

Infrastructure Notification

For Your Neighborhood

January 3, 2017



Group Number: WP1353

Project Area: 11th St.: Locust St. to 500' S. of Ave. H

Dear Valued Customer,

To continue providing you with safe, reliable tap water, Metropolitan Utilities District (M.U.D.) is maintaining its water system as efficiently and cost-effectively as possible. The existing cast iron water main in your street was selected for replacement to improve the service reliability of the water system in your area.

M.U.D. will begin installation of the water mains in the next couple of weeks and plan to be completed this winter. Water Infrastructure Revenues (WIR) paid by all M.U.D. customers will fund M.U.D.'s work.

New mains will be trenched and/or bored, depending on the location. Excavations to access the mains and to reconnect water services will be barricaded and marked. Please use caution during the construction period.

You may experience short service interruptions to connect the new main to the existing main, to reconnect your water service (if necessary) to the new main and to abandon the existing main. Your presence is not required for us to perform our work and you should be notified prior to these interruptions.

You may perceive a delay between the installation of the new main, service reconnection, abandoning the existing main and site restoration. Please note that there are many steps during each phase of the project (such as pressure testing, chlorination, flushing, water quality testing, etc.) to ensure clean, safe drinking water.

For on-site or construction questions please call M.U.D. Foreman, Mark Ausdemore at 402.504.7843 (between 7:00 a.m. and 3:30 p.m.) or e-mail: mark_ausdemore@mudnebr.com. Your cooperation, patience and understanding during this project are 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 select "Our Company" and click on "Rebates" to locate available rebates.