

## Wahoo Utilities Service Policies and Conditions

1. Your electric, gas, and/or water meter is read monthly. The dates of these readings will be according to which cycle you are in. The dates for the cycles are as follows:

Cycle 1 bills are sent out on or about the seventh (7th) day of the month shall be due no later than the twenty-second (22nd) day of the month.

Cycle 2 bills are sent out on about the fourteenth (14th) day of the month shall be due no later than the twenty-ninth (29th) day of the month.

Cycle 3 bills are sent out on or about the twenty-first (21st) day of the month shall be due no later than the fifth (5th) day of the following month.

Cycle 4 bills are sent out on or about the twenty-eighth (28th) day of the month shall be due no later than the eleventh (11th) day of the following month.

### **If you do not receive your bill in the mail; contact the Wahoo Utilities at 443-3222 immediately!**

2. Winter electric rates apply during the billing months of November through April. Summer rates apply during billing months of May through October.
3. Bills are considered delinquent if not paid on or before the date stated on the bill. (Per the schedule listed above). Bills not paid by said date are subject to a **late payment** charge of ten percent (10%) of the electric bill and five percent (5%) of the gas bill.

**Due dates may vary from time to time due to weekends and holidays.  
Always check the due date.**

4. Disconnection notices are sent the next working day after your bill is due.
5. Disconnection of service for non-payment will be done according to Wahoo Municipal Code and Nebraska State Statutes (available for inspection at the office of the Wahoo Utilities Office). You have the right to designate a third party to be notified prior to the disconnection of services.
6. When a Wahoo Utilities employee disconnects a customer's electric meter for non-payment, there will be a **\$25.00** fee for reconnection during working hours and a **\$35.00** fee for reconnection for after working hours. If a customer's gas meter is disconnected for non-payment, there will be a **\$25.00** fee for reconnection during working hours and a **\$50.00** fee for reconnection for after working hours. **These charges, as well as the bill, must be paid before services will be reconnected.**
7. Residential customer service deposits are as follows: **Electric - \$100.00, Water & Sewer - \$25.00, and Gas - \$75.00.** For customers having all services the deposit will be a **total of \$200.00.** Residential service customer deposits shall be refunded if there have been no more than three (3) penalties added to the customer's bill for a period of three (3) consecutive years.

Commercial customer service deposits are as follows: **Electric - \$100.00, Water & Sewer - \$25.00, and Gas \$75.00 or 1 1/2 times the average month's bill** at that location, whichever is greater. Commercial service customer deposits shall be refunded if there have been no more than three (3) penalties added to the customer's bill for a period of three (3) consecutive years.

Acceptable letters of recommendation may be used instead of posting a monetary deposit if the following criteria's are met:

- The letter of recommendation must be from the customer's former utility company or companies for the previous (1) one year and must include reference to both electric and gas utility payments;
  - The letter of recommendation must be faxed or mailed directly to the Board of Public Works from the customer's previous utility company.
    - Fax 402-443-5483 – mailing address is 605 N Broadway St., Wahoo NE 68066
  - The Board of Public Works has the right to refuse any letter of recommendation and require a deposit at its discretion.
  - Any customer, who has been given the privilege of using a letter of recommendation rather than posting a monetary service deposit and has three (3) or more penalties added on their bill in a twelve (12) month period, shall be required to post a monetary service deposit to the Board of Public Works.
8. Any customer having left Wahoo with an unpaid utility bill and upon returning to Wahoo requests resumption of service, shall **pay a customer deposit two (2) times the normal deposit** as well as the balance of the unpaid utility bill before service is connected.
9. Deposits for customers terminating service with the Wahoo Utilities will be refunded after all fees and obligations to the Wahoo Utilities have been paid by the customer.
10. **INSUFFICIENT FUNDS (RETURN) CHECK POLICY** – Wahoo Utilities will IMMEDIATELY DISCONNECT service upon notice of returned check from the bank. Returned check fee is \$25.00 and Reconnect fee is \$25.00, along with check amount is due **"in cash"** before Wahoo Utilities will reconnect any services to customer.

### **REMITTANCE INFORMATION**

Checks should be made payable to "Wahoo Utilities". Payments may be mailed or delivered personally to "605 North Broadway, Wahoo NE 68066". Automatic bank pay is available through any bank. Payment after hours can be dropped in the alley in the night deposit box.

### **IDENTITY THEFT PREVENTION PROGRAM EFFECTIVE MAY 1<sup>ST</sup>, 2009**

In compliance with the Federal Trade Commissions' Red Flag Rule the City of Wahoo Utilities has developed the Program to detect, prevent and mitigate identity theft in connection with the opening and maintenance of certain utility accounts. The accounts are primarily for personal, family or household purposes that involve multiple payment or transactions and any account the Utility offers or maintains for which there is a reasonably foreseeable risk to customers or to the safety and soundness of the Utility from identity theft.

As individuals with accounts active with Wahoo Utilities this means that NO billing information will be shared with anyone NOT authorized in our utility billing system. Wahoo Utilities suggests that all adults in the household are put on the account by providing personal information like driver's license and social security number. It may also be a good idea to authorize another adult outside the household in case of emergency.

### **OTHER CITY INFORMATION**

1. The City of Wahoo has mandatory garbage pickup with minimum requirement of every other week. To apply for service contact Fremont Sanitation at 800-563-6434 or Quality Disposal at 443-6013 or 402-642-9200.
2. Charter Digital Communications is your cable supplier. Their phone number is 800-373-2225.
3. Windstream is the phone and internet service provider. Please contact them at 800-501-1754.
4. The Police lobby has night deposit boxes for Wahoo Utilities, Fremont Sanitation and Charter Digital Communications bills. Deposit box also in the alley for Wahoo Utility bills.

5. The City of Wahoo has an off-street parking requirement. All residents shall provide off-street parking facilities for all vehicles. **Any vehicle left on the street overnight will be given a parking ticket.**
6. **ALL DOGS** within the City limits must be licensed. A record of the rabies vaccination is required along with a \$5.00 fee for all new and renewable tags. After initial license is purchased, all dog tags are renewable by the last working day in May. Late fees will be assessed (\$20) if renewal is not purchased. Dog Tags are usually available by April 1 to be purchased for the current year.
7. Library Hours:           Monday - Thursday   10am – 8pm  
                                           Friday                   10am – 5:30pm  
                                           Saturday               9:30am – 3:00pm
8. Civic Center Hours:   Monday-Thursday   5am – 9:30pm  
                                           Friday                 5am – 6pm  
                                           Saturday             7am – 5pm  
                                           Sunday                1pm – 5pm
- \*Note: Civic Center closes at 4pm on Saturday and is closed on Sundays during the summer from Memorial Day to Labor Day. Holiday hours are posted in the facility.

**CITY OF WAHOO CURFEW ORDINANCE**

- (A) It shall be unlawful for any minor under the age of eighteen (18) years to loiter, idle, wander, stroll, or play in or upon any of the streets, roads, alleys, or parks of the city, or other places of public amusement or recreation therein after the hour of 11:00 p.m. and until the hour of 5:00 a.m. of the following day on Sunday through Thursday, and after the hour of 12:30 a.m. and until the hour of 5:00 a.m. on Saturday and Sunday.
- (B) It shall be unlawful for any parent, guardian, or any adult person having the legal care, custody, or control of any minor under the age of eighteen (18) years to allow or permit such minor to loiter, wander, stroll, idle, or play in or about any of the places designated in division (A) of this section after the hour of 11:00 p.m. and until the hour of 5:00 a.m. of the following day on Sunday through Thursday, and after the hour of 12:30 a.m. and until the hour of 5:00 a.m. on Saturday and Sunday.
- (C) It is a defense to prosecution under divisions (A) and (B) that minor was:
- (1) Accompanied by a parent, guardian, or other adult person having legal care, custody, or control of such minor;
  - (2) On an errand at the direction of the minor’s parent, guardian, or other adult person having the legal care, custody of such minor and was using a direct route;
  - (3) In a motor vehicle involved in interstate travel;
  - (4) Engaged in an employment activity, including but not limited to newspaper delivery, and was using a direct route;
  - (5) Involved in an emergency;
  - (6) On the sidewalk abutting the minor’s residence or abutting the residence of a next-door neighbor if the neighbor did not complain to the police officer about the minor’s presence;
  - (7) Attending an official school or religious activity or returning home by a direct route from an official school or religious activity;
  - (8) Exercising first amendment rights protected by the United States constitution, such as the free exercise of religion, freedom of speech, and the right of assembly; or
  - (9) Married or had been married or had disabilities of minority removed in accordance with the laws of the state of Nebraska.

Violations of this section shall be punished pursuant to Wahoo Municipal Code Section 10.99 - Which is subject to a possible fine of up to \$500.00 per violation - (Ordinance No. 1478, 3/2/95)