

**RESOLUTION 26-03**

**UTILITY CONFERENCE REQUEST POLICY**

**WHEREAS**, the Murray Board of Trustees adopted Ordinance No. 50.02 (B) wherein a domestic utility subscriber may, upon request, have a conference with the Board of Trustees prior to the discontinuation of water service; and

**WHEREAS**, the Murray Board of Trustees has established a procedure to resolve utility bills when a domestic subscriber requests a conference, and three copies of which shall be kept on file at the Office of the Clerk. A copy of procedure will be furnished to the subscriber upon his or her request; and

**WHEREAS**, the procedure adopted herein shall be entitled "PROCEDURE WHEN A CONFERENCE IS REQUESTED BY A DOMESTIC WATER SERVICE SUBSCRIBER FOR DISCONTINUANCE OF SERVICE DUE TO PAST DUE ACCOUNT," is attached hereto.

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Trustees of the Village of Murray, Nebraska, that the "PROCEDURE WHEN A CONFERENCE IS REQUESTED BY A DOMESTIC WATER SERVICE SUBSCRIBER FOR DISCONTINUANCE OF SERVICE DUE TO PAST DUE ACCOUNT" policy document attached hereto will be adopted and incorporated herein by this reference.

PASSED AND APPROVED this 14<sup>TH</sup> of APRIL, 2026.

  
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Jeff Anderson, Chairman

IN WITNESS WHEREOF, I have hereunto set my hand and seal this 14<sup>TH</sup> day of APRIL, 2026.

ATTEST:

  
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Shelli S. Hayes, Clerk

(SEAL)

PROCEDURE FOR A CONFERENCE REQUESTED BY A DOMESTIC WATER SERVICE  
SUBSCRIBER PRIOR TO THE VILLAGE'S DISCONTINUATION OF WATER SERVICE FOR A  
PAST DUE ACCOUNT

MURRAY ORDINANCE 50.02 (B)

"Domestic subscriber" for water service is referred to as subscriber.

Prior to discontinuation of water service due to any past due account, a subscriber may request a conference with the Board of Trustees, pursuant to this established procedure to resolve the matter.

The subscriber shall notify the Village Clerk of the request for a conference either by delivery or mail to the Village Clerk at Village Hall or by email.

The Board of Trustees shall, through its Chairperson, direct the Village Clerk to notify the subscriber of the time, place, and date scheduled for such conference

If a subscriber fails to attend a scheduled conference no further action is required prior to the discontinuation of service.

The Village may not disconnect water service pending the conclusion of the conference.

The Board of Trustees will hear and consider statements and documents presented by the subscriber and statements and documents presented by Village staff. The Board of Trustees shall base its decision on such statements and documents.

If the Board of Trustees determine at the conference that the subscriber did not receive proper notice the Board of Trustees shall continue the conference until such time as the subscriber has been properly notified. Otherwise, the Board may delay or proceed with the discontinuation of water service.

**Three copies of this procedure will remain on file in the office of the Municipal Clerk  
and will be furnished upon request.**