

This is your final notice. Your current account balance of \$_____ is past due. Please be advised that your water service will be discontinued after 5:00 pm on _____ if your account is not paid in full or an agreement reached with us regarding payment prior to that time. When making payment, please return the bottom portion of this notice to ensure proper credit to your account.

A domestic customer has the right, prior to the disconnection date, to request a conference regarding any dispute over such proposed disconnection. The utility may not disconnect service pending the conclusion of the conference. You may appear before the disconnect date at our business office, located at 8901 S 154TH St, Omaha, NE during normal published business hours Monday through Friday to request a review of your billing by a manager or an authorized representative.

Domestic customers may also arrange with the utility for an installment payment plan.

In addition, those domestic customers who are welfare recipients may qualify for payment assistance of their utility bill. Such recipients are advised to contact their caseworker to determine their eligibility.

Disconnection shall be postponed or prevented upon presentation of a duly licensed physician's, physician assistant's, or advanced practice registered nurse's certificate, which shall certify that a domestic 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 the above customer's household. Such certificate shall be filed with the utility within five (5) days of receiving notice under this section, excluding holidays and weekends, and will prevent the disconnection of the utility's service for a period of at least sixty (60) days from such filing. Only one (1) postponement of disconnection shall be required for each incidence of nonpayment of any past due account.

If water service is disconnected, reconnection will be made during regular business hours after payment of your total account balance plus a service restoration charge of \$120.00.

After regular business hours, on weekends, or holidays, reconnection may be made by calling (402) xxx-xxxx. Overtime reconnection will be made after payment of your total account balance plus the overtime service charge of \$90.00.

If a trip is made to the premise for the purpose to disconnect service for non-payment of a delinquent account and service is not disconnected, payment of your total account balance plus the applicable service charge will be due to prevent service disconnection.

Any inquiries or complaints may be addressed to Bekki Merklin, District Accounting Assistant, (402) 315-1711 at 8901 S. 154th Street, Omaha, Nebraska 68138.