</sup>, their electric service will be shut off. The customer will then need to pay the total amount that is owed plus the \$25 reconnection fee during business hours or \$75 for after business hours to be turned back on. This will get the account balance to current.
  - b. No payment arrangement will be given over the phone. Customers with delinquent accounts must appear in person to apply for a payment arrangement.
  - c. Customers will only be eligible for a payment arrangement plan three times during a 12-month period of time beginning in January and ending in December each calendar year.
2. If no payment arrangement is made on or before 10AM on the disconnect date then the Utility Office personnel will go through the list of customers that have not made a payment arrangement or paid the utility bill and prepare work orders for disconnection with the amount past due. The Utility Superintendent will send out two or three of the utility personnel to do the electric disconnections.
  - a. The customers' electric service will be shut off. The customer's full past due balance must be paid in full plus a \$25 reconnect fee during business hours, or \$75 reconnect fee after business hours.
  - b. During the course of the disconnection process, if a city employee goes to the address to make a disconnection and the customer wants to pay their past due amount to avoid a disconnection, a \$25 pickup fee is charged and needs to be paid at that time also.