

Disconnect Policy for COVID-19

The City of South Sioux City understands that COVID-19 is having an unprecedented disruptive effect on customer's ability to pay monthly bills. Thus, the City/Village will not disconnect any customer for 45 days (subject to extension) under the following conditions:

The customer subject to the disconnection submits in writing a request to suspend the utility disconnection because of financial disruption to the customer's personal or business income from COVID-19.

The customer shall indicate briefly the nature of the disruption such as:

- Loss of income from contracting COVID-19

- Loss of income from caring for family member or friend that has COVID-19

- Temporary or permanent loss of employment

- Income loss due to social distancing

- Loss of income from self-quarantine

- Other COVID-19 related reasons

The customer shall indicate in writing a willingness to commit to a payment plan for the unpaid utility bills.

The customer indicates that they understand that providing false information to a public utility is a violation of Neb. Rev. Stat. 28-901 and 28-909 and is punishable as a class 1 misdemeanor subject to one- year imprisonment or a fine of \$1,000.