

DISCONNECT, RE-CONNECT AND COLLECTION POLICY

OBJECTIVE:

To provide a fair and reasonable procedure to collect, disconnect and reconnect the District's accounts.

POLICY:

1. Payment of accounts due the District is to be received by the District no later than the 10th day of each month. A penalty of 1.333% per month (16% annually) will be charged to all balances that have been due for over 30 days.
2. If a balance on an account remains unpaid for a period of sixty (60) days and no arrangement has been made to clear up the account, the District will mail to the customer a Disconnect Notice stating the date the service will be disconnected. Every effort will be made to make payment arrangements with the customer, but should the customer fail to comply with these arrangements, the disconnection process will be enforced.
3. In cases where the customer has a record of delinquent bills, or upon the specific request of a landowner, the District will mail the Disconnect Notice on a monthly basis or as often as the District deems necessary.
4. All Disconnect Notices will reflect the legal requirements of laws in the State of Nebraska. These notices will give the customer seven (7) working days to either pay the amount in full or make arrangements to do so in a timely manner agreeable to both the District and the customer.
5. Prior to the District disconnecting the service of any customer:
 - a. The customer can request a conference regarding any dispute over such proposed disconnection;
 - b. The District will not disconnect service pending the conclusion of the conference. Failure to attend a scheduled conference may result in immediate disconnection of service.
 - c. The disconnection shall be postponed or prevented upon presentation of a duly licensed physician's, physician assistant's, or advanced practice registered nurse's written statement, which shall certify that a customer or resident within such customer's household has an existing illness or handicap which would cause such customer or resident to suffer an immediate and serious health hazard by the disconnection of the utility's service to that household. Such statement shall be filed with the utility within five days of receiving notice under this section, excluding holidays and weekends, and will prevent the disconnection of service for a period of at least thirty days from such filing. Only one postponement of disconnection shall be required under this subdivision for each incidence of nonpayment of any past-due account;
 - d. The customer may arrange with the District for an installment payment plan;
 - e. Any customer who is a welfare recipient may qualify for assistance in payment of their utility bill and should contact their caseworker in that regard; and
 - f. All inquires and/or complaints that a customer has regarding any billing matter or disconnect notice or process can be sent or addressed to KBR RPPD staff at 374 North Pine Street, PO Box 187, Ainsworth, NE 69210, Phone Number: 1-402-387-1120 or 1-800-672-0009.

6. The cost to restore electrical service to any disconnected account will include payment of the current billing, including all arrears, plus a Disconnect Fee of \$50.00 and Reconnect Fee of \$50.00.
7. If the customer requests that electrical service be restored **after** normal working hours or on weekends or holidays, the original Disconnect Fee of \$50.00 and a \$100.00 Reconnect Fee will be assessed to the account and shall be paid in full prior to being reconnected.
8. If an account has been disconnected for non-payment and/or has a history of poor payment, the District reserves the right to require an additional deposit as described in the District's Meter Deposit Policy No. 301.

Date Approved: 12-6-21 Date Effective: 12-6-21

General Manager R. K. [Signature] President _____