

WELCOME TO THE CITY OF WAKEFIELD

City Office 405 Main Street

402-287-2080

After Hours Number

402-287-2080

Mayor: Paul Eaton

Council Members: Val Bard, Larry Soderberg, Ross Hansen, Scott Hansen

City Administrator: Jim Litchfield

City Clerk/Treasurer: Zach Dolen

POLICY FOR UTILITY BILL PAYING FOR CITY OF WAKEFIELD

1. **BILLING POLICY:** Any customer who has not used the municipal utility service prior to the eighteenth (18th) of that month shall not be rendered a bill until the following month. The monthly minimum charge will be billed to each customer for any month or part thereof that utility services are provided to the customer. Utility bills are mailed out on or about the first (1st) day of each month.
2. **SECURITY DEPOSIT:** Upon applying for utility services with the City of Wakefield, a meter deposit will be collected in the amount of \$175.00 for Residential Service and an average of one summer month's utility bill for Commercial Service.

Utility customers, who own their home or business and have a good payment history for a period of one year, shall be entitled to a refund of their utility deposit. Utility customer who has, for a period of not less than twelve (12) consecutive months, kept the utility bills current and has paid the same on or before the due date during said twelve month period shall be deemed to "have a good utility payment history". The refund will not include interest.

Rental properties, the utility deposit shall be retained by the City until the customer has notified the City of a move-out date and all outstanding balances on the customer's account are paid in full. The refund will not include interest. Any expense incurred by the City for repairs or replacement of utility equipment, ordinary wear and tear excepted, shall be deducted from the customer deposit.

3. **PAYMENT OF BILLS:** Payment is due on the twentieth (20th) day of the month in which the statement is received and is considered delinquent if not paid in full by 5:00 o'clock P.M. If the 20th day of the month falls on a weekend or holiday, the next working day shall be the delinquency date. A penalty equal to 10% of the amount due will be added to all delinquent bills and a disconnection notice will be mailed to each delinquent customer.
4. **DISCONNECTION NOTICE:** A disconnection notice will be mailed by first class mail to the customer's last known mailing address on file with the City Clerk or shall be hand delivered to the delinquent customer. In the event said delinquent customer is a tenant, a copy of such disconnection notice will be mailed to the owner of record of the property which received the utility service. For purposes of this paragraph "owner of record of the property which received the utility service" shall include the owner of a mobile home and the owner of the lot on which the mobile home is located.

5. **DISCONNECTION POLICY FOR NONPAYMENT:** The City of Wakefield shall discontinue utility services and may remove its property from the premises if the delinquent utility charges are not paid within fourteen (14) working days after the Disconnection Notice has been mailed or hand delivered to the customer. If the delinquent bill is paid within this fourteen (14) day period, utility services shall not be disconnected. If there is a dispute about the bill, the customer shall discuss the matter with the City Clerk and, if the matter is not resolved satisfactorily to the customer, he or she may appeal to the City Council. The customer shall submit the reasons for disputing the bill on form(s) provided by the City Clerk for consideration by the City Council at its next regularly scheduled monthly meeting.

If the delinquent customer does not pay the delinquent bill or submit a written appeal IN PERSON at the City Clerk's Office, 405 Main Street, Wakefield, Nebraska, on or before the fourteenth (14th) working day after mailing or hand delivery of the disconnection notice, the utility meter will be pulled and service disconnected. Provided, however, that if the customer has not been previously served with a disconnect notice within the previous twelve months, the City shall, prior to pulling the meter and disconnecting the utility service, attempt to contact the customer by placing a telephone call to the number or numbers provided to the City by the customer. If city workers are dispatched to disconnect the service, a disconnection service charge of \$35.00 will be added to the delinquent bill. No utility services will be disconnected on a Friday or any day immediately preceding a State or Federal holiday.

Procedures for conferences, complaints, or appeals are available upon request.

6. **RECONNECTION POLICY:** A customer shall be assessed a charge of \$35.00 for reconnection of utility services. Utility services shall not be restored until the delinquent bill, including the disconnection and reconnection charges are paid in full. In the event utility services are disconnected to a commercial customer, said customer shall be required, in addition to the disconnection and reconnection charges; to make an additional deposit (average of one summer month's utility bill) before utility services will be restored. **OWNERS OF RENTAL PROPERTY, TAKE NOTE:** In the event utility services are disconnected to a mobile home, such services shall not be restored to said mobile home or to the mobile home lot upon which said mobile home is located until the entire amount of the delinquent bill and the disconnection and reconnection charges are paid in full. In the event utility services are disconnected to a tenant of rental property, utility services shall not be restored until the entire amount of the delinquent bill and the disconnection and reconnection charges are paid in full.

7. **UNPAID BILLS:** Bills left unpaid for a period of 180 days shall be recorded as a lien against the property which received the utility service.

The City of Wakefield reserves the right to require payment of a delinquent customer's bill (including disconnection and reconnection charges if applicable) prior to providing service to the same customer at a new location.

The City of Wakefield may disconnect utility service for any of the following reasons or for any reason permitted by federal, state or the Wakefield Municipal Code:

- A. Failure to meet applicable provisions of law.
- B. Violation of ordinances or regulations pertaining to utility services.
- C. Nonpayment of utility bills.
- D. Willful or negligent waste of utility services.
- E. Tampering with or causing damage to any meter, seal or other equipment controlling or regulating the supply of utility services.

- F. Theft and/or improper or unlawful diversion of utility services.
- G. Vacancy or abandonment of premises.
- 8. **RETURNED CHECKS: The City of Wakefield will not hold payments or accept post-dated checks.** There will be an additional \$25.00 fee added for all checks returned because of insufficient funds or drawn on a closed account. If a customer has two (2) returned checks within a one (1) year period, said customer shall be required to pay in cash or by money order for a period of one (1) year from the date of the second returned check.

The above policy and procedures will be made available to the general public, and a copy will be given to any new customer.

This Policy and all of its procedures has been adopted by the Wakefield City Council on September 1, 1993.

This Policy was amended by the Wakefield City Council on September 4, 1996, March 8, 2000, March 11, 2002, May 5, 2004, June 13, 2007, October 8, 2008 and September 12, 2012.

INFORMATION TIPS FOR NEW RESIDENTS IN WAKEFIELD

1. FIRE, RESCUE UNIT OR POLICE EMERGENCIES DIAL 911. For non-emergency police calls such as complaints or requests for information, dial 287-2286.
2. The *Wakefield Republican* is the local weekly newspaper and carries all local notices and community information. Stop at 224 Main St. for a subscription.
3. City government information:
 - a. City Offices are at 405 Main Street. Phone number 402-287-2080.
 - b. City Offices are open from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m. Monday thru Friday.
 - c. For after hours utility calls or emergencies call:
Call Center 402-287-2080
 - d. Utility bills are sent on the first day of the month and delinquent after the 20th. Payments can be left in the payment slot in the front door at 405 Main Street after hours.
 - e. Graves Public Library is located at 203 West 3rd Street. Phone number 287-2334.
 - f. A building permit is required from the City before building or adding on to an existing structure, doing major remodeling, starting a business or converting an existing building to a different use.
 - g. All dogs MUST be kept in pens or on a leash, be licensed every year and have current rabies vaccinations. Cats are not licensed or controlled.
 - h. Nebraska law requires all persons moving here from other states to re-license their vehicles with Nebraska license plates within 30 days and have automobile liability insurance, and a valid driver's license.
 - i. Vehicles parked on the streets must be moved within 24 hours after a snow fall so that city crews can remove the snow. Those vehicles that are not moved will be towed at the owner's expense. Sidewalks must be cleared of snow within 24 hours after a snow fall.
 - j. All city park facilities are free (except the pool and ball games). There is no alcohol allowed in the city park.
 - k. There are 6 camp sites located in Graves Park west of the pool. They are \$10.00 per night and you must contact the City Office for payment and a permit.

- I. Miscellaneous information:
 - a. Telephone hook-up: Qwest 1-800-244-1111
American Broadband 1-877-352-2253
 - b. Natural Gas: Black Hills Energy 1-800-303-0752
 - c. Cable/Internet: American Broadband 1-877-352-2253
 - d. Doctor/Medical Services: Mercy Medical Clinic 1-402-287-2267
 - e. Dentist: Dr. James Bierbower 1-402-287-2900

GARBAGE: What to do with it.

The City of Wakefield has contracted with Gill Hauling for residential garbage pick-up.

Weekly residential curbside garbage and curbside recycling pickup:

A garbage tote of either 90 gallon or 30 gallon (senior rate) will be provided to each resident. (If you do not have a tote or you desire a different size, contact the City Office at 287-2080. Weekly pickup will be on Wednesdays. Only the garbage that will fit in the tote will be picked up by the hauler. If you regularly have more garbage than will fit in the tote, contact the City Office for an additional tote at an extra \$1.25 per month.

Curbside recycling totes will also be pick-up on Wednesdays. Please place green recycling totes next to your garbage for pickup. A list of acceptable items can be obtained at the city of office or in your welcome packet.

Spray cans, paint cans, fruit jars and broken glass can be put in the garbage. If some paint is left in a can, open the lid and let it dry prior to putting in garbage. PLEASE DON'T MIX THE FOLLOWING WITH WEEKLY RESIDENTIAL GARBAGE: yard wastes such as grass, leaves, sticks or garden waste, large amounts of canning wastes, lumber, large appliances, furniture, floor coverings, concrete and bricks, sheet rock, plaster and building demolition materials, linoleum, asphalt shingles, auto batteries or tires.

Trees and brush can be hauled to a site behind the City Shop at 303 Oak Street.

Wakefield residence can dispose of furniture, appliances and other unwanted items on designated city wide clean up days by hauling them to a site behind the City Shop at 303 Oak Street. Until further notice appliances and furniture can be disposed of at no cost. At no other time during the year will the City except furniture, appliances, etc,

Grass clippings, leaves, pumpkins, garden weeds and waste, sod, flowers and fruit can be deposited behind the City Shop located at 303 Oak Street. NO GARBAGE, MASONRY, LUMBER, GLASS, BRUSH, ETC....PLEASE. This pile is available at any time for your convenience UNLESS ABUSED. Please empty all plastic bags of grass and leaves.

Private pickup service for furniture, floor coverings, building demolition materials, air conditioners and refrigerators, grass clippings and leaves, mattresses other large objects will be picked up on site at your convenience for a fee by calling Gill Hauling at 402-632-9273.

THANK YOU FOR YOUR COOPERATION.