

Water saving tips for fall



Fall weather can leave a big mess of wet leaves and debris that can leave the outside of your home looking shabby.

Rather than using the garden hose to spray off the outside of your home or your deck, take out the outdoor broom. You'll use less water and still get the job done.

With fewer members of the family spending time outdoors, it is easy to overlook a broken or leaking hose bib or fixture.



If left unrepaired, these parts of your plumbing system can cause serious damage.

Make sure to check all of your outdoor plumbing areas before the weather gets too cold. Also, this is a good time of the year to stow your garden hoses for the season.



During the cooler weather, your lawn does not need as much water as it does during the summer season. This is the time of year to adjust your sprinkler system so that it only waters periodically. A few long, saturating sprinkler cycles are sufficient for this time of year, rather than several short ones. Also, turn off your system when it rains.



If you have an irrigation system for your garden or landscaping, this is the time of year to start thinking about flushing and disconnecting it before the cold weather sets.

Money-Saving Tip: Purchase a rain sensor shut-off device and receive a \$50 rebate from the District, in the form of a bill credit. For details, visit the rebates page at www.mudomaha.com.



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 usually need to be cleaned or changed once a month. 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.

Planning to move?

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

In our effort to offer reduced processing fees, customers can opt to use the Customer Read Program, giving you the option to read your own meters and provide us 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.

Sustainability Spotlight:

Mobile service operations improve efficiencies

Metropolitan Utilities District embraced a new culture of mobile service operations, which has significantly improved service response rates, increased employee efficiency and reduced environmental impacts.

Previously, service technicians would drive to District headquarters in their personal vehicle, check in, obtain their service orders and drive out in a District service van to complete their field work. At the end of the day, they would return the District service van to headquarters and drive their personal vehicle home.



About 34 percent of service technicians participate in the home-based vehicle fleet program, which has improved service response time and increased efficiencies.

In 2015, the District instituted a home-based vehicle fleet. This system allows some service technicians to start and end their day from home with a District service van. These service technicians receive their service orders electronically on their tablet or laptop and are able to travel directly to their first job without coming to headquarters first.

The new system saves hours of time each day and allows employees to respond to two to three more service calls per day. In addition, it reduces

the greenhouse gas emissions that were associated with those employees' personal commutes. It also saves employees money by not requiring the use of their personal vehicle to travel to and from headquarters. Currently about 34 percent of service technicians participate in this system and the District will continue to increase that number when it is feasible.

Mobile dispatch technology improves emergency response time

In addition to the home-based vehicle fleet, the District has employed mobile dispatch technology. Previously, when the District received a service call, a paper order was filled out which had to be manually picked up by a service technician. Now, dispatchers can electronically transmit a service request to a technician already in the field.

Using global positioning system tracking, the dispatchers are able to transmit emergency service requests to the technician who is already closest to the scene. This mobile dispatch service has been instrumental in reducing the District's average emergency service response time to less than 22 minutes, shaving off nearly 10 minutes per call. Response time is measured from receiving the customer's call to arriving at the customer's home or business. This technology not only improves public safety, it saves gasoline emissions and employee time. **To learn more about the District's sustainability efforts, visit our website at www.mudomaha.com.**

M.U.D. is billing agent of sewer, trash fees for efficiencies

Did you know? Each municipality or sewer jurisdiction sets their rates and fees. Sewer charges on your M.U.D. bill are calculated based on the rates designated by the sewer provider for your address. Municipalities include: Bellevue, Bennington, Gretna, La Vista, Omaha (including the unincorporated portion of Douglas County), Ralston and Sarpy County.

M.U.D. is the billing agent that invoices and collects sewer use (and some trash) fees and submits them back to the municipalities.

Combined invoicing provides more efficient service to sewer users and M.U.D. customers by avoiding unnecessary billings and postage costs.



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