

Billing Errors: Any consumer may contact our Billing Department by telephone at 800-658-4266, or in writing to PO Box 160, Cambridge, Nebraska 69022, with regard to any questions concerning their bill. Should this department be unable to resolve any problem, the consumer may be referred to the Director of Administrative Services.

Conference Procedure Summary: Residential consumers have the right to request a conference with the Director of Administrative Services, the designate to hear and decide all matters related to disputed bills. A request for conference must be made in writing prior to the disconnect date stated in this notice and contain a written statement giving the reason for the dispute and the relief requested. A conference will be scheduled within seven (7) days and the service may not be disconnected until after the conference. The conference will be informal, however, the consumer may have council present if so desired.

Appeal: Residential consumers may appeal a decision resulting from the conference procedure. Any appeal shall be made to the General Manager within three (3) days after conclusion of the conference decision. The General Manager shall schedule an appeal hearing within five (5) days after receipt of such appeal, and will render a decision upon conclusion of such hearing. The General Manager's decision shall be final.

Illness: Disconnection may be postponed or prevented upon presentation of a certificate from a duly licensed physician to certify that the residential consumer, or resident within the consumer's household, has an existing illness or handicap which would cause such consumer or resident to suffer an immediate and serious health hazard by the disconnection of electric service to that household. This certificate must be received in our office within five (5) days of the disconnect date stated in this notice and will prevent disconnection for a period of thirty (30) days after receipt. Only one postponement will be allowed for each incident of non-payment.

Welfare Recipients: Residential consumers who are welfare recipients may qualify for assistance in payment of their utility bill and they should contact their caseworker in that regard.

Third Party Notices: If a residential consumer desires that some other person be notified when a possibility for disconnection exists, a copy of the notice can be sent to them. A written request must be filed including the name and complete address of the person to be notified. To reduce the possibility of our overlooking your request, please do not include any other items in that letter.

Installment Payments: Installment payments may be permitted upon approval of the General Manager or the Director of Administrative Services.

Toll Free Health & Human Service Phone Numbers and Website

800-383-4278

www.ACCESSNebraska.ne.gov