
UTILITY SERVICE DISCONNECT NOTICE

If payment or arrangements for payment are not received by our office by the day before our disconnect date, a **shut-off will be made at 9:00am on date. Disconnect will be on the 10th of every month unless the 10th falls on a weekend or holiday; in this case, disconnect will fall on the next business day.**

Payment arrangements will be done in writing only, NO EXCEPTIONS. If you need to make payment arrangements, you MUST make them before the day of disconnect. You will only be allowed to make arrangements twice in our fiscal year from October 1 to September 30th. We will not accept arrangements on the 10th.

If you have an inquiry or complaint, you may contact the following person between the hours of 8:00am to 5:00pm, Monday through Friday:

**Name: Marilyn Lewis Phone: 402-773-5607 After Hours Phone: 402-773-4225
Address: 107 W. Grove St., PO Box 430, Sutton, NE 68979**

If you have a dispute over a utility bill, you may file a written request with the above-named person **prior** to the disconnect date, stating the area of dispute and the relief requested. The above-named person shall schedule a conference within fourteen (14) days and notify you in writing by first class mail or in person of the time and place it will be held. No disconnect will be made until the conference is concluded.

Disconnection may be prevented upon presentation of a duly licensed physician's certificate which shall certify that a domestic subscriber or resident within such a subscriber's household has an existing illness or handicap which would cause such subscriber or resident to suffer an immediate and serious health hazard by the disconnection of the utility's service to that household. Such certificate shall be filed with the utility within five (5) days of receiving notice and shall prevent the disconnection of the utility's service for a period of thirty (30) days from such filing. Only one (1) postponement of disconnection shall be allowed for each incident of any due date.

If a disconnect is made, reconnection may be made during regular working hours upon payment of your account plus a reconnection charge of \$30.00. After hours, weekend and holiday reconnect fees are \$100.00.

A domestic subscriber may arrange installment payments for **THIS bill ONLY**.

Welfare recipients may qualify for assistance in payment of a utility bill. Welfare recipients should contact their caseworkers **prior to the disconnect date** regarding this matter. Payment guarantee must be received prior to disconnect date. Heating and cooling assistance will not be applied to your account until we receive the payment from the State. Arrangements will not be permitted for pending heating and cooling assistance.