

Bill payment options save time, money and paper

Budget Plan

Though seasonal temperatures vary, your gas and water bill remains the same every month with the Budget Plan.

Your budget payment is based on your annual use divided across 12 months. We adjust for average temperatures to project normal gas and/or water use and any projected rate change. At the end of the budget year, a credit or debit balance is factored into the next 12-month cycle.

How to Enroll: You may begin the Budget Plan any month, provided you have an account balance of zero. You may cancel the plan at any time. Call or email Customer Service to enroll.

Bill Payment Options

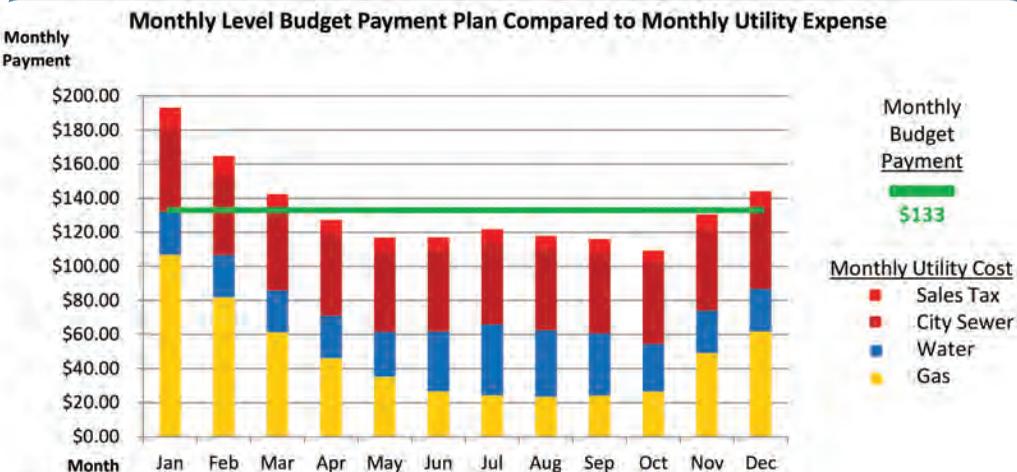
- **Online:** Pay 24/7 via My Account. We accept electronic check (eCheck) or credit/debit cards (Visa, Mastercard, Discover). You can save your banking information in the Wallet feature to set up recurring eCheck payments. New customers may enroll in recurring eCheck to waive deposit.
- **Phone:** Pay 24/7 with credit/debit card via the automated menu at 402.554.6666.

- **Self-Service Kiosks:** Located in the downtown lobby, 1723 Harney St. The touch-screen accepts credit/debit cards, checks and cash weekdays (*excluding holidays*), 7:30 a.m.-5:15 p.m. Or, use the 24/7 kiosk at the Operations Center, 3100 S. 61st Ave., which accepts credit/debit cards and eChecks. *Note:* Kiosks do not provide change.
- **24-Hour Drop Boxes:** Drop your payment at the 24-hour deposit box on the northeast corner of our downtown building, 1723 Harney St., or at the Operations Center, 3100 S. 61st Ave.
- **Other Retail Locations:** A number of banks, Hy-Vee stores and OPPD accept M.U.D. payments. For more information, visit mudomaha.com.

E-billing/Paperless Plan

Customers have the option to enroll in paperless billing through My Account. Log into My Account and a page will pop up to ask about paperless billing. You will receive an email confirmation upon enrollment.

If you need to set up My Account access, visit <https://myaccount.mudomaha.com/> and click the New User Registration link.





Committed
to our
customers



Spotlight on Sustainability

This is a time of rapid change for the utility industry, and Metropolitan Utilities District is committed to staying up to date as technology, efficiency and industry best practices evolve.

Utilization Engineer Sarah Jones, who joined the District in 2013, is involved in sustainability efforts as part of her role in the District's Marketing and Rates department. She is helping to set goals, develop strategies and engage employees in various initiatives. Sarah also leads our employee speakers bureau which educates customers on the services we provide to the community.

"One of the biggest changes in the industry is the growing awareness of the environmental impact of utility operations," she said. "Since M.U.D.'s mission is to provide safe, reliable and cost-effective natural gas and water services to our community, we want to make sure these natural resources are managed well and protected for future generations."

The District published its first Sustainability Report which is available on our website at <https://www.mudomaha.com/our-company/community/sustainability>. We are taking many steps to make our operations more sustainable, and in this report you will hear our stories.

Know that we are aware of the irony of our position: in our desire to help our customers conserve natural resources, we may end up selling less water and natural gas. The widespread changes in the industry demand this shift, and we are committed to finding ways to meet our commitments both to fiscal health and to environmental responsibility.

We also know that in pursuit of greater sustainability, we will never sacrifice quality, safety or reliability for our customer-owners. The sustainability report represents a cohesive summary of the many efforts M.U.D. is taking across our organization to reduce our environmental footprint.

"Since M.U.D.'s mission is to provide safe, reliable and cost-effective natural gas and water services to our community, we want to make sure these natural resources are managed well and protected for future generations."

"We know there is more we can do," said Sarah. "In the coming months and years, we hope to report on even more exciting progress we can make as a utility that values sustainability."