

**City of Omaha
Public Works Department Services**

CSO! Hotline 402-341-0235
Clean Solutions for Omaha www.omahacso.com

Omaha Sewer Use Fees 402-444-3908
7AM to 3:30PM weekdays

Report Spills or Dumping into
Storm Sewer Inlets 402-444-3908

Dust or Mud from
Construction Site Work 402-444-6015

Air Quality or Asbestos 402-444-6015

Odor Complaints or
Manure Spills 402-444-4919

Sewer Problems 402-444-5332

Omaha Garbage, Recycling or
Yardwaste Collection Complaints or
Information 402-444-5238
www.wasteline.org
www.omaharecycles.com

Oma•Gro Compost 402-444-6665
www.omagro.com

Traffic Signal Not Working . . . 402-444-5160

Snow Removal Complaints . . . 402-444-4919

Chuck Holes, Curb Repairs, Debris
or Litter Blocking Street . . . 402-444-4919

24-Hour Public Works Emergency
Response & Repairs 402-444-4919

**Clean Solutions for Omaha
Project Implementation**

The City of Omaha owns and operates the regional wastewater treatment system used by residential,



commercial, and industrial ratepayers. In 2010, the City began implementation of the CSO! Program, an unfunded federal mandate, that requires Omaha to reduce the overflows of raw sewage into the Missouri River and Papillion Creek and improve water quality to meet Environmental Protection Agency (EPA) standards by 2027.

The CSO! Program is dedicated to implementing the most cost-effective solutions, being good stewards of financial resources and the environment.

Find out more about the CSO! Program, work in progress, projects in your neighborhood and ways green solutions are being implemented to reduce costs at www.omahacso.com.

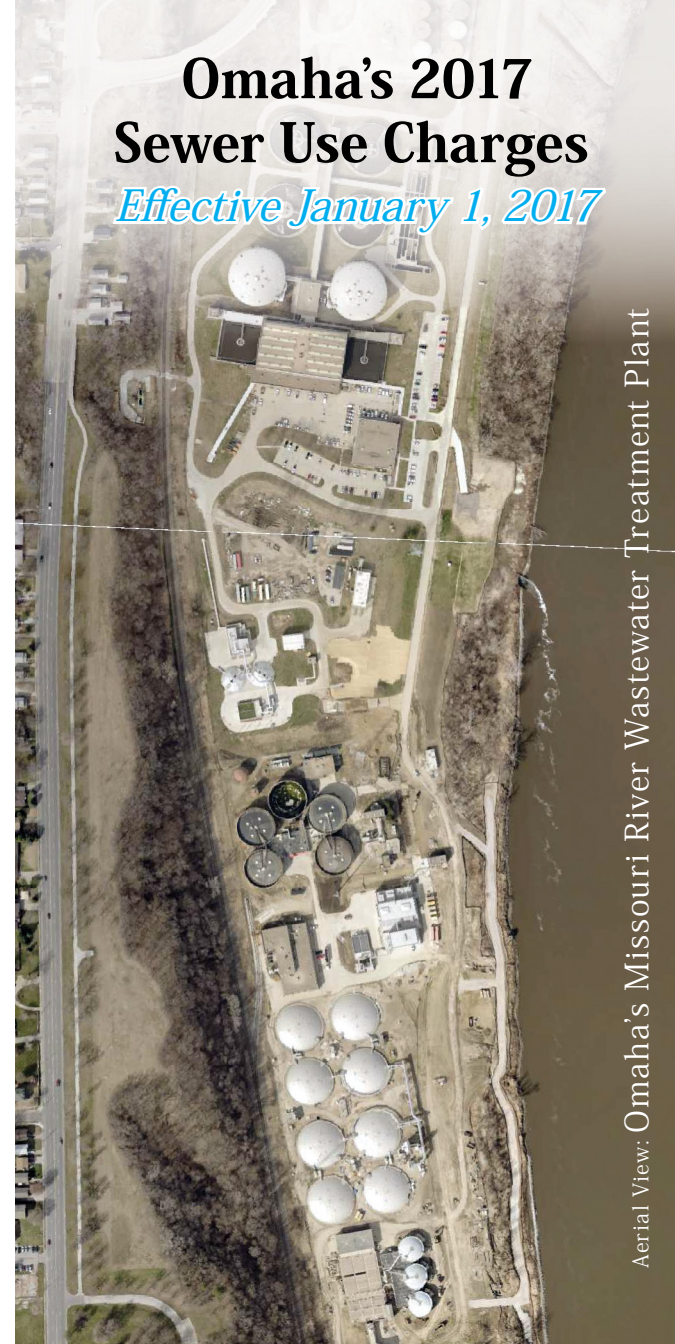


City of Omaha, Nebraska

Jean Stothert
Mayor

Robert G. Stubbe, P.E.
Public Works Director

**Omaha's 2017
Sewer Use Charges**
Effective January 1, 2017



Aerial View: Omaha's Missouri River Wastewater Treatment Plant

How Your Residential Sewer Bill Is Calculated

The City of Omaha sets sewer use rates and is responsible for the sewer system. The Metropolitan Utilities District (M.U.D.) is the billing agent that invoices and collects sewer use fees and provides them back to the City. The combined bill is a cost savings to both Omaha sewer users and M.U.D. ratepayers.

Residential sewer rates are the total of two charges:

1. Customer Charge (fixed monthly fee)
2. Flow Charge (varies with usage)

Comparison of 2016 and 2017 Monthly Residential Sewer Bill						
Water Use in Ccf†	Customer Charge		Flow Charge‡		Total	
	2016	2017	2016	2017	2016	2017
1	\$29.21	\$31.64	\$2.45	\$2.68	\$31.66	\$34.32
2	\$29.21	\$31.64	\$4.90	\$5.36	\$34.11	\$37.00
3	\$29.21	\$31.64	\$7.34	\$8.05	\$36.55	\$39.69
4	\$29.21	\$31.64	\$9.79	\$10.73	\$39.00	\$42.37
5	\$29.21	\$31.64	\$12.24	\$13.41	\$41.45	\$45.05
6	\$29.21	\$31.64	\$14.69	\$16.09	\$43.90	\$47.73
8	\$29.21	\$31.64	\$19.58	\$21.46	\$48.79	\$53.10
10	\$29.21	\$31.64	\$24.48	\$26.82	\$53.69	\$58.46
12	\$29.21	\$31.64	\$29.38	\$32.18	\$58.59	\$63.82
14	\$29.21	\$31.64	\$34.27	\$37.55	\$63.48	\$69.19
16	\$29.21	\$31.64	\$39.17	\$42.91	\$68.38	\$74.55

† Ccf = 100 cubic feet

‡ Rates per Ccf: \$2.448 in 2016; \$2.682 in 2017

The monthly sewer use fee during the winter season is based on the actual amount of water used. For 2017, the winter season will encompass four billing cycles, starting with the M.U.D. December billing schedule and ending with the March billing schedule. The four winter billing cycles are averaged to determine a base monthly usage level to be used during the non-winter period when calculating your sewer fees. In some instances the base monthly usage level may be reviewed and adjusted as appropriate.

During the non-winter period, from April's billing schedule through November's billing schedule, the sewer use fee is calculated by using either 1) the actual water use during that specific billing cycle or 2) the base monthly usage level (the average of the four winter billing cycles) **whichever is less**. Remember, your water use in the winter can impact your bills throughout the year.

To the left is a chart of typical monthly residential sewer bills for 2016 and 2017 using varying amounts of water. Below is an example calculation. For more information, go to www.omahacso.com and click on the residential ratepayers link, or call 402-341-0235.

Sample calculation using 6 Ccf

$$\begin{array}{r}
 \text{2016} \\
 \hline
 \$29.21 + \underbrace{(6 \times \$2.448)}_{\$14.69} = \$43.90 \\
 \\
 \text{2017} \\
 \hline
 \$31.64 + \underbrace{(6 \times \$2.682)}_{\$16.09} = \$47.73
 \end{array}$$

These rates apply only to residential customers within the City of Omaha and those in the unincorporated portion of Douglas County. Communities outside of Omaha which are part of the regional wastewater system will likely also see adjustments in their rates.

Rate Payer's Assistance Program

A fund was established in 2011 to provide low-income customers with sewer use fee assistance. Residents who qualify for Nebraska's Low Income Home Energy Assistance Program (LIHEAP) also qualify for sewer rate assistance. Since January 2011, over \$4.55 million in sewer assistance has been provided to residential ratepayers.

To see if you qualify for sewer use fee assistance call 402-341-0235 or to apply for the Low Income Home Energy Assistance Program (LIHEAP), call 402-595-1258.

Sewer Use Fee Contacts

Sewer use fee contacts in each jurisdiction of the metropolitan Omaha area:

City of Bellevue	402-293-3135
City of Bennington	402-238-2375
City of Gretna	402-332-3336
City of LaVista	402-331-4343
City of Omaha	402-444-3908
City of Papillion	402-597-2020
City of Ralston	402-331-6677
Unincorporated Portions of Sarpy County	402-593-1555