

Water/Sewer Payment and Disconnect Policy

The following shall be the amended policy of the City of Blair for the billing, payment, and disconnection of Water and Sewer bills owed to the City of Blair, Nebraska for use of City utilities.

1. All meters shall be read on or about the first working day of the Month. Staff may alter the read date to accommodate emergencies, work scheduling, and holidays in an effort to try to equalize the number of days billed in each billing cycle.
2. All bills shall be prepared utilizing the most current rates as adopted by the Mayor and City Council and shall be mailed on or about the 25th of the Month.
3. The bill shall be due on the 1st of each month and delinquent if not paid by the 10th of each month. All bills paid prior to becoming delinquent shall be subject to a 15% discount, which discount shall be shown on said bill. Should the 10th fall on a weekend or holiday, the bill shall not be deemed delinquent if payment is received on the first working day following the 10th or if payment is received in the City drop box before 8:00 a.m. of the morning following the first working day after the 10th.
4. Any bill owed or account that is determined to be delinquent shall be sent a late notice as soon as reasonably possible following the 10th, reminding the account owner that the payment has not been received and is delinquent.
5. Any bill that has not been paid and is delinquent after all payments have been processed on the 15th of the Month or the first working day following the 15th, shall be sent a disconnect letter at least 10 days prior to the disconnect day for that month stating the date and time all payments shall be made or the water to that account shall be subject to a late fee/disconnect fee and disconnect/shut off for nonpayment.
6. Said late fee/disconnect fee shall be \$35.00 for the first time an individual is on the disconnect list and \$50.00 for each subsequent time on said list.
7. Any individual or account that, due to financial constraints, will not have the funds to pay the delinquent payment by the date set for disconnect shall be eligible to sign a request for extension of payment by physically going into the City office not later than 10:00 a.m. on said disconnect day and filing a written request extending the payment date to a date not greater than 7 days from the date as shown on the disconnect letter. Such extension date shall waive any rights to any renotification prior to shutoff date agreed to in said extension and shall be made prior to 10:00 a.m. on the new date set for disconnect/shut off or the water will be disconnected. Any payment made after 10:00 a.m. on the date agreed to in the extension shall be subject to the late fee/disconnect fee.
8. For purposes of determining when an individual or account is subject to being on the disconnect/shut off list and therefore subject to shut off and late fee/disconnect fee, the City shall process all payments received in the office, in the mail, in the drop box located in front of City Hall, or deposited into the City Account by bank pay, by 10:00 a.m. on the date stated in the disconnect letter. Any payment or extension not made by 10:00 a.m. on said disconnect/shut off day shall be subject to being disconnected/shut off and the late fee/disconnect fee.

9. Upon establishment of the disconnect list for nonpayment by 10:00 a.m. on date set for disconnect/shut off, the City shall proceed to shut off/disconnect all accounts that have been determined to be on said list. The City Utility Department shall proceed to shut off all accounts on said list prior to turning any water, for which payment received, back on.
10. The inability of the City to find a shut off valve and/or to shut off any water service shall not relieve the individual or account from paying said utility bill and any late fee/disconnect fees.
11. Should said water shutoff valve not be operable, said individual or account owner shall be given written notice to make necessary repairs within 30 days or the City will make or have made necessary repairs and bill said individual or account owner for all costs of such repair. Should circumstances warrant, City Administrator or his/her designee may agree in writing to an extension to have said shut off valve repaired.
12. The City shall have the right to require any owner of property/properties with a common service line that does not allow for the disconnection of water service to one property or the other due to failure to pay, to separate said service lines. Such notice shall be given in writing, giving the owner 30 days to complete said work. Should circumstances warrant, City Administrator or his/her designee may agree in writing to an extension to have said lines separated.
13. Should Utilities Department not be able to shut off any water service at the stop box on disconnect day due to said stop box not being functional, the City shall post a letter on the main door of said property notifying the owner that the City will be back at a specific time the following day to gain access to the meter to shut the water off to property for nonpayment. If property is a rental property, the City shall notify the owner of said property by phone or mail. When entering a facility, residence, or other property to shut water off at the meter, the Utility Department shall request assistance of the Police Department.
14. All unpaid and delinquent accounts for nonpayment of a utility bill or a bill for repair of shut off valves shall be subject to and assessable against said real estate as allowed by Nebraska Statutes.