

POLICY NUMBER 105

DELINQUENT ACCOUNT'S PROCEDURE

I. OBJECTIVE

Assure that due process and proper remedies are afforded District customers regarding overdue electric service statements and termination of service on delinquent accounts in accordance with Nebraska Statutes.

II. PROVISIONS

A. Electric service statements are due upon receipt and become delinquent if not paid or arrangements made for same by the due date indicated on each customer's statement.

B. A "DISCONNECT NOTICE" shall be mailed advising the customer that the statement has become delinquent, and the customer may be subject to disconnection.

1. In accordance with **Nebraska Statute -70-1605**, before service can be disconnected, the customer must be provided a written notice at least seven business days prior to service termination.

2. Nebraska law requires that the "Disconnect Notice" to customers shall contain the following information:

- The reason for proposed disconnection;
- A statement of intention to disconnect unless the customer pays the bill or reaches an agreement with the District regarding payment of the bill;
- The date upon which service will be disconnected if the customer does not take appropriate action;
- The department, telephone number, and address to whom the customer may address any inquiry or complaint;
- The customer's right, prior to the disconnection date, to request a conference regarding any dispute over such proposed disconnection;
- A statement that the District may not disconnect service pending the conclusion of the conference;
- A statement to the effect that disconnection may be postponed or prevented upon presentation of a duly licensed physician's certificate which certifies that the customer or resident within the customer's household has an existing illness or handicap which would cause the customer or resident to suffer an immediate and serious health hazard by disconnection of the District's service to that household. Such certificate shall be filed with the District within five days of receiving notice under this section and will prevent the disconnection of the District's service for a period of

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thirty days from such filing. Only one postponement of disconnection is allowed for each incidence of any past-due account;

- The cost that will be borne by the customer for restoration of service;
- A statement that the customer may arrange with the District for an installment payment plan prior to the disconnect date;
- A statement to the effect that those 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.

- C. This policy shall be available on the District website or by mail upon request.
- D. Any customer previously identified as a welfare recipient to the District by the Dept. of Health and Human Services (HHS), such "Notice of Disconnection" shall also be by first-class mail or in person.
- E. If the delinquent customer does not utilize the procedures set forth above, the District shall discontinue service after reasonable efforts have been made to collect the delinquent amount and a reasonable disconnect fee shall be charged to the customers' account.
- F. The District's reasonable fees for policy #105 are as follows:
Disconnect \$60.
Reconnect after hours shall be \$125 which includes tax.
- G. If a customer becomes disconnected, the customer must contact the District Office by 9:00 p.m. CST to make the appropriate arrangements to have their service reconnected. If the disconnected customer calls after 9:00 p.m. CST the customer will have to wait till the next day to make arrangements to be reconnected after 7:30 a.m. CST.

III. RESPONSIBILITY

- A. Administration of this policy shall be the responsibility of the General Manager and the Office/Human Resource Manager.

Dated: June 10, 1996, March 10, 2000, July 12, 2005, Nov. 9, 2012, February 10, 2016, March 10, 2016, March 9, 2018, December 14, 2020

Revised: January 4, 2024

Attested:


(Secretary)