

Service Policies and Conditions

1. Name and Address to contact for inquiry or complaint:
Kandra Kinne, City Clerk 308/697-3711
722 Patterson Street
Cambridge, NE 69022-0532
2. New Account: Customers wishing to have utilities from the City of Cambridge will fill out an application for utilities and sign terms and conditions.
3. Payment of Bills: Bills are due on receipt and considered delinquent if not paid on or before the 10th day of the month. Bills not paid by the 10th day of the month shall incur late fees of 10% of the Electric Charge and 10% of the Trash Charge. Payment is considered received if paid by the 10th day of the month if delivered to the City Office in person, delivered by mail service or deposited in the drop box located at the front entrance of the community building.
4. Non-Sufficient Funds Check: Receipt by the Utility of a returned-check from a customer, will render the account unpaid and will have to be redeemed by cash. There will be an additional charge of \$25.00 per returned check, payable in cash only. If the customer used a return check on a final notice, that notice is reinstated and the customer is subject to disconnection. If a customer has not received a final notice of said bill, the Utility will send a return check notice indicating that payment is required within seven working days after the notice is sent or the customer is subject to service disconnection.
5. Disconnection Notice: A disconnection notice will be sent to all customers considered delinquent as of the 15th day of the month. Customers received a disconnection notice shall be subject to disconnection under the terms of the disconnect notice.
6. Disconnection for nonpayment policy: The city of Cambridge shall have the right to discontinue utility service and remove its properties if the charges for such services are not paid by specified date on disconnection notice. To avoid disconnection of service disconnect fee and a reconnection fee, the customer's payment must be received before 4:00 P.M. on the date specified in the disconnection notice. No service personnel will accept payment for utility bills. Once a customer's account is disconnected for non-payment they will be required to pay their bill in full; a disconnection fee; a reconnect fee; and pay a deposit of \$300.00 (unless there is a deposit already held on this account).
7. Disconnection/Reconnection fee for Nonpayment: When a customer's utilities are disconnected for nonpayment, there shall be an \$80 disconnection fee and an \$80.00 reconnection fee during regular business hours. Outside normal business hours the fees are \$160.00 disconnection fee and \$160.00 reconnection fee for nonpayment. The fees and entire bill must be paid before services will be reconnect.
8. Designation of a Third-Party. Customers shall have the right to designate a "Third Party" to be notified prior to the disconnection of service due to nonpayment. Third-parties should be informed by the customer that they have been designated as their third-party.
9. Temporary disconnect at customers request: An \$80.00 disconnect fee will be charged to any customer requesting a disconnection of Electric Service. An \$80.00 reconnection

fee will be charged to any customer requesting reconnection of Electric Service, \$25.00 reconnection of water service.

10. "Disconnect Notice" The customer will have seven (7) working days from the date of said notice to pay the outstanding utility bill, furthermore the customer shall be governed by the policy for security deposits.
11. Unpaid Bills: Any customer requesting a new connection of service at a different address shall pay any outstanding utility bills under his/her name, due the City of Cambridge before service shall be granted and shall be governed by the policy on security deposits. If the outstanding utility bill is not billed/discovered until after a new service has been connected, the customer shall be governed by City's disconnection policy for both accounts.
12. Security Deposits: A security deposit is \$300.00 and will be charged for any new customer who cannot provide a letter of credit in good standing with their previous utility company for the previous 12 months. Existing customers who have paid their utility bill late 3 times in a twelve month period will be required to pay a \$300 security deposit. New Customers and existing customers will be refunded their security deposit after 12 consecutive months of satisfactory payment history.
13. Dispute Conference: If a customer has a dispute over a utility bill, they may file a written request prior to the disconnection date, state the area of dispute and the relief requested. A conference will be held within fourteen (14) days and notification will be sent in writing to the customer by first class mail or in person of the time and place the conference will be held. Not disconnect will be made until the conference is conducted.
14. Disconnect Postponement/prevention: Disconnection may be postponed or prevented upon presentation of a duly licensed physician, physician's assistant, 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 immediate or serious health hazard by the disconnection of the utility's service to the 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 nonpayment of any past due account.
15. Payment plan: The customer may contact the City Clerk to arrange for installment payment plan to bring balance current.
16. Welfare Recipients: Customer's, who are welfare recipients may qualify for assistance in payment of a utility bill. Welfare recipients should contact their caseworkers regarding this matter.