

Board of directors update

Directors elected **Jim Begley** board chair for 2017. He was elected in 2012 and has served four years on the board. He is a compensation manager for the City of Omaha.



Jim Begley



Dave Friend



Mike McGowan

Directors chose **Dave Friend** as vice-chair. He has served 16 years on the board. He was first elected in 2000, and re-elected in 2006 and 2012.

Mike McGowan was elected in 2016. He

is a retired natural gas executive. Mike was appointed to the M.U.D. board in 2012 and served three years. Other directors are: **Tim Cavanaugh, Tom Dowd, Jack Frost and Gwen Howard.**

The board usually meets the first Wednesday of the month at the downtown headquarters, 1723 Harney St. Board agendas and documents are posted at www.mudomaha.com. Meetings are live streamed. For details, visit the website, click “Our Company” and board links.



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

My Account system upgrade

M.U.D. recently upgraded the My Account online payment system. As part of the process, we migrated existing usernames, however customers are required to reset their passwords in the new system. Click the “Reset Password” link in the self-service portal.

If you have trouble viewing the self-service portal or links:

- Disable pop-up blockers on your web browser setting for this site.
- Refresh the cache of your browser and make sure the browser is updated to its most current version.
- If you need to unlock your account, call Customer Service at 402.554.6666 during regular business hours.
- If you have other questions, click the “My Account FAQs” or “My Account Help” links on the portal.

Registration open for 5K run and walk for warmth

Saturday, March 4, 2017 is the date for the 10th annual Heat the Streets Run and Walk for Warmth fundraiser. This event raises money to help Omaha area seniors, veterans and families who struggle to pay energy-related bills.

The 5K run and walk will start and finish at Turner Park at Midtown Crossing,

33rd and Farnam Streets. The run starts at 9 a.m., followed immediately by the walk. For the first time, there will also be a 400-meter sprint. **Register at www.heatthestreetsomaha.org.**

Registration is \$35 for the 5K, \$25 for the walk and \$15 for the sprint. Online registration closes February 28. Day-of registration prices increase by \$5 each. For more information visit the website or Facebook at facebook.com/heatthestreetsomaha.



Board approves 2017 budget and rate increases

Average use residential gas and water customer bill projected to go up an average of \$1.80 a month

Projections for 2017 show an estimated 2-percent increase on the total water and gas bill as compared to 2016 bills for residential customers. In December, the M.U.D. board approved the rate increases as part of the 2017 budget resulting in expected 2017 revenues of \$122.5 million for the Water Department and \$216.3 million for the Gas Department.

Directors approved a 2.5-percent water rate increase to the service charge and commodity component of the bill, effective January 2, 2017. The Water Infrastructure Replacement charge remains unchanged. An average use residential customer will see only a 0.4 percent increase to the total water bill.

- Water use for average residential customer budgeted at 114 CCF or 85,272 gallons
- Increase equates to additional 12 cents a month or \$1.38 a year for an average use residential customer

The water rate increase will generate approximately \$2.3 million of additional revenue in 2017. The increase is necessary to fund operating expenses, debt service costs, capital improvements and cash reserves for future bond issuances.

Directors also approved a gas rate increase, the first in three years. The average use residential gas customer will see a 1-percent increase to the bill for District operating costs and a 2.8-percent increase related to pass-through costs. The gas service charge and Gas Infrastructure Replacement charge remain unchanged.

- Gas use for average residential customer budgeted at 802 therms, based on normal weather
- Increase equates to additional \$1.68 a month or \$20 a year for an average use residential customer

The gas rate increase is expected to generate \$4.8 million of additional revenue in 2017, which is necessary to fund increased costs associated with pipeline demand and District operating costs, purchased gas costs, capital expenditures and to maintain cash reserves for future bond issuances.

A revised Northern Natural Gas contract was effective November 1, 2016. The 20-year contract will increase the pipeline demand cost by \$3.5 million annually for the District's firm natural gas customers.

Average Monthly M.U.D. Bill

City residential rate for water and gas*



*includes service and infrastructure charges

“Rate design and increases are not taken lightly, and we strive to find a balance between rate increases and operational efficiencies while ensuring that we provide safe, reliable and cost-effective service to our customers,” said Senior Vice-President and Chief Financial Officer **Deb Schneider**. “It is also critical that the District continues to responsibly invest in infrastructure.”

Rate comparisons

The District's water rates trend mid-range nationally and regionally when compared with other utilities, while the District's gas rates remain below national and Midwest averages. As compared to U.S. utilities that participated in the 2016 Memphis Light Gas and Water Survey, Omaha ranked 15th lowest for residential water bills and fifth lowest for residential gas bills.

M.U.D. is one of the few water utilities to operate a system with three water plants, which enhances reliability and the ability to serve during extreme weather conditions or emergency situations.