

## Utilities

**NOTE: The information provided is for informational purposes only, and not to be relied upon by you for your unique circumstances. You should always consult with an attorney regarding the laws and your rights. As the COVID-19 public health situation changes and evolves, new laws and regulations are being continually issued. This information may not include the most up to date information.**

### Looking for resources to help?

If you are having trouble paying your utility bills, need energy assistance or other assistance, there may be resources available in your community to help. You can call 211 to obtain information on possible community resources to help.

<https://www.unitedwaymidlands.org/2-1-1/>

### Lost your job, had your hours reduced, or have had to take unpaid leave?

If you have lost your job, have had to take time off from work because you are sick or need to care for a family member, have had to take an unpaid leave of absence, you can apply for Unemployment Benefits. See Unemployment document for more information.

### **Need Energy Assistance?**

#### DHHS Low Income Home Energy Assistance Program (LIHEAP)

The Low Income Home Energy Assistance Program (LIHEAP) helps low income households by providing heating assistance, cooling assistance, year round crisis assistance, emergency furnace repair and replacement, fan program and weatherization services for eligible Nebraska citizens/households. Apply for Federal/State LIHEAP assistance by filling out an application via the [ACCESSNebraska website](#); or by calling ACCESSNebraska at (800) 383-4278.

### **Contact your utility company if you are having trouble making payments.**

Some utility companies will not disconnect utilities during this time. Here are some utility companies that have temporarily stopped disconnecting utility services:

#### **Omaha**

- [M.U.D.](#) Until further notice, M.U.D. will not disconnect gas or water due to non-payment. Moving forward M.U.D.'s dedicated customer service representatives will work to help customers through financial hardships that may occur as a result of COVID-19, M.U.D. will also work with customers on payment plans. Any impacted customer can call Customer Service at 402.554.6666 or toll-free at 800.732.5864. <https://www.mudomaha.com/node/5373>

- [OPPD](#) OPPD will suspend disconnections for non-payment through April 30. At that time, the utility will re-evaluate this moratorium. <https://oppdthewire.com/keeping-the-power-on-while-covid-19-plans-in-place/>. You can also contact OPPD's customer service at 402-536-4131 for payment arrangements.

## **Lincoln**

[Lincoln Electric System](#) - LES has temporarily suspended disconnections for nonpayment. Customers who cannot pay their bills are urged to call LES at [402-475-4211](tel:402-475-4211) to make payment arrangements so they don't get further behind.

[Lincoln Water System](#) - LWS has temporarily suspended disconnections for nonpayment. If customers are unable to pay their bill, they are urged to call Lincoln Water System (LWS) at [402-441-7551](tel:402-441-7551).

## **Grand Island and North Platte**

[NorthWestern Energy](#) – NorthWestern Energy has voluntarily suspended service disconnections for non-payment to help customers who may be financially impacted as the result of this outbreak. This suspension will remain in effect until further notice. Customers having trouble paying their bill are encouraged to call [800-245-6977](tel:800-245-6977) to speak with a Customer Service Representative.

## **Kearney**

The City of Kearney will not be shutting off utility services for non-payment until further notice. The City of Kearney is offering a \$10.00 one-time enrollment credit and a \$1.00 monthly credit to utility customers that chose to have their monthly bill paid by “Bankdraft” and chose to receive their monthly utility bill electronically. [Here](#) is the Press Release for more information regarding these credits.

## **Hastings**

[Hastings Utilities](#) wants their residents to rest assured that there will be no disruptions to utility services. The Utility Department Disconnections of service will be suspended until April 30, and the plan will be re-evaluated at that time.

## **Norfolk and Scottsbluff**

[Black Hills Energy](#) To support customers who may be impacted by the nation’s response to COVID-19, Black Hills Energy is temporarily suspending nonpayment disconnections for our customers. Black Hills Energy offers various assistance options to customers such as, payment arrangements, [budget billing](#) and medical extensions. Visit [www.blackhillsenergy.com](http://www.blackhillsenergy.com) for more information about these programs. Customers can also call our customer care specialists anytime at [1-888-890-5554](tel:1-888-890-5554).