

Infrastructure Notification

For Your Neighborhood

September 12, 2016



Group Number: GP2117

Project Area: Leavenworth Ave. to Mason St.; S. 23rd St. to S. 27th St.

Dear Valued Customer,

Over the coming years, Metropolitan Utilities District (M.U.D.) will replace about 450 miles of cast iron gas mains (dating from the late 1800s to the 1950s) to ensure continued safe, reliable and sustainable service as efficiently and cost-effectively as possible.

M.U.D. uniformed personnel will first begin with a review of the natural gas fuel lines adjacent to your existing gas meter. This work will require the M.U.D. representative to contact and schedule an appointment with you at a date/time of your convenience in order to access your property and mark a location for a new gas meter on the outside of your home or business. The new meter will allow for remote reading from outside your home or business. We will then install new high pressure plastic gas mains along and under streets and sidewalks in your neighborhood with a new gas service installed to your home or business.

Completion of the new gas service installation will require another appointment scheduled by us at a date/time of your convenience to gain access into your home. This will include an inspection by Roto-Rooter Plumbing and Drain Service of your sanitary sewer lateral service from your home to the sewer main to ensure no damage to this piping occurred during gas construction. We will also re-light all gas pilots and install a new water meter if necessary during this appointment. Finally, we will abandon the existing low pressure cast iron gas mains and services in your neighborhood.

In your neighborhood, we should begin in the upcoming couple of months with scheduling appointments for the new gas meter installations. Typically, new mains and services will be bored (vs. trenched). Small excavations and sidewalk panel removals may be required in your yard. All excavations will be barricaded and marked. Some driveways may also be blocked for a short time only with your prior coordination and approval. Please use caution during construction. Site restoration, including sidewalk and paving replacements, will occur throughout the duration of the project. Work sequencing may require some temporary restoration until subsequent, permanent repairs can occur. We will repair or replace lawns and landscaping disturbed during the project. You may perceive delays between installing the new main, replacing services and meters, abandoning the existing mains, and restoring the site. Please note that there are many steps during each phase to ensure a safe and successful project. The gas infrastructure revenues paid by M.U.D. customers will fund this replacement work.

George Whitbeck, M.U.D. Construction Foreman, will oversee the gas main and service installation work and can be reached at 402.504.7847 (business hours 7:00 a.m. – 3:30 p.m., M. thru F.). Thank you in advance for your patience, cooperation and understanding.

Sincerely,

Metropolitan Utilities District

Si desea más información acerca de esta carta en español, por favor llámenos al 402.554.6666 y seleccione la opción de español.



Frequently Asked Questions

Q: *Why are you replacing the gas and water mains?*

A: Gas and water mains are being replaced to update the District's gas and water systems. Whenever possible, projects will be done in conjunction with the City of Omaha's combined sewer separation work to save money and minimize inconvenience to customers.

Q: *What is Right-of-way?*

A: Right-of-way (R.O.W.) is a public strip of land used for the installation of roads, sewers and utilities. R.O.W. typically extends from your front property line (typically a few feet back of the sidewalk in front of your home) to your neighbor across the street's front property line.

Q: *Will you disturb and restore my landscaping (trees, bushes, flowers, rocks, etc.)?*

A: We will make every attempt not to disturb your landscaping. If we must do so, we will work with you to minimize the impacts.

Q: *Will I have access to my driveway?*

A: We will make every attempt to maintain access to your driveway. Depending on the nature of our work, we may need to remove a section of your driveway. If this is required, we will install a temporary surface until permanent repairs are made.

Q: *Will you restore my yard?*

A: We will seed or sod disturbed areas of your yard to match, as close as possible, pre-construction conditions. We will make repairs to sprinkler systems that were removed or damaged during construction of the gas and/or water main(s). Full restoration will occur after the installation or reconnection of services is complete. This may be several days or weeks after the main is installed. If construction occurs in the late fall or winter, full restoration will occur the following spring.

Q: *What about my gas or water service?*

A: Installing a new gas or water main requires us to reconnect your gas or water service. A gas service may be replaced in its entirety. A water service is typically just reconnected. If your gas meter is inside your home, it will be removed and a new meter will be placed on the outside of your home. If you have an outside water meter pit, it will likely be abandoned and a new water meter will be installed inside your home. All new meters are outfitted with an electronic automatic meter reading device. Gas or Water Infrastructure Replacement funds will pay for this work. If you have an old water service and would like to replace it during the course of our work, please contact the onsite representative indicated in the attached notification letter. The cost of replacing your water service will be at your expense.

Q: *Who do I contact if I have concerns after M.U.D. has completed the work?*

A: If you are unsatisfied after the completion of our work, please contact our onsite representative indicated in the attached notification letter. If you believe that a formal claim is warranted, M.U.D.'s Claims Office can be reached at 402.504.7165.

Q: *I received a mailing for a water service line warranty program. Is this from M.U.D.?*

A: The District is not affiliated with warranty programs for service line repairs. As with any service offered, we suggest checking with the Better Business Bureau (Visit www.bbbnebraska.org or call 402.391.7612) or your insurance carrier for more information.

Benefits of Natural Gas



Today, everyone is trying to reduce their carbon footprint.

One of the easiest ways is to choose natural gas for your energy needs. Natural gas is domestically abundant and environmentally friendly.

For example, more than 90% of the energy produced as natural gas is delivered directly to your home compared to just 27% for electric power. As a result, carbon dioxide (CO₂) is greatly reduced; up to 75% decrease when using gas appliances. This quality is one reason why natural gas is the cleanest of all fossil fuels.

Choose natural gas when replacing old appliances or building a new home. You can save up to \$1,124/year on your annual utility bill and retain market value of your home. Your choice will help the environment and future generations.

Contact our Marketing Department at 402.504.7981 to learn about the savings of natural gas or visit www.mudomaha.com and click on Live Green Think Blue to locate available rebates and to calculate your carbon footprint.