



I used to live in Gretna. Can I just transfer my service?

No, each property address and account is issued its own account number. That means even if you're moving within Gretna, you must terminate the account you are leaving and begin a new account at the new address. ACH applications must be re-accomplished for the new account as well. This is to protect your personal information!

*\$75 deposit will be on the first bill.
It is refunded after a year of service!*

Contact Information

204 N McKenna Ave
PO Box 69
Gretna NE 68028

www.gretnane.org

402-332-3336 Ext 207 or 216

Important Dates

15th – Bills mailed

25th – ACH withdrawn

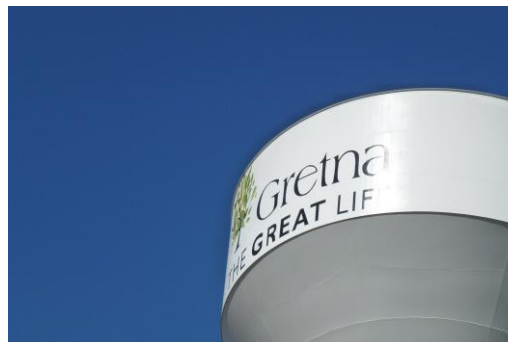
1st – Payments due

5th – Penalties apply

If you have not received your bill and it is almost the 1st, give us a call so that we can tell you the balance due.

**Bills can be paid at City Hall,
mailed, or paid at the
Pinnacle Bank branch in
Gretna.**

**There is even an after-hours
drop box at City Hall for your
convenience!**



**CITY OF
GRETNA –
WATER &
SEWER BILL**

Utility Billing Information



How is the bill calculated?

Meters are read on a monthly basis on or about the last work day of the month. Water consumption is billed monthly.

Sewer charges are based on an average of water consumption for the period of **Nov to Feb**. Those charges are set for the year, with new charges starting in **April** each year. Sewer is also billed monthly.

When do I pay?

Bills are sent on or about the 15th of each month. They are **due the 1st** of the following month. Penalties of 8% are applied on the 5th of each month.

Payments must be received on or before the due date. Postmark dates are not considered.

Payments made at the Gretna Pinnacle Bank are not automatic. Please plan for up to 4 business days before the City receives those payments.

Can't find your bill? Give us a call!

Payment Options

You can pay by cash, check, money order, or ACH debit. Credit card payments are accepted in person, but customers are required to pay a 3% fee of the amount applied to the credit card to cover processing fees.

Sign up for ACH and you'll never be late! Ask us how...

Delinquencies & Shut Off Notices

Utility bills not paid prior to the 5th of the month are considered delinquent. Customers with delinquencies will receive written notice by mail that the service may be disconnected unless they:

- Pay the bill in full, or
- Make a payment of at least 50% **and** agree to a written payment plan.

****All payment plans must be in writing.***

Reconnect Charges

If water is shut off due to non-payment, reconnect charges are \$50 during work hours & \$100 after regular work hours.

Do you need in my house to read my meter?

No, unless there is an issue with the meter. If that happens, we'll send you a letter to schedule a time that works best for you!

Reading of Meters

Meters are read upon the beginning and termination of service.

It is the CUSTOMERS' responsibility to inform the Utility Office of beginning and ending dates of service.

Once service has been established, if a meter reading cannot be obtained, the utility workers will request access to the home for maintenance. In the event that a customer shall fail to make the premises available, the City will begin disconnection procedures.

By City Ordinance, utility meters must be accessible to City Utility Workers.



Sensus iPerl Meter

