

SECTION 7-106: DISCONTINUANCE OF SERVICE; NOTICE; PROCEDURE

The following procedures shall govern the disconnection of water service:

A. *Right to Disconnect.* The Water Department may disconnect water utility service for any of the following reasons:

1. Failure to comply with applicable provisions of federal, state, or municipal law, statute, ordinance, or regulation of policy.
2. Violation of the ordinances or regulations pertaining to utility service.
3. Nonpayment of past or present utility bills.
4. Willful or negligent waste of service due to improper or imperfect pipes, fixtures, and appliances, or otherwise.
5. Tampering with any meter, seal or other equipment controlling or regulating the supply of utility service.
6. Theft or diversion and/or use of service without payment therefore.
7. Vacancy or abandonment of premises.

B. *Delinquent Bills.*

1. All utility bills are mailed on the first day of every month and are due the 15th of each month.
2. Bills are considered delinquent on the 16th of each month and are subject to disconnection of services.
3. A disconnect notice will be mailed to all utility customers that have had a delinquent balance for more than 30 days.
4. Disconnection for non-payment will occur on the last business day of each month. If this day falls on a holiday or a weekend, disconnection will occur on the next business day.

C. *Service Disconnect Notice.* **LB632 (incl. in LB933) Update in RED**

1. Before disconnection of utility services, the city clerk shall give notice by first class mail, **or by electronic delivery, except that electronic delivery shall only be used if the subscriber has specifically elected to receive such notice by electronic delivery;** to the customer whose utility service is to be disconnected. **If notice is given by first class mail or electronic delivery, such notice shall be conspicuously marked as to its importance.** The city clerk shall also notify all property owners that have renters receiving service disconnect notices.

2. The city clerk will provide third party notice if requested by the customer. Any customer who has previously been identified as a welfare recipient to the utility by the Department of Social Services shall be served notice by certified mail and notice of such proposed termination shall be given to Social Services. All third party notices will be served by first class mail.