

Broken Bow Municipal Utilities Policies

Account Holder Required Identification Policy

One form of identification is required for any account holder or authorized person from any account or service with the Broken Bow Municipal Utilities (BBMU). A copy of the form of identification will be made by a BBMU employee at the time service is requested. The copy will be attached to the customer's account file. Copies provided by the customer will not be accepted.

Service or service changes will not be scheduled until the form of identification is provided. In case of changes to existing accounts or rental changes, BBMU will verify the form of identification provided and obtain a new form of identification if necessary.

All forms of identification provided must include a valid name, photograph, date of birth, and must not be expired.

The following forms of identification will be acceptable:*

1. Valid state issued license
2. Valid state issued identification card
3. Valid US Passport
4. Valid US Military (or dependent ID)

*Additional forms of identification may be authorized by BBMU on a case by case basis, if the above forms of identification are unavailable.

Deposit Policy

Per City of Broken Bow Ordinance, a service deposit of the appropriate amount will be required before a utility account can be opened.

Landowner residential accounts will be require a service deposit. Deposits will be non-interest bearing and will be returned after 2 years, if a satisfactory history has been maintained.

Rental accounts in the renters name will require a service deposit from the renter. Deposits will be non-interest bearing and will be held for the life of the account. Any unpaid balances will be applied to the renters deposit.

General Service and Three Phase General Service accounts will require a service deposit or an amount equal to a one year bill average, whichever is greater. If a history is not available an estimate will be made. Deposits will be non-interest bearing and will be returned after two years if a satisfactory history has been maintained and the customer owns the property.

Large industrial service accounts (General Service demand accounts) may pay a maximum of \$2,500.00 service deposit if the deposit is accompanied by a bank guarantee for

the difference of one year's bill average or sign up for auto bank payments with the Broken Bow Municipal Utilities.

If a customer disconnects service with the Broken Bow Municipal Utilities and leaves BBMU with an outstanding balance they will be required to pay the balance plus the maximum deposit to renew service.

Landlord Policy

The landlord will pay a landowner service deposit. The service deposit will be held for as long as the property is a rental property. Landlords with a good payment history may sign a Landlord Rental Agreement in place of paying the service deposit. Services may be placed in the renter's name, with the renter paying a deposit also.

Broken Bow Municipal Utilities will notify the landlord any time the renter is delinquent in paying the utility bill. Any unpaid balances will be applied to the renter's deposit first. The landlord will be required to pay any remaining balance after the renter's deposit is applied.

All landlords that operate rentals within the BBMU service area shall be ultimately responsible for the payment of any outstanding balances following the application of all renter deposits. The landlord shall have until the 10th of the following month to settle all accounts or make payment arrangements with BBMU to settle all existing balances remaining on the rental account. Landlords shall be given notice of such action via mail. Failure to pay the balance of the account on a rental property shall cause service of the landlord's residence to be disconnected immediately following the deadline noted above. If the landlord does not reside within the BBMU service area, services to the rental property shall be disconnected until the outstanding balance is paid in full.

Non-Payment of Bill Policy

All property owners and renters that reside within the Broken Bow Municipal Utilities (BBMU) service area, that do not pay their bill in full on the property by 8:00 am the day of disconnect, will be disconnected on disconnect day. Online payments must be completed by 11:59 pm the day prior to disconnect day in order to avoid service disconnection and incur disconnect fees. Delinquent online payments made on disconnect day will incur all charges and penalties. If the customer pays the bill after 8:00 am on disconnect day, he/she will be subject to the applicable service charges and service deposits regardless of whether services have been disconnected or not. BBMU will not allow payment extensions. In special cases, payment arrangements may be made with approval from the Electric Superintendent.

If the property owner or renter has moved to another address within the BBMU service area, and they have not paid the utilities on the property they moved out of, they will be disconnected at their current address. Should service become disconnected he/she will be subject to a disconnection service charge and service deposits, if applicable. Upon payment of the account, reconnection may be made. After hours, weekends, or holidays reconnection may be made by calling the police department at (308) 872-6424. For afterhours reconnect, a service charge per City Ordinance will be required.

Upon disconnection for non-payment the Broken Bow Municipal Utilities requires up to two additional service deposits. The due date for the additional deposits due to non-payment service disconnection is 10 working days after the related disconnection date. If the additional required deposit is not received within 10 working days, service will be disconnected, and the customer will be subject to additional service charges and deposits.

BBMU reserves the right to send accounts to collections, file liens, and take legal action necessary to collect any outstanding balances and may withhold service to a property if an unpaid balance exists.

Other Service Disconnections/Reconnections

Customers, contractors, electrician, plumbers or anyone not affiliated with Broken Bow Municipal Utilities are not allowed to disconnect or reconnect any Broken Bow Municipal Utilities services. Customers must contact the office staff of Broken Bow Municipal Utilities by calling (308) 872-6884 to have their services disconnected/reconnected. The office staff will create a work order to have the services disconnected/reconnected and the appropriate staff will be dispatched accordingly.

Customers requesting the Broken Bow Municipal Utilities to disconnect or reconnect a service at their property will be subject to a \$20 service charge for each occurrence. This service charge must be paid within 30 days.

Credit/Debit Card & e-Check Policy

Broken Bow Municipal Utilities accepts credit and debit cards as well as online e-Checks (EFT).

- BBMU will accept Visa, MasterCard, and Discover credit and debit cards online and in the office
- American Express credit/debit cards are not accepted by BBMU
- E-Check payments can be made online
- BBMU does not accept payment by credit/debit card or e-Check (EFT) for any bill \$1,000 and over.
- Online payments are processed the following business day at 12:01 am

Insufficient Funds Check/Cash Only Customer Policy

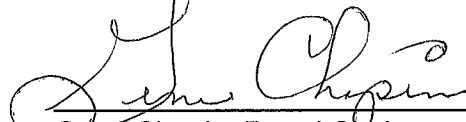
A customer issuing an insufficient funds check to Broken Bow Municipal Utilities will be given five business days to bring in cash, money order or cashier's check for the amount of the bill, plus a \$25 returned check charge. The customer will be notified in writing of the insufficient funds check. If the customer does not make the required payment by the required deadline, service will be disconnected. If service is disconnected, the customer will be subject to the applicable service charges and service deposits. Returned ACH and online payments will be treated the same as a returned check.

If an insufficient funds check is received to avoid disconnect, payment will be treated as if it wasn't made and the customer will be disconnected immediately. Insufficient funds check fees will be applied.

After Broken Bow Municipal Utilities has received three insufficient funds checks from a customer, the customer will be put on a cash only basis. After paying bills on time for two consecutive years, the customer may be removed from the cash only status. Cash only customers must pay with cash, money order, or cashier's check only.

Approved this 24th day of February 2020.

BOARD OF PUBLIC WORKS OF THE
CITY OF BROKEN BOW



Gene Chapin, Board Chairman