

UTILITY DISCONNECTION POLICIES

The City of Valentine may disconnect utility services for non-payment or for any other reason permitted by federal, state or municipal law.

If you provide the City of Valentine with a certificate of a duly licensed physician, physician assistant, or advanced practice registered nurse which certifies that you or someone residing in your household has an existing illness or handicap which would cause you or such resident to suffer an immediate and serious health hazard by the disconnection of the utility services to the household, the City of Valentine will postpone the disconnection of the utility services for thirty (30) days. Such certificate must be filed with the City of Valentine within five (5) days of receiving a disconnect notice. Only one postponement of disconnection should be allowed for each incidence of nonpayment due on any account.

If you are an assistance recipient, you may qualify for special assistance in the payment of your utility bill and you should immediately contact your caseworker in that regard.

You may contact the Billing Clerk at City Hall between 8:30 a.m. until 4:30 p.m. (except noon), Monday through Friday, concerning any inquiry, complaint, or questions you may have regarding the bill or disconnect procedure.

If you disagree with the bill or any matters pertaining thereto, you may request a conference concerning the disputed bill or proposed disconnection by notifying the City of Valentine with a written statement that sets forth the reasons for the dispute and the relief requested. If such statement is made by you and a conference is requested, no disconnection of your utility services will be made prior to the conclusion of the conference.

If a conference is requested in writing prior to the disconnect date, you will be notified as to the date, time and place set for the conference. Please be advised that City Hall is not handicapped accessible. If you cannot physically attend the conference because of a disability, contact the City Manager, and arrangements for assistance can be made.

IF YOUR PAST DUE BILL IS NOT PAID BY THE TIME AND DATE INDICATED ON THE DISCONNECT NOTICE, YOU ARE LIABLE FOR THE \$50.00 PER SERVICE RECONNECTION FEES. RECONNECTION FEES ARE DOUBLED TO \$100.00 PER SERVICE IF YOU REQUEST TO PAY WHAT IS DUE AND HAVE YOUR SERVICES RESTORED AFTER HOURS OR ON WEEKENDS OR HOLIDAYS. After hours or on weekends or holidays you may call 402-376-1890 for a service person. If it is necessary, the City of Valentine may arrange an installment payment plan for payment of your utility bill on such terms and conditions as are agreeable to both you and the City of Valentine.

To avoid future disconnect notices, disconnections for nonpayment, and fees, consider signing up for our Direct Payment Plan. Under the plan, you will receive your billing statement as usual so you can verify its accuracy and record the amount of your payment, but the amount due will automatically be deducted from your checking or savings account on one of the last five working days of each month.