

Utilities Section Newsletter

League of Nebraska Municipalities

September 2020

Updated utility disconnect forms

*By Lash Chaffin,
Utilities Section Director*

For decades, many Nebraska water, electric and natural gas utilities have used utility disconnect forms and policies supplied by the League of Nebraska Municipalities Utilities Section. Accordingly, these same forms have not been updated for decades. Numerous changes to the law and general utility operations have necessitated that these forms be updated. These forms include the changes made by LB 632, adopted during the 2020 legislative session. Included with this month's *Utilities Section Newsletter* are updated:

- Sample Utility Disconnect Notice;
- Sample Utility Disconnect Policy;
- Sample Disconnect Conference Notice;
- Sample Notice of Appeal Hearing; and
- Sample Email Notice Permission.

Utility disconnections for public entities are governed by Neb. Rev. Stat. 70-1601 thru 70-1615. These statutes apply to all public entities providing utility service such as cities, villages, power districts, rural water districts and the Metropolitan Utilities District. These statutes also apply to private utilities such as natural gas companies, but additional laws might apply to those entities as

well.

Which customers can be disconnected for non-payment? The protections outlined in Neb. Rev. Stat. 70-1601 thru 70-1615 apply only to "Domestic Subscribers." Businesses may be disconnected without the notice requirements etc., that apply to domestic subscribers.

What is the procedure to disconnect a utility customer for non-payment? Nebraska law requires that a utility give notice to the customer and that the customer be given an opportunity to have a conference to discuss the potential disconnection with the utility.

How does a municipality give notice that a customer will be disconnected? Notice of a disconnection can be given in person, by first-class mail or by email. However, email only can be used if the subscriber has specifically elected to receive such notices by electronic delivery.

If the notice is given by first-class mail or email, the notice needs to be **conspicuously marked as to its importance. Service shall not be discontinued for AT LEAST SEVEN DAYS after notice is sent or given. Holidays and weekends**

shall be excluded from the seven days. There is no requirement that receipt of the notice be verified.

What language does the notice need to contain? Nebraska law is very specific that the notice contain the following language:

- The reason for the proposed disconnection.
- A statement of intention to disconnect unless the domestic subscriber either pays the bill or reaches an agreement with the utility regarding payment of the bill.
- The date upon which service will be disconnected if the domestic subscriber does not take appropriate action.
- The name, address and telephone number of an employee designated by the city/village/utility to whom the domestic subscriber may address an inquiry or complaint.
- A statement explaining that the domestic subscriber has a right, prior to the disconnection date, to request a conference regarding any dispute over the proposed disconnection.
- A statement that the city/village/utility will not disconnect utility service until the conference is concluded.
- A statement to the effect that disconnection shall be postponed or prevented upon

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presentation of a duly licensed physician's, physician's assistant's or advanced practice registered nurse's certificate, which shall certify that the domestic subscriber or resident within such 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 must be filed with the city/village/utility within five (5) days of receiving notice of disconnection, excluding holidays and weekends, and will prevent the disconnection of utility service for a period of at least thirty (30) days from such filing. Only one (1) postponement of

disconnection shall be allowed for each incidence of non-payment of any past-due account.

- A list of all monies that must be remitted to the city/village/utility for reconnection, including any reconnect charges and payment of all past due accounts. Reconnection fees can not exceed the reasonable cost of the reconnection.
- A statement explaining that the domestic subscriber may arrange with the city/village/utility for an installment payment plan.
- A statement to the effect that those domestic subscribers, who are welfare recipients, may qualify for assistance in payment of their utility bill and that they should contact their caseworker in that regard.

What happens after the notice is sent? After seven days, exclud-

ing weekends and holidays, a utility can disconnect a service for non-payment unless the customer takes one of two actions. First, the customer can in writing request a "conference" to discuss the bill. In a village, the conference is with the Village Board. In a city, the conference is with a designated employee. The city must schedule a conference within 14 days of the receipt of the customer's request for a conference and notify the customer in writing of the time, place and date scheduled for the conference.

The customer also can present a duly licensed physician's, physician's assistant's or advanced practice registered nurse's certificate, which shall certify that the customer or resident within such customer's household has an existing illness or handicap,

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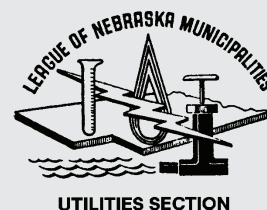
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Water Operator Training Workshops update

In-person Water Operator Training Workshops were held in Kearney, Beatrice, Grand Island, North Platte, Ogallala, Chadron, Gering, and Loup City. COVID-19 caused the cancellation and/or postponement of the Sargent, Ainsworth, McCook and Lexington workshops. COVID-safe webinars were started in August with more scheduled throughout the year.

The scheduled workshops in O'Neill, Norfolk, York, Fremont, and Crete currently are on for

in-person sessions with health stipulations, class size restrictions and use of sanitizer, masks, etc.

These sessions are all subject to change or cancellation, depending on health, testing or area restrictions. No walk-ins will be allowed, so if you are planning on attending one of these sites, register early and keep in contact for any status changes (must be preregistered to attend).

All webinars will be offered in taped version until at least Decem-

ber for those needing hours. Just a reminder that all water operators licenses are due in December 2021. Wastewater licenses are due in 2021, depending when your specific license was issued.

For questions or information on getting a new operator licensed, contact Mike Wentink at DHHS (water) and Mike McBride at NDEE (wastewater). You also can check the DHHS or NDEE websites for updated information.

First ever LNM/NS-AWWA Water Webinars held

The first Water Webinars, sponsored by the Utilities Section and the Nebraska Section AWWA, were held live from 11 a.m.-Noon on Aug. 27 with Shelley Rekte covering **Asset Management**. Following the one-hour session, free software was emailed to each participant for implementing asset management on his/her computer if he/she chose to do so.

In the afternoon, a second webinar was held covering **Steps and Guidelines to Drilling a New Water Well** provided by Brad Harris of Layne Christensen. This 1.5-hour session covered the process of drilling a new well and some cost-saving tips. Brad will be presenting two more sessions in September and/or October.

For those who missed the live

sessions, the taped session is available by registering, viewing and completing the required verification of training form to receive credit for continuing education hours.

Two more webinar sessions are scheduled Sept. 29 with Brad covering pumps and well rehabilitation. If interested, be sure to register.

Updated utility disconnect forms

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which would cause such customer or resident to suffer an immediate and serious health hazard by the disconnection of the utility's service to that household. The written certificate must be presented to the utility within five days of receiving notice of disconnection, excluding holidays and weekends, and will prevent the disconnection of utility service for a period of at least 30 days from such presentation. This method of postponement of disconnection shall be allowed

only once for each incidence of non-payment of any past due account.

What happens at the conference? The employee or the village board shall, based solely on the evidence presented at the conference, affirm, reverse or modify any decision by the utility involving a disputed bill, which results in a threatened termination of utility service. The employee shall allow termination of utility service only as a measure of last resort after the utility has exhausted all other

remedies less drastic than termination. The customer may appeal an adverse decision of the utility employee to a management office designated by the utility or to the utility board when designated by the utility.

What is third-party notice? Cities and villages also are required to have a policy for third-party notice, which allows a third party, such as a landlord or a parent to also be notified when a utility disconnect notice is sent.

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Drought and fire notices

The Northern California wildfires, caused by lightning, has been making the news with many evacuated from their homes while over 371,249 acres have burned. By Aug. 28, at least 1,080 structures were destroyed, 272 damaged and another 30,500 threatened. Also, with the four fires in Colorado, depending on the wind currents, the smoke may drift into Nebraska, altering the weather patterns and causing overcast skies. By September, several fires in Oregon were being fought causing low visibility and evacuations.

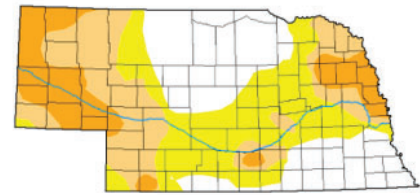
In Nebraska, a fire west of Hubbard Gap in the Wildcat Hills, located south of the Village of McGrew in Banner County, burned 4,000 acres by Aug. 28, 2020. Thirteen flights, one out of Chadron, two from South Dakota plus a large air tanker out of Jefferson County airport in Colorado were dumping retardant on the fire. Two UH-60 Blackhawk helicopters from Lincoln were equipped with 780-gallon water buckets. About

25 volunteer fire departments were working the fire. At one point, six firefighters were injured, four were treated/released and two were hospitalized overnight due to heat exhaustion.

A state emergency declaration, approved by Gov. Pete Ricketts, made state funding available to help fight the fire.

Drought, to some degree, has affected much of Nebraska this year with most of the panhandle in D1-moderate drought to D2-severe drought. Much of the center of the state is in D0-abnormally dry and the northeast has a range from D0-D02 intensity. During drought conditions, more water is usually pumped, causing some municipalities and rural water districts to activate their water restriction/conservation ordinances especially if usage stresses the capabilities of the water system. Emergency water use also may pick up due to fires during this dry period with little rain in the forecast so far.

Many of us remember in 2012



Intensity:

- None
- D0 (Abnormally Dry)
- D1 (Moderate Drought)
- D2 (Severe Drought)
- D3 (Extreme Drought)
- D4 (Exceptional Drought)
- No Data

when the most acres were burned since records were kept (1964), with approximately 500,000 acres burned. The fires, ignited by lightning, required about 300 firefighters from 35 fire departments to fight the fires. An update on the current status of drought monitoring can be found at the UNL website: <https://drought-monitor.unl.edu/CurrentMap/StateDroughtMonitor.aspx>.

Dry conditions often are followed by excessive water usage in our villages and cities. It is a good time to re-evaluate your ordinances concerning drought and excessive water use to ensure the system capacity can be met while not affecting the quality of the water. If your system is tracking percentage of water loss, be sure to account for unmetered water used in fighting fires. One of the areas that Shelley Rekte (DHHS) covered in the asset management webinar pertained to system efficiency and water-loss records. She provided free software for recording water loss and the management of assets.

Updated utility disconnect forms

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Is there a limit on reconnection fees? Yes, public or private utility companies cannot charge a fee for the discontinuance or reconnection of utility service that exceeds the reasonable costs of providing such service.

Does our utility need to have a payment plan? Nebraska law requires that each utility have an installment payment plan. The utility is not required to give the customer installment options if the situation does not merit such a plan.

Can a utility disconnect service during cold periods? A public utility can disconnect at any time if they follow the notice procedure outlined in this article. Private utilities are subject to a "cold weather rule" because they are subject to other regulations that require such a rule. Public utilities do not fall under those regulations.

Do we have to put our disconnection policies on our website? A city (not a village) must place its disconnection policies on its website.

Backflow Workshops on-line this year (2020)

This year, the on-site Backflow Workshops were cancelled due to restrictions caused by COVID-19. The League and AWWA provided a series of Backflow Webinars, which received between 1.0-1.5 credit hours each.

Listed below are the webinar dates and times with the approved credit hours. All these webinars can be viewed online, but paperwork is required in order to receive credit hours.

If you are interested in register-

ing for one or all of these taped sessions, contact the League office at 402-476-2829. If you have additional questions, contact the League office at 402-476-2829 or contact Rob at robp@lonm.org or call 402-432-9172.

Aug. 18 from 11 am-12 pm – **Cross Connection Control Programs: Past & Present**

Mike Wentink, DHHS

(Approved for 1 hour grades 1-4, 1 hour grade 6 and 1 hour wastewater)

Aug. 18 from 1-2:30 pm – **Cross Connection/Backflow Safety: Confined Space**

Rob Pierce, LNM, covering a variety of confined space issues.

(Approved for 1.5 hours grades 1-4 and 1.5 grade 6, and 1.5 hours wastewater)

Aug. 19 from 11 am-12 pm – **Basic Requirements of a Cross Connection Control Program**

Rich Koenig, DHHS, covering requirements, regulations, in a summary overview.

(Approved for 1.0 hour grades 1-4, 1.0 grade 6 and 1.0 hour wastewater)

Aug. 19 from 1-2:30 pm – **Public Education Concerning a Cross Connection Control Program**

Rob Pierce, LNM, covering options for educations, communication options, monitoring, feedback, etc.

(Approved for 1.5 hours grades 1-4 and 1.5 grade 6, and 1.5 hours wastewater)

Recognition for Emergency Responders

Sept. 11 was recognized as “Patriot Day” since 2001, recognizing

emergency responders, which includes paramedics, police officers,

fire fighters and emergency medical technicians.

Nebraska Breaktime Trivia “Just For Fun”

Q-1. What three Nebraska cities were rated over 90 as the best places to live by areavibes.com?

Q-2. Oak, Sedan, Mt. Clare, Nora, Bostwick, Cadams and Angus are located in what Nebraska County?

Q-3. How many incorporated villages/cities start with the letter Q, X, Y or Z?

Q-4. Do you know where these statues are located?

Answers on page 11.



Nebraska utilities history – Merna

The Utilities Section Newsletter will continue to feature histories of both utilities and associate members. Any historical data and/or photos of your utilities, a specific facility, or articles already written are welcome, along with permission to print. If you have questions, contact Rob at 402-476-2829 or robp@lonm.org.

*By Rob Pierce, LNM Field Rep./
Training Coordinator*

Merna, located in Custer County, had settlers in the area by 1876 and a post office called Muddy Flats was established. One source noted a settlement around Brotherton's post office, once called Muddy Flats. In 1879, a post office opened in the area, which was housed in a log cabin. By 1880, the population was about 30 with a post office established on March 2 in a sod house and a store established in 1883. By 1884, a town site was relocated two miles west following a railroad survey. In the fall of 1886, the Burlington and Missouri River Railroad laid track in the area. That year, the *Merna Record* newspaper was established and the community sunk a well (by Brad Burlin) and installed a pump in the principle corner of the street for water and fire protection. School sessions had been held in a home until a two-story frame school building was erected in 1888. The population by 1890

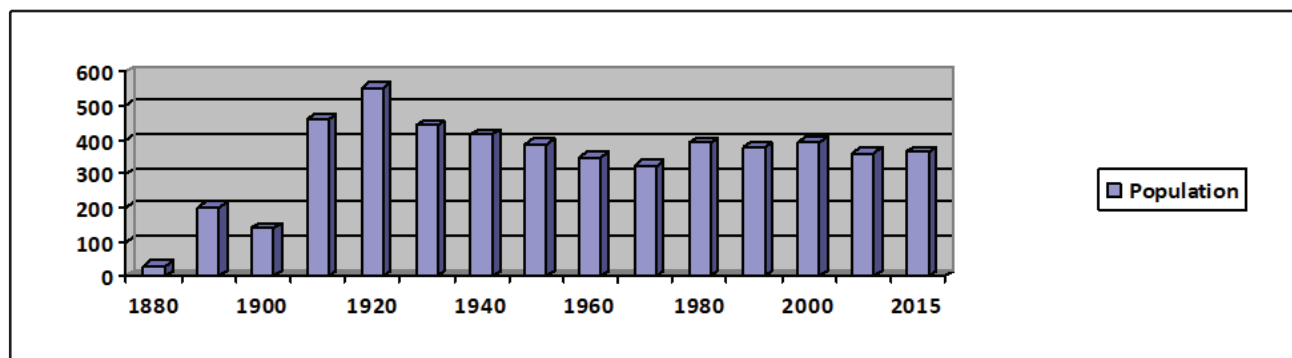
was 200 and some of the businesses included two banks, two hotels, three general stores, three livery stables, a billiard parlor, a meat market and cafes. In March 1890, Merna was incorporated as a village. In May 1891, plans were made to put down two cisterns for public purposes in case of fire. One cistern was decided upon with a 200-barrel capacity at a cost of \$50-\$75 to be completed in July. The early dirt streets had cinders from the railroad scattered on them with J. White as the water commissioner (1891). In 1893, a new village windmill was purchased, as the old tank was taken away, a pump was put into use. The first train depot was destroyed by fire in 1898 and by 1900, the population increased to 141.

An Opera House was built (1900) and by 1904, boardwalks were laid along the Main Street. The *Merna Post Card* newspaper and the Telephone Company were established in 1906. About 1907-08, a brick schoolhouse for

elementary and high school was constructed for \$20,000. In 1905, plans were made to secure a water system for \$4,000 with charges of \$12 per year to each patron. By 1908, the village water system was in operation and a proposition was made to the citizens to install electric lights by December 1909. In January 1910, citizens signed up for lights in favor of a power plant.

By 1910, the population was 459 and a water ordinance was passed in 1912. In September 1913, a water bond for \$3,000 to construct a waterworks was approved and a new well was drilled. In 1913, a private electric plant was operated by John O. Kennedy. In May 1915, a vote was taken for electric light, water and park bonds. A standpipe was located west of the brick high school building in 1915. The Merna Power Plant had lighting rates of \$0.15 per kilowatt hour (kWh) and power rates of \$0.15 per kWh by 1915. A new brick municipal building was

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Nebraska utilities history – Merna

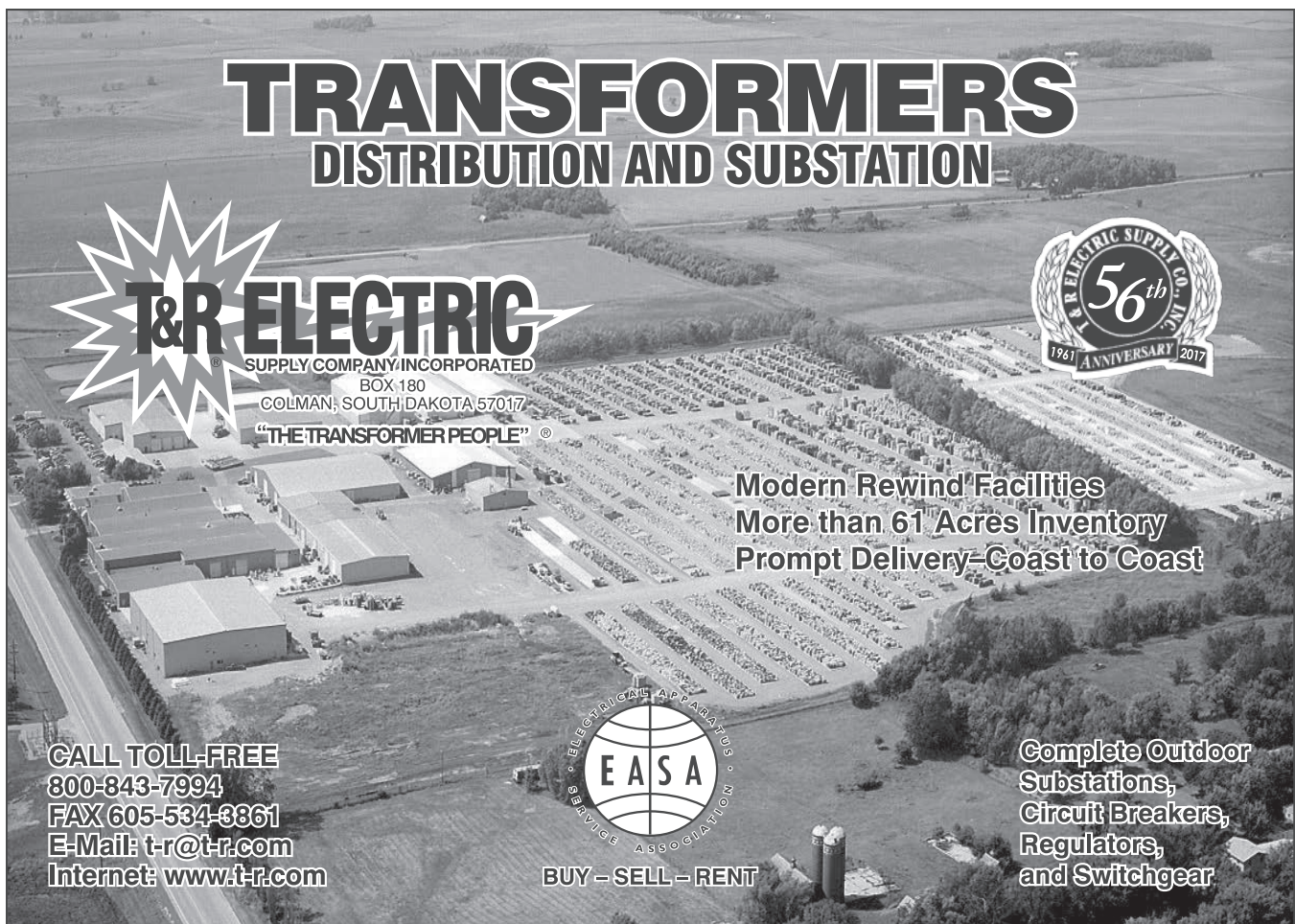
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erected in 1916 to house a light plant. The brick Brenizer Public Library was started in 1916 and completed by 1917. In 1919, a \$25,000 bond vote failed for a township hall building. Needing two-thirds vote of 328 votes, the vote was 316-176, thus the bonds were defeated. Businesses by 1919 included two general stores, a grocery store, two blacksmiths shops, two banks, a drug store, a hotel, a restaurant, an auto agency, two hardware stores, a jewelry

store, a moving picture theatre, two machinery agencies, a furniture store, an undertaking business and a real estate business.

In 1920, the population was 553 and due to engine problems at the light plant, transmission lines were constructed from Broken Bow in 1922. A committee in 1923 recommended that the streets be graveled and by September 1924, graveling began at a distance of three blocks. A new well was drilled (1924) and in 1925 the municipal water system


had water rates of \$0.60 per 1,000 gallons. The Nebraska Power Company in 1925 agreed to light the streets of Merna for the next 25 years for \$50 per month. Lights were installed by Nebraska Power Company with the cost of pumping water at \$0.045 per kWh. Electric rates were between \$0.12-\$0.20 per kWh. In 1926, transmission lines were erected to Anselmo from Merna. The electric distribution was owned/operated by the Western Public Service

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Company by 1929. In July, the Western Public Service announced one meter per residence for lighting, cooking, refrigeration and appliance use. Before, a separate meter was used for each.

The population decreased in 1930 to 439 and on May 2, the school was damaged by fire with the west side being rebuilt. In 1934, new rates were in effect under a new water ordinance which repealed the 1912 Ordinance. The new rates were: first 2,000 gallons (gals) at \$0.40 per 1000, and over 2,000 gals. at \$0.30 per 1,000 gallons. Meters were installed to be read and billed monthly with a minimum charge of \$0.75 per month. A new water well was drilled with a turbine pump installed, which had a 100 gallons per minute (gpm) capacity when driven at 1,750 revolutions per minute (rpm). This amount equaled the output of both the old wells. In the fall of 1937, the street between the post office and highway was being raised with 200 loads of dirt. The space between the sidewalk and the street was removed to allow for drainage

with 700 hours of labor used to complete the job. A street grading unit mounted on rubber tires was purchased in 1938 from the State Highway Department. Some 150 wagon loads of cinders from the railroad was spread on four blocks of streets. By 1939, a grading crew raised the grade on the west three blocks of Main Street connecting to Highway #2.

The population decreased from 414 in 1940 to 385 by 1950. The Western Public Service Company installed new device to control lights, replacing the old clock method in January 1941. Electric rates were: \$1 for the first 14 kilowatts (kW) then \$0.065 for the next 36 kW, \$0.03 for the next 100 kW with excess at \$0.02 per kW. In 1942, the Consumers Public Power District purchased the properties of the Western Public Service Company. By Sept. 7, 1945, the Custer Public Power District purchased the Merna Electric System from Consumers Public Power District and the electric systems in Anselmo, Berwyn, Dunning, Halsey, Merna, Seneca, Taylor and Thedford for \$182,000.

By 1950, the population was 385 and on Sept 5, 1950, a 25-year light and power franchise was granted to the Custer Public Power District. In 1955, the village installed a new well (\$5,552.56) and water rates by 1958 were \$1.75 per month with the cost of pumping water \$750. That year, the cost of street lighting was \$98.50 per month. The railroad depot was closed in May 1959, the population by 1960 was 349 and water rates were \$21 per year. In 1962, the cost of street lighting was \$131.50 per month and the cost of pumping water was \$100 per month. In 1968, the sewer system was installed with Robert E. Schwesser Company as the contractor. The sewer lagoon was located north of Merna on land costing \$250 per acre (total cost \$90,000) with an initial fee set at \$2.50 per month. A brick school was built in 1969 for \$452,351, which would serve 524-square miles of area in the Anselmo-Merna District. From 1970-1980, the population increased from 322 to 389 and the electric distribution system, owned by the village,

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Nebraska utilities history – Merna

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was contracted to Custer Public Power District. In 1978, a water well was drilled, which had a capacity of 480 gallons per minute (gpm). Summer water usage was 63,920 gallons with winter usage at 25,000 gallons. Work was done on the sewer system in 1985 and the sewer fee in 1889 was \$13. Water rates in 1989 were \$9.50 per month and many streets were paved with asphalt in the 1980s.

In 1990, the population was 377 and on April 18, 1993, a Community Center building was dedicated. The gas system consisted of individual propane tanks and the wastewater treatment consisted of a facultative stored for land treatment lagoon system designed for 0.036 million gallons per day (mgd) discharged to a rapid infiltration basin at more than 20 feet per year (1998). By 2000, the population increased to 391 and the water system consisted of two active municipal water wells, with the north and south pressure tanks at 40-60 pounds per square inch with 174 residential services and

11 commercial connections. The population by 2010 was 361 and solid waste collection service was provided by J & J Sanitation.

Merna's original plat consisted of 16 blocks with a square in the middle for a courthouse or park. Today, the village has a population of 363 and has been an incorporated village since 1890 (130 years). Merna has been a Utilities Section member since 2005 and a League member for over 30 years. The village maintains a water and sewer system along with several blocks of streets. The electric distribution system is operated and supplied by Custer Public Power District and law enforcement is provided by the Custer County Sheriff's department.

References: Nebraska Directory of Municipal Officials, 1956, 1958, 1960, 1962, 1964-75, 1977-87, 1990, 1992, 1994-97, 2000-2003, 2005-2019; Nebraska Municipal Review Magazine, 1925; Perkey's Nebraska Place Names, 1995; Nebraska Place Names, 1925, 1960; Merna Website, 2005; Pages of History

Nebraska High Schools, 1854-1994, 1994; The Ansley Herald, 1930; The "Auburn Granger" newspaper, 1913-15; Merna Heritage Memories, 1880's to 1980's, Merna Heritage History Committee, 1989; Nebraska Our Towns... Central & North Central, 1989; Maps Tell Nebraska's History, 1991; NEDED Website, 2005; Wikipedia website, 2018-2019; The Crete Democrat Newspaper, 1891; Nebraska Historical Building Survey, Custer County, July 2006; Electric Power Development in the United States, Dept. of Agriculture, January 1916; Public Power in Nebraska, 1962 and Nebraska Blue Book, 1928, 1942, 1946.

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“JASON” Safety Series

On Aug. 13, 2020, the safety series dubbed “JASON” began with a webinar on “Implementing an Effective Safety Meeting” followed by an hour webinar on “Lockout Tagout” on Aug. 25. These webinars can be viewed for credit hours by contacting the League office. Webinar sessions are scheduled for Oct. 23 from 2-3 p.m. covering a general safety discussion and on Nov. 19 from 3-4 p.m., which will cover slips, trips and falls.

All of these sessions have been approved for 1 hour water (grades 1-4) and a 1 hour waste-

water credit hours.

With many of our members having less than three employees and several having only part-time staff, this makes holding safety meetings a challenge. The Utilities Section is offering the “Jason” Safety Series webinars to help minimize this meeting challenge while offering participants continuing education hours toward their water and wastewater licenses.

If you missed any of the live safety sessions, they can still be viewed as a taped version, which are still available upon registration. Contact the League office if

interested in any of the past sessions. Continuing education credit hours were approved, provided surveys and verification paperwork is completed.

More of these safety webinars are being planned for 2021. The Utilities Section is requesting a call for volunteers to serve on an “on-line training committee” to help with topics and content for 2021.

If you are interested in serving on this committee, contact Lash or Rob at the League office at 402-476-2829 or email us at lashc@lonm.org or robp@lonm.org.

Utilities Section hosts first webinar

The first webinar hosted by the Utilities Section was held Aug. 13 at 11 a.m. with Rob Pierce and Lash Chaffin presenting on “Safety Committees” with an emphasis on LB 757 (1994) or the Nebraska Workers Compensation Act. It has been 26 years since safety committees were made mandatory by the Nebraska

Legislature requiring employers to have a safety committee and an effective written injury prevention program.

This webinar was a reminder of the requirements and an overview of the Nebraska Workers Compensation Act of 1994. The taped version of the webinar can be viewed by registering with the League of-

fice. This webinar is free of charge to Utilities Section members.

A renewal credit hour toward a water (grades 1-4) and/or wastewater operator’s license be earned by registering, viewing, filling out the survey and providing the required paperwork. For more information, contact the League office.

Brave Blue World Screening Event

On behalf of the Nebraska Water Environment Association (NWEA) and Water Environment Federation (WEF), please join us for a free screening of the film “**Brave Blue World**,” hosted through a virtual platform Sept. 28 from 6-8 p.m.

This documentary details the importance of the journey towards innovating and pioneering technologies for the future of water and sanitation and reveals optimism for the future of our most

precious resource. As part of the screening, we will have a panelist of local and national speakers, including Dr. Eileen O’Neill, Former Executive Director of WEF, and three reclaimed industry professionals to present and answer questions about ways in which we are facing these challenges and taking steps toward the future nationally and in Nebraska.

RSVP for the event (required): Click on the link to RSVP (only registered participants will re-

ceive the login credentials to view the movie): https://zoom.us/webinar/register/WN_avHj57X-T-Sap3eqKYBBzw

Want to sponsor the Event?

Click on the following link: <https://nebwea.org/meet-reg1.php?id=33> or click the “REGISTER NOW” button above. NDEE is offering 2.0 PDHs for wastewater operators/professionals for this event.

If you have questions, contact Scott Aurit at 402-399-1000.

Classifieds

POSITIONS.

Public Works Director. The City of York has a key leadership position open. This position is responsible for directing the public works department including the divisions of water, wastewater, streets, landfill, airport and parks. This position also administers building, zoning and flood plain regulations.

Requirements include: a minimum of five years of progressive public works experience and responsibilities in municipal engineering or public works management. Possession of or ability to obtain, street superintendent and responsible charge certifications. Must possess a valid driver's license. Registered Professional

Civil Engineer in the State of Nebraska is preferred.

Send resume and application to: City Administrator, City of York, P.O. Box 276, York, NE 68467 or email to jfrei@cityofyork.net. Job description and Applications are available on the City's website (www.cityofyork.net) or by contacting the City office at (402) 363-2600. Position open until filled.

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- Wisconsin Air Cooled motor. VG4D 154 Cubic Inches 37 HP;
- GM Motor - propane, 3.0 L 2.2 Hours;
- 125 Gallon Propane tank, 5 feet long 24" diameter; and



- Mosquito Sprayer for parts use only, sprayer for sale only trailer not included - Clarke Covgar 8HP Briggs & Stratton Engine Purchased 7-23-97. [Click here](#) for pictures of the items. Send questions and/or bid(s) to Haley Bamesberger, Marquette Clerk/Treasurer, at villofmarquette@hamilton.net.

Reminder: Public Power Week is October 4-10

Public power utilities across the United States, including Nebraska, celebrate Public Power Week the first full week of October every year to help customers and stakeholders understand how they can better engage with their community-owned utility and benefit from all its offerings. The

American Public Power Association provides member utilities with sample resources and templates to spread the word and help celebrate in your communities. This is also the 50th anniversary of the American Public Power Association.

Does your system have any

plans for recognizing public power week? Let us know so we can help recognize your electric system. When was your municipal electric system started? Many municipal systems in Nebraska were started 75-80 years ago when Nebraska became the first solely public power state.

Credit Hours Reminder

For those who attended the 2020 Snowball Conference and the 2020 Utilities Section Annual Conference, your water and wastewater hours are posted on the League of Nebraska Municipalities website at www.lonm.org.

"Just For Fun" Answers

A-1. Papillion (97), La Vista (92) and Hastings (91).

Reference: www.area-vibes.com

A-2. Nuckolls County.

A-3. Two – York and Yutan.

Reference: 2018 Nebraska Directory of Municipal

Officials

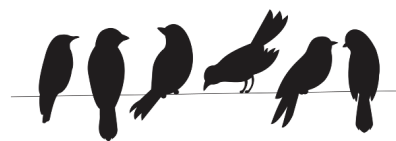
A-4. Hickman – in front of the 2016 City Hall/Auditorium and in the Craig Dodge Memorial Park, named in honor of its Deputy Sheriff who was killed responding to a domestic dispute.

Crow Line: A line of positive communication that all can share

Congratulations! **Incorporation Anniversary Recognition:** 130 years – Miller (1890) and 140 years – Tilden (1880). Tilden was incorporated as Burnett in 1880 and the name officially was changed to Tilden in 1902. Of the 140 years of incorporation, Tilden

was a village for 34 years and a city of the second class for 96 years. **Utilities Section members and associate members highlighted in bold.**

Do you, your department or facility have something to crow about? Received an award, had



Remember to recognize your employees' anniversary milestones. The League provides certificates for 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60 and 65.

You can request them by contacting the League office by email brendah@lonm.org, fax 402-476-7052 or call 402-476-2829.

an article written highlighting an event or person? Do you have a project worthy of acknowledgment in the *Utilities Section Newsletter*?

If so, please send your information to any of the League/Utilities staff so we can share your excitement with other members.

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SAFETY/HEALTH CORNER

Obesity

*By Rob Pierce, LNM
Field Rep./Training
Coordinator*

All health and wellness programs should address obesity. Obesity results from a combination of inherited factors combined with our environment, personal diet and exercise choices.

Obesity occurs when one takes in more calories than they burn. All health/wellness programs should include weight monitoring (BMI) due to an unhealthy diet, high calorie liquid calorie intake and inactivity. Tag on lack of sleep, which can cause a change in hormones that increase appetite. Obese individuals tend to be more likely to have sleep apnea.

Obesity can be diagnosed when the body mass index (BMI) is 30

or higher. If you divide your weight by your height in inches squared and multiplied by 703 or pull up a BMI chart off the internet. Obesity is a medical condition that increases the risk of other diseases and health problems such as heart disease, diabetes, high blood pressure and certain cancers. (Ref: Mayo Clinic)

According to the Mayo Clinic, weight issues may affect your quality of life causing complications such as depression, disability, sexual problems, shame/guilt, social isolation and lower work achievement.

A sedentary lifestyle or work environment tends to work against us as we sit in a vehicle, sit in front of some type of monitor or at a desk on the phone. Activate your wellness program today

by encouraging regular exercise (15-30 minutes), a healthy eating plan, monitoring weight regularly and be sure to work as a team. As many are staying home more or even working from home, the urge to snack can raise havoc with a

healthy diet. When individuals work as a team or group, they are more apt to stay on course than working alone. Like those new year's resolutions to lose weight, and two weeks later are forgotten goals. Take care and stay healthy.

Mutual Aid: Iowa electric outages

On Aug. 10, a storm hit Iowa with 75-99 mile-per-hour (mph) winds, flattening corn fields, damaging several miles of electrical structures. Mid-America noted that more than 200,000 customers were without power and Alliant Energy reported another 210,000. One electric company official noted "the storm was the equivalent of a 40-mile wide tornado that rolled over 100 miles of the state."

Some 23 counties were declared disaster areas and mutual aid was requested with crews from Kansas, Nebraska, Colorado and Missouri responding. Restoring power was slowed by the record-breaking damage to miles of transmission and distribution lines, fallen trees blocking

access and the scheduling of material to be installed. One of the fatalities of the storm was a municipal electrician who was electrocuted by a power line he was reconnecting.

Working storm damage, whether as a local or a mutual aid worker from an outside system, can be dangerous. Good communication, scheduling and planning are needed to ensure the safety of those reconstructing lines, those performing cleanup and generally the public at large. This year would be a good time to take an inventory of what material you have stored on hand as shipping times are backed up and in some cases, several months. Could your system withstand a storm at this time with current inventory?

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Nebraska utilities history – Sterling

The Utilities Section Newsletter will continue to feature histories of both utilities and associate members. Any historical data and/or photos of your utilities, a specific facility, or articles already written are welcome, along with permission to print. If you have questions, contact Rob at 402-476-2829 or robp@lonm.org.

*By Rob Pierce, LNM Field Rep./
Training Coordinator*

Sterling, located in Johnson County, had settlers in the area by 1857 and later a postal drop was operating, which was called Brysonville. On June 7, 1866, a post office was established as Bryson. An early dam was built along with a sawmill and by 1869-70, a three-stone grist flour mill was built on Nemaha River near the sawmill. A bridge was built (\$600) on the mill road, which spanned the Nemaha River. In 1870, a town site was surveyed by the Atchison and Nebraska Railroad when it reached that point with 40-acres deeded to the railroad. The name Weston was discussed but that name was already used in Nebraska, so a lottery method was utilized to determine the new name. The rumored lottery option was apparently when William Mann, John Bentz and William Kneeland decided to flip a \$20 gold piece for the honor of naming their settle-

ment. Mr. Mann won the toss and selected the name Sterling in honor of his hometown of Sterling, Illinois. On March 16, 1870, the post office name was changed from Bryson to Sterling. The first schoolhouse, located in the north part of town, and a second school, which was made of sod, was used for a few weeks as a schoolhouse was erected on the hill. By 1875, the first Methodist Church (18-foot by 24-foot building) had been built (\$800) along with a Baptist Church (\$1,500). Sterling was incorporated as a village on July 8, 1876.

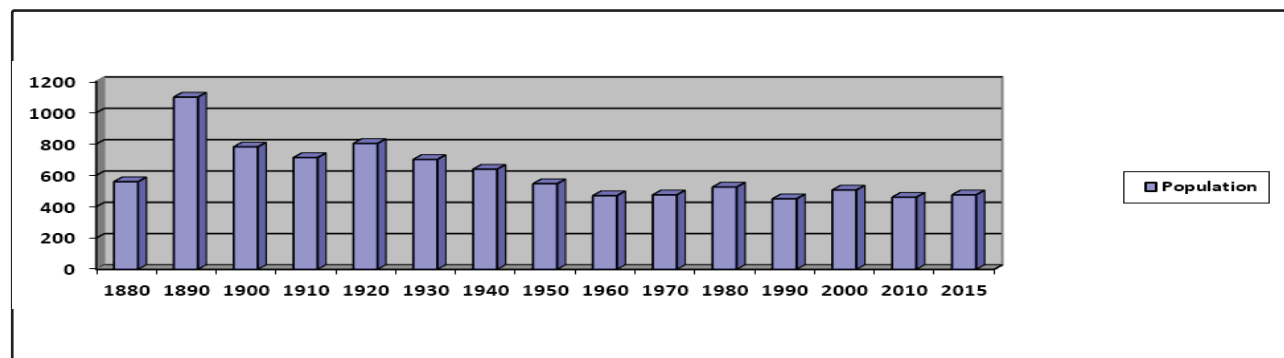
The census listed the population as 560 in 1880, but another source reported the population as 750. The community consisted of about two dozen stores, good hotels, a *News* newspaper and a lumberyard. The two-story frame school was used until 1890 when a brick school was erected and by 1891, the population increased to 1,100. The town consisted of a railway station, a *Sterling-Press Sun* newspaper, a Sterling flour



Sterling water tower. 2017 photo.

mill, two elevators, two hotels (Central House, Sterling House), three churches (Baptist, Methodist, Presbyterian), an ag implement dealer, a harness maker, livery, a meat market, a blacksmith, a Farmers and Merchant Bank, a general store, a confectionery, a millinery, a blacksmith, a restaurant, an omnibus line, a shoemaker, a feed mill, a furni-

Continued on page 15



Nebraska utilities history – Sterling

Continued from page 14
ture store and a lumberyard.

The population by 1900 was 782. A library was established in 1904 and the Weber building was erected in 1905. By 1910, the population was 714 and the brick Sterling State Bank was built in 1911.

The city council in 1914 granted an electric franchise for electric lights to W. W. Mark of Wymore. The plant, to be completed in six months, was to furnish Sterling and several area communities with electricity. In 1914, the Sterling Telephone Exchange was organized. By 1915, the estimated cost of a proposed water works system was \$21,000, which was to include 2.5 miles of 4-inch mains and 1.5 miles of 6-inch mains for a total of about 4 miles of piping, 47 fire hydrants and an elevated tank on a 50-foot steel tower with a capacity of 50,000 gallons. A new three-story brick school building was built in 1917. That year, the Continental Gas & Electric Corp. (Public Service Company) acquired the Sterling electric generation plant. The plant was damaged by a fire and by 1918, the plant was to be rebuilt by the Nebraska Electric Light Company.

The population was 804 by 1920 and the village-owned water distribution system had rates of \$0.75. In 1925, the electric current provided via transmission lines with rates between \$0.08-\$0.10 per kilowatt hours (kWh). By 1930, the population decreased to 702 and the Nebraska Gas & Electric Company supplied electricity (1934). Sterling became a member of the League of Nebraska Municipalities in 1934. The popula-

tion decreased to 660 by 1940 and about 1942, the electric service was owned/supplied by Consumers Public Power District. The gas system was supplied by the Nebraska Gas & Electric Company and by 1950, the population was 540. The village-owned cemetery was maintained by a mill levy and a new wastewater treatment facility was built with \$77,621 funding by a Housing and Home Finance Project in 1950. By 1956, the sewer system was maintained by a mill levy and there was a sewer charge of \$2 per resident. The electric system was owned by the Consumers Public Power District and the cost of streetlighting was \$81 per month. The gas system was operated by Peoples Natural Gas Company. In 1956, the village-owned water system had 221 meters owned by the consumers with a meter deposit of \$30. Water rates were 4,000 gallons (gal.) at \$3.75 per 1,000 gallons, next 3,000 gal. at \$0.50 per 1,000, and next 7,000 gals. at \$0.25 per 1,000 gallons. The cost of current for pumping water was \$26 per month. By 1958, the water system had 184 meters in service and the cost of current for pumping water was \$30 per month. The village-owned sewer system and disposal plant was maintained by a mill levy of \$3,250 and a sewer charge of \$2 per month per resident.

By 1960 the population decreased to 471 and the village-owned cemetery was maintained by a mill levy of \$500 per year. The water system had 190 meters and the cost of current for pumping water \$45 per month. The sewer system in 1962 was maintained by a mill levy amount-

ing to \$3,250 and a sewer charge of \$2 per month per resident. The cost of street lighting in 1962 was \$111.70 per month and a 2,400-square-foot fire hall was built in 1965. In 1970, the electrical system was owned by the village and operated by the Nebraska Public Power District and the population increased from 476 in 1970 to 526 in 1980. By 1990, with a population of 451, a new sewage treatment plant was built. The facultative controlled discharge lagoon system was designed for 0.058 million gallons per day (mgd). A new municipal water well was drilled in 1991 and in May 1993, the Sterling School District consolidated with Douglas Schools. In 1995, the village received a \$250,000 CDBG grant toward a \$485,000 street project. By 1998, the natural gas system was supplied by Utilicorp/EnergyOne.

By 2000, the population was 507 and the fire department purchased new emergency lighting and gear using a \$46,000 FEMA grant (2005). A new \$130,000 metal 3,900-square-foot fire hall housed the pumper trucks, a tanker, two grass rigs, a van and an ambulance. From 1997-2002, the village resurfaced 90 percent of the streets with a few side streets covered with white rock. In 2005, the old 82-year-old school building was torn down to make way for a new school. The sewer collection in 2005 had a 75,000 gpd capacity with a sewer charge of \$10 per month. The water system had three wells (average depth 85 feet), a pump capacity of 1,285 gallons per minute (gpm)

Continued on page 16

Nebraska utilities history – Sterling

Continued from page 15
along with a 55,000-gallon storage tower. In 2005, Sterling was a retail customer of the Nebraska Public Power District with a capacity of 1,500 kilowatts (kW) and a peak demand of 1,146 kW. The natural gas system was supplied by Aquila in 2006 and by 2009, was supplied by Black Hills Energy Inc. In 2008, the village received a \$4,547 Community Enhancement Program (CEP) grant for a park drive. By 2010, the population was 461 and the village maintained a park system, miles of streets, and the water and wastewater systems. In 2017, the solid waste collection service was provided by The Garbage Company and Waste Connections. Electric meters were changed to

a new AMI system by the Omaha Public Power District (OPPD) in September 2018. A new community center was started in 2019 with completion scheduled for 2020.

Today, Sterling has a population of 476, has been an incorporated village for 144 years, a member of the League of Nebraska Municipalities and the Utilities Section since 1978.

References: Nebraska Directory of Municipal Officials, 1956, 1958, 1960, 1962, 1964-75, 1977-87, 1990-2020; Water Resources of Nebraska, December 1936; Nebraska Municipal Review Magazine, 1925, 1934, 1950, 1995; Poor's and Moody Manual of Railroads and Corporate Securities, Public Utility Section Volume 1, 1921; Nebraska Our

Towns...East Southeast, 1992; Nebraska Place-Names, 1925, 1960; Perkey's Nebraska Place Names, 1995; Johnson County Centennial, 1856-1956; Lincoln Journal Star Newspaper, 2005; Maps Tell Nebraska's History, 1991; NED-ED Website, 2005; NHHS Website, 2000; Johnson's History of Nebraska, 1880; Moody's Manual of Railroads and Corp. Securities, Part 2, 1921; Electric Review, Vol. 73 No. 12, September 21, 1918; Commercial West, Vol. XXV, January 3, 1914; Nebraska Blue Book, 1928, 1930, 1946; Sargent Leader Newspaper, 1914; The "Auburn Granger" newspaper, 1913-15; Andreas History of the State of Nebraska, 1882 and the Reconnaissance Survey Project, Johnson County, 2010.

Electric "Rubber Gloving" Workshop held

The Norfolk Rubber Gloving School, originally scheduled for May 19-21, was rescheduled to Aug. 10-13, 2020. A total of 39 people participated in this school with 11 from municipalities. The 11 participants were from seven municipal systems, which included: Benkelman, Grand Island, Neligh, Pender, Pierce, Prague, and Red Cloud.

Due to COVID-19, the par-

ticipation was limited this year and the workshop began with temperature checks and screening of all participants, instructors and vendors. Following safety checks, the session began with vendor introductions, brief discussions on their various equipment, vehicles and other related electrical material, which was provided for use and display by the various companies. Social

distancing and masks were used throughout the two-and-a-half days.

On behalf of the Utilities Section and the Rural Electric Association, a special thanks to the companies that provided trucks, demo trailers, material and their knowledge when performing rubber gloving techniques. Again, thanks to our associate members for their support.

2020 Accounting & Finance Conference Webinar Series

Participants who are licensed water operators and attended the first-ever League 2020 Municipal Accounting & Finance Conference Webinar Series may be able to apply for continuing education

credit hours.

Some of the sessions may be credited, but none were preapproved through DHHS, although several may be worthy of credit.

Operators can apply for continu-

ing education hours through Mike Wentink with NDHHS.

If more information or help is needed, contact Rob at the League office 402-476-2829 or email robp@lonm.org

Training calendar

Visit our website at www.lonm.org
for a complete list of workshops and conferences.

**Due to COVID-19 guidelines, future workshops and conferences
may have to be rescheduled or cancelled.**

October

Oct. 13 Water Operator Training Workshop Community Center, O'Neill
Oct. 14 Water Operator Training Workshop Water Plant, Norfolk
Oct. 15 ~~Water Operator Training Workshop~~ York **Postponed**

November

Nov. 17 Solid Waste Workshop Kimball County Transit Building, Kimball

December

Dec. 2 Water Operator Training Workshop Fremont
Dec. 3 Water Operator Training Workshop Crete



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Sample Procedural Policies for Utility Disconnection

I. Right to Disconnect

The (City/Village/Utility) of _____ may disconnect utility service for any of the following reasons or for any other reason permitted by federal, state or municipal law.

- A. Failure to meet the applicable provisions of law.
- B. Violation of the ordinances or regulations pertaining to utility service.
- C. Nonpayment of past or present utility bills.
- D. Willful or negligent waste of service due to improper or imperfect pipes, fixtures, appliances or otherwise.
- E. Tampering with any meter, seal or other equipment controlling or regulating the supply of utility service.
- F. Theft or diversion and/or use of service with payment therefor.
- G. Vacancy or abandonment of premises.
- H. Change in name of person to be billed.
- I. Failure of property owner or customer to pay required deposits or provide required guarantees.
- J. Failure to comply with backflow prevention requirements.

II. Delinquent Bills

- 1. All bills for utility service are due and payable the day they are placed in the mail.
- 2. Payment is allowed until the _____ day of the month the bill is mailed. After that date, the bill is delinquent and payable at that amount and any penalties.
- 3. If the bill remains delinquent after the _____ day of the month the bill is mailed, a disconnect notice will be served, upon any domestic subscriber, in compliance with Section III and IV of this procedural policy.

III. Serving Disconnect Notice

VILLAGE: Before disconnection of utility service, the Village shall give notice by mail to the domestic subscriber whose utility service is to be disconnected. Such mail shall be conspicuously marked as to its importance. The Village also has available to domestic subscribers third party notice whereby the Village will serve the notice of disconnection on the designated third party by mail.

CITY: Before disconnection of utility service, the City shall give notice by first class mail or in person to the domestic subscriber whose utility service is to be disconnected. If notice is given by first class mail, such mail shall be conspicuously marked as to its importance. The City also has available to domestic subscribers third party notice whereby the City will serve the notice of disconnection on the designated third party by first class mail or in person.

IV. Contents of Disconnect Notice

The disconnection notice, by state law, must contain at least the following information. (Please note that the attached **Sample Service Disconnection Notice** contains all of this information):

1. The reason for the proposed disconnection;
2. A statement of intention to disconnect unless the domestic subscriber either pays the bill or reaches an agreement with the utility regarding payment of the bill;
3. The date upon which service will be disconnected if the domestic subscriber does not take appropriate action;
4. The name, address and telephone number of an employee designated by the City/Village/Utility to whom the domestic subscriber may address an inquiry or complaint.
5. A statement explaining that the domestic subscriber has a right, prior to the disconnection date, to request a conference regarding any dispute over the proposed disconnection.
6. A statement that the City/Village/Utility will not disconnect utility service until the conference is concluded.
7. A statement to the effect that disconnection shall be postponed or prevented upon presentation of a duly licensed physician's, physician's assistant's, or advanced practice registered nurse's certificate which shall certify that the domestic subscriber or resident within such 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 must be filed with the City/Village/Utility within five (5) days of receiving notice of disconnection, excluding holidays and weekends, and will prevent the disconnection of utility service for a period of at least thirty (30) days from such filing. Only one (1) postponement of disconnection shall be allowed for each incidence of non-payment of any past due account.
8. A list of all monies that must be remitted to the City/Village/Utility for reconnection, including any reconnect charges and payment of all past due accounts. Reconnection fees can not exceed the reasonable cost of the reconnection.
9. A statement explaining that the domestic subscriber may arrange with the City/Village/Utility for an installment payment plan.
10. A statement to the effect that those domestic subscribers who are welfare recipients may qualify for assistance in payment of their utility bill and that they should contact their caseworker in that regard.

V. Conference with Utility Domestic Subscriber

VILLAGE: Upon a written request by a customer for a conference, the customer shall be provided a conference with the Village Board. The Village shall notify the domestic subscriber in writing of the time, place and date scheduled for the conference.

The conference shall be informal and not governed by the Nebraska Rules of Evidence.

Failure by the customer to attend the conference shall relieve the Village of any further action prior to the disconnection of utility service.

The domestic subscriber may, prior to the scheduled conference, give good and sufficient reason that they will be unable to attend the conference at the appointed time and date. The Village shall make a reasonable effort to reschedule the conference.

The Village Board shall, based solely on the evidence presented at the conference, affirm, reverse, or modify any part of the disconnection notice which is a result of a disputed billing. The Village Board shall allow disconnection of utility service only when all less drastic remedies have been exhausted.

If the Village Board determines at the conference that the domestic subscriber did not receive proper notice or was denied any other legal right, the Village Board shall continue the conference at such time as the subscriber has been afforded his or her rights.

CITY: Upon a written request by a customer for a conference, the City shall:

1. Designate an employee to hear and decide all matters at the conference.
2. Schedule a conference within fourteen (14) days of the receipt of the customer's request for a conference.
3. Notify the domestic subscriber in writing of the time, place and date scheduled for the conference.

The conference shall be informal and not governed by the Nebraska Rules of Evidence.

Failure by the customer to attend the conference shall relieve the City/Utility of any further action prior to the disconnection of utility service.

The domestic subscriber may, prior to the scheduled conference, give good and sufficient reason that they will be unable to attend the conference at the appointed time and date. The City/Utility shall make a reasonable effort to reschedule the conference.

The designated employee shall, based solely on the evidence presented at the conference, affirm, reverse, or modify any part of the disconnection notice which is a result of a disputed billing. The employee shall allow disconnection of utility service only when all less drastic remedies have been exhausted.

If the employee determines at the conference that the domestic subscriber did not receive proper notice or was denied any other legal right, the employee shall recess and continue the conference at such time as the subscriber has been afforded his or her rights.

VI. Appeals

VILLAGE: Not required under Nebraska law.

CITY: If the designated employee issues an opinion that is adverse to the domestic subscriber, the domestic subscriber may, within 10 days after the date the decision is issued, appeal in writing. The appeal will be heard by the city council or the utilities superintendent, whichever is designated by the utility.

Upon receiving a written request for an appeal, the utility will notify the domestic subscriber of the location, date, and time of the hearing in writing. The date of the hearing will be at least 7 days after the day the appeal request is received by the utility.

The domestic subscriber may examine and copy, not less than three (3) days prior to the hearing, the utility's file and records pertaining to the dispute.

At an appeal hearing, the domestic subscriber may be represented by legal counsel or other representative or spokesperson.

The appeal hearing will be conducted as follows:

1. A representative of the utility will present the reason or reasons the utility issued the disconnect notice, a summary of the proceedings at the conference, and the decision by the designated employee.
2. The domestic subscriber will next present his or her reasons for appealing the decision.
3. The representative of the utility will then have an opportunity to present any other information in response to the domestic subscriber's presentation.
4. The domestic subscriber will have a last opportunity to present information regarding why he or she feels the designated employee's decision should be reversed.

The domestic subscriber may present witnesses and offer evidence. All witnesses may be cross-examined and confronted.

The domestic subscriber may make or have made a record of the proceedings at his or her own expense.

A written copy of this appeal policy will be furnished to a domestic subscriber upon request.

VII. Repairs

Interruptions of service or disconnections made pursuant to repair, maintenance, health, or safety reasons shall not constitute a disconnection for the purposes of this procedural policy.

City Utility Service Disconnect Notice

Name _____ Date _____

Address _____ Account Number _____

City _____ Amount Due _____

According to our records, we find your account delinquent as of _____, 20____, in the amount of \$ _____. If payment or arrangements for payment are not received by our office by _____, 20____, a shut-off will be made on _____, 20____, after the hour of _____ a.m./p.m.

If you have an inquiry or complaint, you may contact the following person between the hours of _____, Monday through Friday:

Name _____ Phone _____

Address _____

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, physician's assistant's, or advanced practice registered nurse's certificate which shall certify that a domestic subscriber or resident within such 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 incidence 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 \$ _____. After hours, or on weekends or holidays, you may call our service person at this number _____; upon payment of your account, plus a reconnection charge of \$ _____, service will be restored.

A domestic subscriber may arrange installment payments for **this** bill.

Welfare recipients may qualify for assistance in payment of a utility bill. Welfare recipients should contact their caseworkers regarding this matter.

Village Utility Service Disconnect Notice

Name _____ Date _____

Address _____ Account Number _____

Village _____ Amount Due _____

According to our records, we find your account delinquent as of _____, 20____, in the amount of \$ _____. If payment or arrangements for payment are not received by our office by _____, 20____, a shut-off will be made on _____, 20____, after the hour of _____ a.m./p.m.

If you have an inquiry or complaint, you may contact the following person between the hours of _____, Monday through Friday:

Name _____ Phone _____

Address _____

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. Upon receipt of this request you will be notified in writing of the date and time of a Conference with the Village Board to resolve this matter. No disconnect will be made until the conference is concluded.

Disconnection may be prevented upon presentation of a duly licensed physician's, physician's assistant's, or advanced practice registered nurse's certificate which shall certify that a domestic subscriber or resident within such 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 incidence 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 \$ _____. After hours, or on weekends or holidays, you may call our service person at this number _____; upon payment of your account, plus a reconnection charge of \$ _____, service will be restored.

A domestic subscriber may arrange installment payments for **this** bill.

Welfare recipients may qualify for assistance in payment of a utility bill. Welfare recipients should contact their caseworkers regarding this matter.

City

Utility Conference Notice

Subscriber's Name: _____

A conference to discuss matters regarding your utility bill has been scheduled before this employee designated by the utility.

Name: _____

Place: _____

Time: _____

Date: _____

The employee designated by the utility will hear and decide all matters relating to the disputed bill. Such conference shall be informal and not governed by the Nebraska Rules of Evidence.

Failure of a domestic subscriber to attend a scheduled conference shall relieve the Utility of any further action prior to the discontinuance of service.

If a domestic subscriber contacts the utility prior to the scheduled conference and demonstrates that failure to attend is for a legitimate reason, the City shall make a reasonable effort to reschedule the conference.

Village

Utility Conference Notice

Name: _____

A conference to discuss matters regarding your utility bill has been scheduled before the Village Board as follows:

Place: _____

Time: _____

Date: _____

The Village Board will hear and decide all matters relating to the disputed bill. Such conference shall be informal and not governed by the Nebraska Rules of Evidence.

Failure of a domestic subscriber to attend a scheduled conference shall relieve the Village of any further action prior to the discontinuance of service.

If a domestic subscriber contacts the utility prior to the scheduled conference and demonstrates that failure to attend is for a legitimate reason, the Village shall make a reasonable effort to reschedule the conference.

City

Notice of Appeal Hearing

Name: _____

An appeal hearing to discuss matters relating to your utility bill has been scheduled before the
___ City Council ___ Utilities Superintendent.

Place: _____

Time: _____

Date: _____

You may examine and copy, not less than three (3) days prior to the hearing, the utility's file and records pertaining to the dispute.

At an appeal hearing, you may be represented by legal counsel or other representative or spokesperson.

The appeal hearing will be conducted as follows:

1. A representative of the utility will present the reason or reasons the utility issued the disconnect notice, a summary of the proceedings at the conference, and the decision by the designated employee.
2. You may next present your reasons for appealing the decision.
3. The representative of the utility will then have an opportunity to present any other information in response to your presentation.
4. You will have a last opportunity to present information regarding why you feel the designated employee's decision should be reversed.

You may present witnesses and offer evidence. All witnesses may be cross-examined and confronted.

You may make or have made a record of the proceedings at your own expense.

PERMISSION TO SEND DISCONNECT NOTICE VIA EMAIL

I hereby give permission to have any notice that utility service will be terminated be sent via electronic mail. Any electronic mail that serves as a notice of utility termination will be conspicuously marked as to its importance and no termination shall occur for at least seven days, weekends and holidays excepted, following the dispatch of the electronic email.

Name _____

Date _____