

City of Omaha
Public Works Department Services

Omaha sewer use fees402-444-3908
7:00AM – 3:30PM weekdays

**Household hazardous
chemical disposal**402-444-7465
UnderTheSink: Open to Douglas and Sarpy County residents
www.underthesink.org

**Dust or mud from
construction site work**402-444-6015

Report spills or dumping into storm sewer inlets
www.omahastormwater.org402-444-3908

Air quality or asbestos402-444-6015

Sewer problems402-444-5332

Odor complaints or manure spills....402-444-4919

**Omaha garbage, recycling
or yard waste collection
complaints or information**402-444-5238
www.wasteline.org www.omaharecycles.com

OmaGro compost402-444-6665
www.omagro.com

Snow removal402-444-4919

Traffic signal not working402-444-5160

**Potholes, 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, using local materials and labor, and continuously looking for green solutions that reduce stormwater impacts and provide other community benefits.

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



Omaha CSO Program
1819 Farnam St., Suite 707 • Omaha, NE 68183
Hotline: 402-341-0235
www.omahacso.com



City of Omaha, Nebraska
Jean Stothert, Mayor

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

Omaha's 2018 Sewer Use Charges

Effective January 1, 2018



Green Solutions: Spring Lake Park



South Interceptor Force Main Tunnel Drilling



Sewer Separation

How Your Omaha 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)

The monthly sewer use fee during the winter season is based on the actual amount of water used. For 2018, 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.

Comparison of 2017 and 2018 Monthly Residential Sewer Bill

Water Use in CCF [†]	Customer Charge		Flow Charge [‡]		Total Charge	
	2017	2018	2017	2018	2017	2018
1	\$31.64	\$34.23	\$2.68	\$2.94	\$34.32	\$37.17
2	\$31.64	\$34.23	\$5.36	\$5.88	\$37.00	\$40.11
3	\$31.64	\$34.23	\$8.05	\$8.82	\$39.69	\$43.05
4	\$31.64	\$34.23	\$10.73	\$11.76	\$42.37	\$45.99
5	\$31.64	\$34.23	\$13.41	\$14.71	\$45.05	\$48.94
6	\$31.64	\$34.23	\$16.09	\$17.65	\$47.73	\$51.88
8	\$31.64	\$34.23	\$21.46	\$23.53	\$53.10	\$57.76
10	\$31.64	\$34.23	\$26.82	\$29.41	\$58.46	\$63.64
12	\$31.64	\$34.23	\$32.18	\$35.29	\$63.82	\$69.52
14	\$31.64	\$34.23	\$37.55	\$41.17	\$69.19	\$75.40
16	\$31.64	\$34.23	\$42.91	\$47.06	\$74.55	\$81.29

[†]CCF = 100 cubic feet

[‡]Rates per CCF: \$2.682 in 2017; \$2.941 in 2018

Sample calculation using 6 CCF

Rates per CCF: \$2.682

Rates per CCF: \$2.941

$$\begin{aligned}
 & \mathbf{2017} \\
 & \$31.64 + (6 \times \$2.682) = \mathbf{\$47.73} \\
 & \text{or} \\
 & \$31.64 + \$16.09 = \mathbf{\$47.73}
 \end{aligned}$$

$$\begin{aligned}
 & \mathbf{2018} \\
 & \$34.23 + (6 \times \$2.941) = \mathbf{\$51.88} \\
 & \text{or} \\
 & \$34.23 + \$17.65 = \mathbf{\$51.88}
 \end{aligned}$$

These rates apply only to residential customers within the City of Omaha and those in the unincorporated portion of Douglas County. Call 402-444-3908 for more information. Communities outside of Omaha which are part of the regional wastewater system will likely also see adjustments in their rates.

Ratepayer 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 2011, over \$7.65 million in sewer assistance has been provided to residential ratepayers.

To see if you qualify for the Low Income Home Energy Assistance Program (LIHEAP), call the Nebraska Economic Assistance Omaha Office at 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