



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**402-444-3908

Report Spills or Dumping into Storm Inlets
www.omahastormwater.org ...402-444-3908

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

Oma-Gro compost402-444-6665
www.omagro.com

Snow Removal402-444-4919

Traffic Signal Not Working ...402-444-5160

**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.



CSO HOTLINE:402-341-0234



CITY OF OMAHA
1819 FARNAM STREET | SUITE 707
OMAHA, NE 68183
Jean Stothert, Mayor
Robert G. Stubbe, P.E., Public Works Director





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 2019, 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 2018 and 2019 Monthly Residential Sewer Bill

| Water Use in CCF† | Customer Charge | | Flow Charge‡ | | Total Charge | |
|-------------------|-----------------|---------|--------------|---------|--------------|---------|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| 1 | \$34.23 | \$36.08 | \$ 2.94 | \$ 3.10 | \$37.17 | \$39.18 |
| 2 | \$34.23 | \$36.08 | \$ 5.88 | \$ 6.19 | \$40.11 | \$42.27 |
| 3 | \$34.23 | \$36.08 | \$ 8.82 | \$ 9.29 | \$43.05 | \$45.37 |
| 4 | \$34.23 | \$36.08 | \$11.76 | \$12.38 | \$45.99 | \$48.46 |
| 5 | \$34.23 | \$36.08 | \$14.71 | \$15.48 | \$48.94 | \$51.56 |
| 6 | \$34.23 | \$36.08 | \$17.65 | \$18.57 | \$51.88 | \$54.65 |
| 8 | \$34.23 | \$36.08 | \$23.53 | \$24.76 | \$57.76 | \$60.84 |
| 10 | \$34.23 | \$36.08 | \$29.41 | \$30.95 | \$63.64 | \$67.03 |
| 12 | \$34.23 | \$36.08 | \$35.29 | \$37.14 | \$69.52 | \$73.22 |
| 14 | \$34.23 | \$36.08 | \$41.17 | \$43.33 | \$75.40 | \$79.41 |
| 16 | \$34.23 | \$36.08 | \$47.06 | \$49.52 | \$81.29 | \$85.60 |

†CCF = 100 cubic feet ‡Rates per CCF: \$2.941 in 2018; \$3.095 in 2019

Sample Calculation Using 6 CCF

Rates per CCF: \$2.941

2018

$$\$34.23 + (6 \times \$2.941) = \mathbf{\$51.88}$$

or

$$\$34.23 + \$17.65 = \mathbf{\$51.88}$$

Rates per CCF: \$3.095

2019

$$\$36.08 + (6 \times \$3.095) = \mathbf{\$54.65}$$

or

$$\$36.08 + \$18.57 = \mathbf{\$54.65}$$

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 \$7.915 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 Free 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 |



**OMAHA'S 2019
SEWER USE CHARGES
EFFECTIVE: JANUARY 1, 2019**