

Infrastructure Notification

For Your Neighborhood

September 27, 2016

Group Number: R1750

Project Area: "C" Street to Missouri Avenue
12th Street to 21st Street

Dear Valued Customer,

The Metropolitan Utilities District will replace gas and water mains throughout your neighborhood in an effort to update its natural gas and water distribution system. This work is part of the District's Infrastructure Replacement Program and will be constructed in conjunction with the City of Omaha's Missouri Avenue/Spring Lake Park Phase 2 CSO OPW51997b. Gas and water main work is scheduled to occur October 2016 in some areas and continue in various locations through April 2017.

The replacement of the gas and water mains and associated work is funded by Gas and Water Infrastructure Revenues, respectively.

There will be a considerable amount of construction activity in the area and several pieces of construction equipment will be used for the project. Construction of the new mains will be conducted by trenching or boring, depending on the location. Excavations to access the mains and to reconnect gas and water services will be required. The excavations will be barricaded and marked. We ask that you use extreme caution when moving or traveling throughout the construction zones in order to protect everyone in these areas.

You will experience several short service interruptions to connect the new gas and/or water mains to existing mains and to reconnect your gas and/or water services to the new mains as required. We will provide notification of these planned service interruptions.

Your presence is not required for us to perform the majority of our work. However, if your gas meter is inside your house or place of business and your gas service is required to be replaced, we will need to gain access to your home or place of business. We will then move the gas meter outside and replace your water meter. Both meters will be equipped to allow remote reading. A District representative will contact you to schedule a time to perform the work inside your home or place of business. Our hope is to not cause any significant disruption or inconvenience to you. We will need to re-light your gas appliances, at your convenience, once the gas service and meter work is completed.

Jerry Stovie District Construction Foreman will monitor and oversee the water work for this project. Should you have any questions or concerns, please feel free to contact Mr. Stovie at 402.504.7842 (business hours 7:00 a.m. – 3:30 p.m.) or email jerry_stovie@mudnebr.com.

We will expedite our work through your area as best as we can and make every effort to restore the construction area to an acceptable and satisfying condition. Your cooperation, patience and understanding are very much appreciated.

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.