

# VILLAGE OF ANSLEY

PO Box 307

Ansley, Nebraska 68814

308-935-1467

E-MAIL: [villageofansley@nctc.net](mailto:villageofansley@nctc.net)

[Website: www.ansleyne.com](http://www.ansleyne.com)

## SERVICE POLICIES AND CONDITIONS

**READING DATE:** Your electric and/or water meter will be read on approximately the 20<sup>th</sup> day of the month.

**MAILING DATE:** Monthly utility bills will be mailed so you receive them on or before the 1<sup>st</sup> day of the month. If you **DO NOT** receive your bill in the mail, you should contact the Village Office. We have the capability of emailing your bill directly to you each month. If you would prefer this option please request an Email Authorization Form and submit the completed form to the Village Clerk. Bills are emailed at least one or two days prior to the 1<sup>st</sup> of each month.

**PAYMENT OF BILLS:** Bills are due upon receipt and considered delinquent if not paid on or before 5:00 p.m. on the 10<sup>th</sup> day of the month. If the 10<sup>th</sup> falls on a weekend, the following Monday is considered to be in the grace period. There is a 5% discount on the electric portion of the utility bill, including the electric meter charge (MC), if the utility bill is paid in full on or before 5:00 p.m. on the 10<sup>th</sup>, or by 5:00 p.m. on the Monday as described above. After the 5:00 p.m. deadline the discount is removed and the full amount of the bill is due. You can arrange for your bill to be automatically paid each month from your bank account. ACH authorization forms are available on request to the Village Clerk. ACH payments will be made sometime between the 2<sup>nd</sup> and 4<sup>th</sup> day of each month. There is no charge for this service.

Payment of bills is also available from an online site. The site address is: <http://ne.gov/go/ansley>. There is a portal fee of \$1.75 for ACH payments, or if you use a debit or credit card the charge is 2.49% of the amount being paid. When you access the site you can enter your account number and other information as requested and the amount for your bill plus portal fee charges will be shown. Payments are date and time stamped. Debit or credit card payments can also be made in the office.

**DELINQUENT BILLS:** Bills are considered delinquent if payment is not received as outlined above. A disconnect notice will be served on the subscriber outlining amounts due, the disconnect date, fees for reconnection of services, and other procedures and rights of the subscriber as prescribed by law. The Village of Ansley may disconnect utility services for any of the following reasons or for any other reason permitted by federal, state, or municipal law:

- 1) Nonpayment of past or present utility bills
- 2) Violation of the ordinances or regulations pertaining to utility service
- 3) Willful or negligent waste of service due to improper or imperfect pipes, fixtures, appliances or otherwise
- 4) Disturbing any meter, seal, or other equipment controlling or regulating the supply of utility service
- 5) Theft or diversion and/or use of service without payment therefore
- 6) Vacancy or abandonment of premises
- 7) Failure to meet the applicable provisions of law

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**REPAIRS:** Interruptions of service or disconnections made pursuant to repair, maintenance, health or safety reasons shall not constitute a disconnection for the purposes of this procedural policy.

**BILLING CODES:** Utility Bill codes are as follows:

MC – Meter Charge      RE – Residential Electric      CE – Commercial Electric

WT – Water      SW – Sewer      TR – Trash      CP – Compost

**ALL QUESTIONS, CONCERNS OR COMPLAINTS** regarding **utility services** should be first directed to the **Utility Superintendent by calling 935-1400**. **Billing questions** should be directed to the **Village Clerk at 935-1467**.