

## DISCONNECT NOTICE

This letter is to inform you that payment for your [redacted] (usage) utility bill has **not** been received and the **gross amount** of your bill is now due. This is your **seven-day** notification that your utility service will be disconnected if arrangements to make payment of your delinquent utility bill are not made in this office **by 9:30 a.m.**, on [redacted].

### **ARRANGEMENTS MUST BE APPROVED BY THE UTILITY/CITY CLERK.**

You have a right, prior to the disconnection date, to request a conference regarding any dispute over the proposed disconnection and you are advised that the City of St. Paul may not disconnect service pending the conclusion of the conference.

The City intends to disconnect your service unless you either pay the bill or reach an agreement with the City of St. Paul, NE regarding payment of the bill and you may arrange with us for an installment payment plan.

Disconnection will not take place after 2:00 p.m., on a weekend, or on a holiday unless the utility has personnel available to reconnect service. Disconnection will not take place for those customers who default on a reasonable payment plan if the 24-hour weather forecast is 20 degrees F or less.

You are further advised that disconnection may be postponed or prevented upon presentation of a duly licensed physician's certificate which shall certify that you or a resident within your household has an existing illness or handicap which would cause such you or another resident to suffer an immediate and serious health hazard by the disconnection of the utility's service to your household. **Such certificate shall be filed with us within five days of receiving this notice and will prevent the disconnection of the utility's service for a period of thirty days from such filing. Only one postponement of disconnection shall be allowed under this subdivision for each incidence of nonpayment of any past-due account.**

Prior to service reconnection of any customer who owes the utility for past service, the customer shall pay **all amounts due** the utility plus connection fees.

You are further advised that the cost that will be borne by you for restoration of service is as follows: **\$25.00 per reconnect unless reconnect is after normal business hours, weekends or holidays then the fee to reconnect will be \$60.00.**

If you are a welfare recipient, please contact your caseworker **immediately** if you need help with payment of this bill. If you pay your bill by check and the check is returned for insufficient funds, you will no longer be notified. This will constitute an immediate shut off.

**A fee of \$25.00 will be charged for insufficient funds.**

The name, address, and telephone number of the utility's department to whom you may address any inquiry or complaint is:

City of St. Paul – Utility Depts.  
704 6<sup>th</sup>, St. Paul, NE 68873  
Telephone # (308) 754-4483