



**METROPOLITAN UTILITIES DISTRICT** 2015 Water Quality Report

**Letter to customer-owners**

  
Jeff Christman  
VP of Water Operations

We often take for granted the precious resource that flows from our faucets — safe and reliable drinking water. Tap water also delivers vital services to the community. On behalf of Metropolitan Utilities District (M.U.D.), I am pleased to share with you the 2015 Water Quality Report, which provides an overview of your drinking water from the source to the tap. Your water continues to meet or exceed all federal and state requirements for safe drinking water. M.U.D. operates and maintains more than 2,300 miles of pipe that delivers clean drinking water to the taps of 208,256 homes and businesses in the metro Omaha area, serving a population of 600,000 people. M.U.D. serves an average of 90 million gallons of water per day to the community and maintains 27,000 hydrants for fire protection. We operate three water treatment plants, which provide a reliable water supply

and also allow us to take facilities off line as needed for system improvements. Some of our infrastructure dates back to the 1800s, and is in need of repair or replacement. One of the challenges of aging infrastructure is water main breaks. In 2015, M.U.D. experienced more than 430 water main breaks. To improve system safety and reliability, M.U.D. began a program in 2008 to replace more than 1,200 miles of aging cast iron water mains over the coming decades. Customers fund this program through water infrastructure fees on their monthly bill. In 2016, we plan to replace 10 miles of cast-iron water mains. In summary, M.U.D. is working diligently to ensure a safe and reliable drinking water supply to our customer-owners, as well as safeguarding the water system for future generations.

**Public meetings**

The M.U.D. Board of Directors generally meets at 9 a.m. the first Wednesday of every month at 1723 Hurley St., Omaha. Visit our website or call 402.554.7147 for an agenda. Requests for special accommodations, alternative formats or sign language interpreters require a minimum of 72 hours advance notice. Call 402.504.7147 or TTY phone: 402.504.7024.

Since we do not have the capability or resources to determine health risks of chemical compounds found in the water, we must rely on the U.S. Environmental Protection Agency (EPA) and the Nebraska Department of Health and Human Services (DHHS) to tell us what substances are a health risk — and if they are a health risk, what levels are safe for human consumption. To ensure that tap water is safe to drink, the EPA prescribes regulations to limit the amount of certain contaminants in water provided by public water systems. *Continues on page 2*

**Only Tap Water Delivers**  
public health • fire protection  
support for economy • quality of life

## Water Quality Report available

As a customer-owner of Metropolitan Utilities District, your drinking water is safe and meets or exceeds all federal and state requirements. The tap water delivered to your home is suitable for all your needs without further treatment.

To view the new Water Quality Report and learn more about the source and quality of your drinking water, visit <http://www.mudomaha.com/sites/default/files/CCR2015.pdf>.

If you want a hard copy of the report, please do one of the following:

- Check the box on your bill when you submit your May or June payment;
- Call Customer Service at 402.554.6666, provide your name and address, or
- Email [customer\\_service@mudnebr.com](mailto:customer_service@mudnebr.com) and provide your name and address.

The Safe Drinking Water Act requires public water supply systems to prepare annual Consumer Confidence Reports to provide accurate, comprehensive information about

our water supply. M.U.D. serves 208,256 customers an average of about 90 million gallons of water per day.

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To ensure that tap water is safe to drink, the EPA prescribes regulations to limit the amount of certain contaminants in water provided by public water systems.

More information may be obtained by calling the EPA's Safe Drinking Water Hotline, 800.426.4791, or visiting their website: <http://water.epa.gov/drink/>.

## ALERTA: Reporte de Calidad del Agua

Es un placer para el Metropolitan Utilities District anunciarle a sus clientes-propietarios que su agua potable es segura y cumple o sobrepasa todos los requisitos federales y estatales.

El Reporte de Calidad del Agua está disponible. Para verlo y aprender más acerca de la procedencia y calidad de su agua potable, visite <http://www.mudomaha.com/sites/default/files/CCR2015.pdf>.

Si usted quiere una copia impresa del reporte, por favor haga lo siguiente: Marque la casilla correspondiente en su factura cuando envíe su pago de mayo o junio; llame a nuestro número de servicio al cliente 402.554.6666 y díganos su nombre y dirección, o envíe un correo electrónico a [customer\\_service@mudnebr.com](mailto:customer_service@mudnebr.com) y de su nombre y dirección.

## Did You Know?

### M.U.D. serves as billing agent for sewer fees

The City of Omaha is responsible for its regional sewer system and all charges associated with the sewer line items on the invoice. M.U.D. is the billing agent for the City of Omaha and other municipalities.

M.U.D. collects sewer use and trash fees and submits those back to the respective city. The sewer and trash rates and fees are set by each respective city or sewer jurisdiction (not by M.U.D.).

### Combined invoicing saves costs

This combined invoicing provides more efficient service to both sewer users and our ratepayers by avoiding unnecessary billings and saves postage costs. In addition to Omaha, we are the billing agent for the following jurisdictions:

- Bennington
- Bellevue (also collect trash fees)
- La Vista
- Ralston (also collect trash fees)
- Small part of Gretna
- Parts of Sarpy County

The City of Omaha also provides sewer services to surrounding communities via wholesale agreements. In addition, the City of Omaha provides direct sewer service to many locations in Douglas and Sarpy counties that are outside the Omaha city limits. Sewer charges on your M.U.D. bill are calculated based on the rates designated by the sewer provider for your address.

***"I am only planting a small flower bed - do I really need to call 811?"***

Yes! Did you know that many utilities are buried just a few inches below ground? You can easily hit a line when digging for simple gardening projects, like planting flowers or small shrubs.

Submit a request at [ne1call.com](http://ne1call.com) or call 811 or 800.331.5666 at least 2 business days in advance.



Residential sewer rates are the total of two charges:

- Customer Charge (fixed monthly fee)
- Flow Charge (varies with usage)

The monthly sewer use fee (usage volume) for residential customers is based on the actual amount of water used during December, January, February, and March, as represented on the January through April water bills. The remaining months, billing is based on average water use during those four winter months or the actual water use whichever volume reflects the lower sewer bill.

### Ratepayer assistance

A fund was created by the City of Omaha in 2011 to help low-income customers. Residents who qualify for Nebraska's Low Income Home Energy Assistance Program (LIHEAP) will also qualify for sewer rate assistance, which is reflected on their M.U.D. bill. To apply for Nebraska LIHEAP call 1.800.383.4278 (8 a.m. to 5 p.m., Mon.-Fri.).

## Website improvements

You may notice the District's website at [mudomaha.com](http://mudomaha.com) looks different the next time you visit. We are working on a site "refresh" to improve the display and navigation of information, as well as offer additional self-service options for customers.

One of our goals is to simplify the layout to save you time. For example, we redesigned the menus and links to reduce page scrolling and clicks.

We hope this improves your experience when you complete transactions, request services or look for important information. We welcome your comments. You can email [customer\\_service@mudnebr.com](mailto:customer_service@mudnebr.com) or use the Feedback tab on the new site.



**METROPOLITAN**  
UTILITIES DISTRICT

**Gas, Water Emergencies 24/7:**  
Call 402.554.7777

**Customer Service:**  
Call 402.554.6666 or 800.732.5864  
Email [customer\\_service@mudnebr.com](mailto:customer_service@mudnebr.com)

