

SERVICE DISCONNECT NOTICE
(PURSUANT TO CHAPTER 70, ARTICLE 16 OF THE NEBRASKA REVISED STATUTES)

XXXXXX
XXXXXX
Alma, NE 68920

SERVICE ADDRESS: XXXXXX XXXXXXXXXXXX

Review of your account shows that your utility bill remains unpaid. Unless we hear from you **WITHIN 7 DAYS** (business days), your utility will be **disconnected after the hour of 8 A.M. on XXXXXXXX** for nonpayment of your utility bill. A disconnect door hanger will be posted within 1 to 2 days (business days) of disconnect day and a \$25.00 service fee will be charged to those who require a disconnect door hanger notice or require an extension for payment.

If you have any inquiries or complaints regarding your utility bill or utility service, you should contact the City Office at P.O. Box 468, 614 Main Street, Alma, Nebraska, 68920-0468; (308) 928-2242.

You have the right; prior to the above referenced disconnection date to request a conference with the Utility Conference Committee regarding any dispute over the proposed disconnection. If you wish to dispute the proposed discontinuance of your utility service, you may notify the Utility at the address listed at the top of this notice with a written statement that sets forth the reasons for your disputing your utility bill and the relief that you are requesting. The Alma Utilities Department may not disconnect your utility service pending the conclusion of your conference with the Utility Conference Committee. **To address the Committee, please call the utility office at 928-2242 before XXXXXXXX.**

The disconnection of your utilities may be postponed or prevented if you present a duly licensed physician's certificate certifying that you or a resident of your household has an existing illness or handicap which would cause you or a resident of your household to suffer an immediate and serious health hazard by the disconnection of the utility service to your household. Such physician's certificate shall be filed with the Department of Utilities within five (5) days of receiving your Notice of Disconnection, if you wish to have disconnection postponed, the City Utility Department will not disconnect your services for a period of thirty (30) days from the filing of such certificate. Only one postponement of disconnection shall be allowed for each incidence of nonpayment of any due utility accounts.

RECONNECTION: In addition to a reconnect fee of **\$75.00** for the first reconnection and **\$150.00** for each reconnection after that, your overdue balance plus the amount of usage up-to-date of disconnection will be required. **Your utility service may be restored during regular office hours.**

If you are a welfare recipient or you may think you may qualify for assistance in payment of your utility bill, you should contact the Nebraska Department of Health and Human Services at 1-877-380-1593 or (308) 995-8658 to inquire whether you may qualify for any assistance.

If you are a renter, your landlord may receive a copy of this notice.

TO PREVENT DISCONNECTION OF SERVICE PLEASE PAY
XXXXXX

or arrange a meeting with the Utility Conference Committee scheduled for XXXXXX.
If payment has been made, please disregard this notice.