

Aurora Utility Department
905 13th Street
Aurora, Nebraska 68818-2409
1-402-694-6992

The City of Aurora, Nebraska understands that COVID-19 is having an unprecedented disruptive effect on customer's ability to pay monthly utility bills. Thus, the City of Aurora will waive the 10% penalty (late fee) and not disconnect any customer for 90 days (subject to extension, additional 90 days) 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, please describe:

The customer shall indicate in writing a willingness to commit to a payment plan for the unpaid utility bills. Form provided by the City of Aurora.

Customer

Barbra J. Mikkelsen
City Clerk/Treasurer