

Nebraska

Last updated: 9/15/22

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility, a municipal utility, or an electric cooperative in the State of Nebraska.

Neb. Rev. St. § 70-1605

Weather Protections

There are no available temperature or date-based weather protections offered in the State of Nebraska for electric utilities specifically.

Medical Protections

Customers will have electric utility disconnections delayed for 30 days if a resident of the customer's household has an existing illness or handicap which would cause that person to suffer an immediate and serious health hazard if service were disconnected. Medical certificates can be issued by a licensed physician, physician's assistant, or an advanced practice registered nurse. Customers must provide medical certificates to their utility provider within 5 business days of receiving a disconnection notice.

Customers that receive medical protections do not have to enter into payment agreements with their utilities. Utilities are not required to delay shutoffs if a customer notifies the utility provider that they intend to obtain a medical certificate.

Neb. Rev. St. §70-1606

Other Customer Protections

There are no specific protections for households with children, elderly residents, or military personnel.

General Exemptions

Customers and utilities cannot request an exemption from the rules for reasons of hardship.

Notification Requirements

Written notification of at least 7 business days is required from a utility before a customer may be disconnected. In-person or telephone notifications are not required, and a utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

Neb. Rev. St. §70-1605; Neb. Rev. St. § 70-1603

Payment Information, Delinquency, and Fee Information

The time period for customers to pay their bill is not specified.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

Neb.Rev.St. §70-1605; Neb.Rev.St. §70-1606

Landlords and Tenants

No specific protections for tenants when the landlord of a housing unit is the account holder.

Availability of Protection Policies

Utilities and public utility commissions are not required to provide information on available sources of financial assistance.

Customers will be notified of general protections when they face disconnection. The information must also be available on the utility's website and shall be sent to customers by mail upon request, except for municipal utilities owned and operated by a village.

Neb.Rev.St. § 70-1606