



## DISCONNECTION POLICY

Bills not paid by the due date indicated on the bill will be charged a \$25.00 late fee and a shut off notice will be sent via standard mail. The shut off notice will indicate the date that service is to be terminated if the bill is not paid in full.

**For bill inquiry or complaint, please contact the Utility Clerk either in the office, or by phone. Water/Wastewater Office located at 100 E 4<sup>th</sup> St. York, NE. Utility Clerk phone: 402-363-2606**

- **As a domestic subscriber, you have a right before the disconnection date, to request a conference regarding any dispute over the proposed dis-connection. The City of York will not disconnect service until the conference is concluded.**
- **Disconnection shall be postponed or prevented upon presentation of a duly licensed physician's, physician's assistant's or advance practice registered nurse's certificate, which shall certify that the domestic subscriber or resident within such subscriber's 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 or water/wastewater to that household. Such certificate must be filed with the City of York Water/Wastewater Dept. within five days of receiving notice of disconnection, excluding holidays and weekends, and will prevent the disconnection of utility service for a period of at least 30 days from such filing. Only one postponement of disconnection shall be allowed for each incidence of non-payment of any past-due account.**
- A domestic subscriber may request an installment payment plan with the City Water/Wastewater Utility Clerk. The request must be in writing and withing five days of receiving notice of disconnection, excluding holidays and weekends.
- Welfare recipients may qualify for assistance in payment of their utility bill. Please contact your caseworker in that regard.