

Planning to move?

Tips to save you time, money

If you need to start, stop or transfer service, find request forms at www.mudomaha.com. Or, call Customer Service at 402.554.6666 with your requests.

In our effort to offer reduced processing fees, customers can opt to use the Customer Read Program. This program gives you the option to read your own meters and provide the District with your readings at the start of service. If you choose not to use this option, monthly route readings will be used to process your request at the regular processing fee.

In some cases, if services have already been turned off, a technician must come to restore service and read both meters.

There is a charge to turn on or transfer service to a different address. An activation fee will appear on your bill. There is no charge to turn off services.

Water meters are located inside the majority of homes and businesses. You may need to schedule an appointment and provide access to your meter.

What to ask if you're buying a house

If you are buying a house, check with the seller or your Realtor about the existing water service or private line. Ask when it was installed and if there have been repairs.

When the water service line is very old and made of a material that can corrode, it may deteriorate. If the water service line leaks, you are responsible for repairs. Codes require that repairs be made by a master plumber, licensed by your city.

Water service line warranties

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.

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 rates and fees are set by each respective city or sewer jurisdiction (not by M.U.D.).

Sewer rate or fee questions?

- Clean Solutions for Omaha: 402.341.0235
- Website: www.omahacso.com
- Omaha Sewer Use Fees: 402.444.3908

Combined invoicing saves costs

Combined invoicing provides more efficient service to sewer users and M.U.D. customers by avoiding unnecessary billings and saves postage costs. In addition to Omaha, we are the billing agent for:

- 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. Also, 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.

Assistance program available

A fund is available to provide sewer use fee assistance. Residents who qualify for Nebraska's Low Income Home Energy Assistance Program also qualify for sewer rate assistance. To see if you qualify, call 402.341.0235.

Sustainability Spotlight:

Compressed natural gas as alternative fuel

In 2011, M.U.D. began converting its fleet of vehicles to run on compressed natural gas (CNG), a clean-burning transportation fuel that can economically power all types of vehicles, including trucks and buses. CNG significantly improves local air quality by reducing carbon dioxide and harmful air pollutants. Over 170 vehicles in the District's fleet are powered by natural gas.

At the same time, M.U.D. began making CNG available through two public fueling stations in the Omaha metro area. A third public station was built in the Omaha metro in 2014, and a fourth is planned for 2017. Currently, more than 300 vehicles are fueled by natural gas in the Omaha metro area including refuse trucks, delivery/crew trucks, and service vans. Approximately 2.5 million gasoline gallon equivalents of CNG have been dispensed from M.U.D.'s service area since 2011.



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Renewable natural gas (RNG)

Omaha's State Street landfill was closed in 1989 and, like all landfills, it produces methane as a byproduct of decomposing organic matter. Since the main component of natural gas is methane, M.U.D. capitalized on the opportunity to purchase this byproduct from BioResource Development, LLC to use for the good of the District's customers and for the environment.

In 2015, a methane capture system was installed to recover the methane from the landfill, refine it, and route it into M.U.D.'s natural gas pipeline system.

Since going online, the system has produced over 46,000 mmBtus (one million British

Thermal Units) of energy, equivalent to the energy of about 400,000 gallons of gasoline. The system currently provides enough RNG to fuel the entire District's fleet of CNG vehicles.

For more information and to view M.U.D.'s 2016 Sustainability Report, visit our website at: <http://www.mudomaha.com/our-company/community/sustainability>

Natural gas, by the numbers:

- The U.S. is the number one producer of natural gas in the world
- 25% of U.S. energy comes from natural gas
- 67 million U.S. homes use natural gas
- Increased use of natural gas has reduced carbon emissions to nearly 25-year lows
- Natural gas has allowed renewable sources such as solar, wind and hydro-power to become viable
- The industry employs nearly 2 million Americans and will create more than 3.5 million jobs by 2035

(Credit: youenergyamerica.com)

Gas, Water Emergencies 24/7:
Call 402.554.7777

Customer Service:
Call 402.554.6666 or 800.732.5864
Email customer_service@mudnebr.com



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www.mudomaha.com