

WATER DISCONNECT NOTICE

You are hereby notified that the City of North Bend, Nebraska, shall DISCONNECT water service to your residential premises on or after _____, 20____ unless you pay the past due billing for said water services in the amount and on or before the date indicated in the attached DELINQUENT NOTICE, or unless you reach an agreement with the City of North Bend regarding payment of said bill. The reason for the proposed DISCONNECTION is your failure to pay the water bill in a timely manner. If you have already made payment, please disregard this notice.

The past due amount of your water bill is set forth in the attached DELINQUENT NOTICE, and payment of said amount must be received in the City Offices of the City of North Bend on or before the date indicated in the attached DELINQUENT NOTICE.

Water service will be DISCONNECTED to your residential premises on the date set forth in the attached DELINQUENT NOTICE if payment of the above amount has not been received by the date indicated, or, if you have not reached an agreement with the City of North Bend regarding payment of the bill.

In the event that you request an extension of time to pay said bill not to exceed an extension of ten days, then an additional processing charge of fifteen dollars (\$15.00) shall be added to the amount of the billing set forth on the attached DELINQUENT NOTICE. In addition, a fifteen dollar (\$15.00) charge shall be added to those delinquent account situations where the shut-off cannot be accessed or located, which amount shall be in addition to the amount stated due in the attached DELINQUENT NOTICE.

You may address any inquiry or complaint to Theresa Busse, City Clerk, City Hall, 607 Main Street, North Bend, Nebraska, 68649 or by telephone at (402)652-3584 or 720-0594.

Prior to the date of proposed DISCONNECTION of your water service, you have a right to request a conference regarding any dispute over this proposed DISCONNECTION. The City of North Bend may not DISCONNECT water service pending the conclusion of the conference.

DISCONNECTION may be postponed or prevented upon presentation of a duly licensed physician, physician assistant, or advance practice registered nurse's certificate which shall certify that you or a resident within your 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 water service to your household. Such certificate shall be filed with the City of North Bend at 607 Main Street, North Bend, Nebraska, within five (5) days of the date that you receive this notice. The receipt of such notice by the City of North Bend will prevent the DISCONNECTION of water service for a period of 30 days from the date that you file such certificate with the City of North Bend. Only one postponement of DISCONNECTION shall be allowed by reason of the filing of such certificate, for each incidence of non-payment of any past-due account for water service provided by the City of North Bend.

You may arrange with the City of North Bend for an installment payment plan. If you are a welfare recipient, you may qualify for assistance in payment of your water bill and you should contact your caseworker concerning such assistance.

The NBDU also 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 the Department of Social Services. All third party notices will be served by first class mail.

RECONNECT CHARGE
\$50.00 8:00 A.M. – 4:30 P.M. WEEKDAYS
\$100.00 SATURDAY, SUNDAY, NIGHTS & HOLIDAYS

**North Bend Department
of Utilities (NBDU)**

Name _____

THIRD PARTY DESIGNATION

Account No. _____

As provided by law, you have the option of selecting a third party who is to be notified by NBDU, in the event your service is to be discontinued. If you desire, please indicate your third party below and return to your local NBDU office. This does not obligate the third party to pay the customer's bill, nor is NBDU liable if the additional notice is not received by the third party.

This authorizes NBDU to mail a duplicate copy of all Notices of Discontinuance of Service to the third party named below.

Third Party's Name

Customer Name

Street Address

Address Street

City, State, Zip

City, State, Zip

Telephone Number

Telephone Number

Relationship to Customer

Relationship to Customer

Third Party Signature

Date

Must be signed by both the Customer and the Third Party.