

## Standard & Poor's upgrades rating of District

Citing "good financial management practices and policies," Standard & Poor's upgraded Metropolitan Utilities District's water system bond rating to "AA-" with a "stable outlook." M.U.D. was previously rated "A+" by the rating agency.

"We are pleased that Standard & Poor's recognized the significant progress the District has made in the areas of financial management and policy oversight over the past few years," said President Scott Keep. "This upgrade affirms the fiscal discipline our Board has encouraged and our staff has executed while continuing to focus on ensuring our water rates remain affordable and reasonable for all of our customers."

In addition to noting M.U.D.'s good liquidity, Standard & Poor's described the District's service area as "strong" and the Omaha area economy as "broad and diverse."

M.U.D. serves more than 200,000 water and natural gas customers located within 241 square miles in Omaha and nearby communities. In 2015, its 10 largest water customers represented only 5.2 percent of revenue, a statistic that speaks to the diversity of the Omaha economy.

The rating agency also described M.U.D.'s debt service coverage as "extremely strong," noting the District's "low leverage and manageable capital improvement plan."

M.U.D.'s Chief Financial Officer Deb Schneider said, "When necessary, the District sells bonds in the capital markets and our upgraded bond rating means our bonds can be sold at lower interest rates. This upgrade is an outside endorsement of the focus the District and its Board has had to improve liquidity and operate within sound fiscal policies."

## Budget hearing December 7

The District will hold a special board meeting and public hearing Wednesday, December 7, 2016. The board will receive public comment on the proposed 2017 budget, including any potential gas or water rate increases.

The meeting will begin at 8:15 a.m., at the District's downtown headquarters at 1723 Harney St. The meeting also will be live streamed (broadcast) over the internet at [www.livestream.com/MUD](http://www.livestream.com/MUD).

A week before the meeting, an agenda will be posted on our website, and available for public inspection during normal business hours or by calling 402.504.7147.

Requests for special accommodations, alternative formats or sign language interpreters (signers) require a minimum 72 hours advance notice. Call 402.504.7147 or TTY phone 402.504.7024.

To see board meeting notices, agendas and documents, visit our website at [www.mudomaha.com](http://www.mudomaha.com).



The Heat Aid Fund, established in 1983, has helped more than 30,000 seniors, people with disabilities and families in crisis with their utility bills. *It's easy to donate:*

- Write an amount on your M.U.D. bill remittance to begin a monthly pledge or make a one-time donation.
- Download and complete the "Give to Heat Aid" form at [www.mudomaha.com](http://www.mudomaha.com).
- Mail contributions directly to:  
Heat Aid Fund  
c/o Common Fund of the Heartland  
PO Box 301  
Omaha, NE 68101

*Donations are tax-deductible to the extent allowed by law. Consult your tax advisor.*

## Payment option updates

### *My Account changes*

In mid-December, customers will see a new look and feel in the My Account section of the website. You will be asked to reauthenticate your user name and password.

### *Manage your own bank draft plan*

Starting December 19, customers will be able to enroll in electronic check payment on our new website. E-check payments can be one-time or recurring.

### *Credit card payments via phone*

To comply with new Payment Card Industry security standards, the District will no longer process credit card payments through live customer service agents starting December 12.

Customers who want to make a payment with a credit or debit card over the telephone will be directed to the Interactive Voice Response system and the payment will be processed through a third-party service.

## E-billing option

Customers have the option to enroll in electronic (paperless) billing through MyAccount at [www.mudomaha.com](http://www.mudomaha.com). Log into MyAccount and click the “Go Green”

link at the bottom of your account summary. You will receive an email confirmation upon enrollment.

- Environmentally friendly
- Convenient on-line bill pay
- Easy access from anywhere

If you don't have MyAccount access, visit [mudomaha.com](http://mudomaha.com), click on the My Account log-in button and the “New User Registration” link to set up access. For more guidance, click “Help” on the bottom of the page.



**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)

## Tips to safely prepare for the heating season

With the arrival of colder weather, make sure your heating and ventilation systems are in proper working order. Schedule a furnace inspection and tune-up with a qualified heating and cooling contractor to maintain a safe and efficient system. *Other tips:*

- Use a clean furnace filter. Standard air filters for furnaces need to be cleaned or changed once a month, more often during the heating season. Newer filters may be washable or require less frequent changing. Check the owner's manual.
- If a pilot light or burner flame goes out, allow ample time for any gas accumulation to escape before relighting. If the problem continues, call M.U.D. at 402.554.6666, or your heating contractor.
- Gas appliances and furnaces need fresh air for proper combustion. Combustion products need to be vented to the outdoors. Keep flues, ducts and vents attached to appliances and heating systems in good condition and clear of obstructions.
- Do not use gas ovens to heat a room or for any purpose other than cooking.
- When burning fossil fuel (wood, propane, oil, natural gas), carbon monoxide (CO) can be produced by lack of air, improperly working appliances or poor flue conditions. As a basic precaution, be sure flue connections and venting always are in perfect working order—unobstructed and properly fitted.
- CO detectors can provide added protection, however they are not substitutes for proper use and upkeep of appliances. Maintain and inspect carbon monoxide detectors to make sure they are in working order.
- Signs of a potential CO leak include flu-like symptoms. Be suspicious if all members of your family share the same symptoms and the symptoms clear up when you're outside the house.
- If you suspect someone is overcome with CO, leave the area and call 911.