

NEWS

from Metropolitan Utilities District, your customer-owned utility

Gas, Water Emergencies 24/7: 402.554.7777
Customer Service: 402.554.6666 or 800.732.5864
Email: customer_service@mudnebr.com
Website: mudomaha.com

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PAYMENT PLAN OPTIONS, RELIEF FUNDS AVAILABLE

M.U.D. encourages customers who are facing financial hardships to contact Customer Service as soon as possible to work on payment plan options as needed.

Call Customer Service at 402.554.6666 or toll-free at 800.732.5864. Or email customer_service@mudnebr.com.

To check eligibility for utility assistance, please contact the Nebraska Energy Assistance Program (LIHEAP) at 1.800.383.4278 or apply online with the Department of Health and Human Services program at accessnebraska.ne.gov.

BEWARE OF UTILITY SCAMS

Scammers are taking advantage of the coronavirus pandemic to send fraudulent emails, texts and social media posts. Beware of scams asking for personal information or immediate payment, and never click on suspicious links or attachments. Remember:

- You have the right to tell the person calling that you would like to call M.U.D. back to verify the information being presented. The contact number for Customer Service is 402.554.6666.
- M.U.D. does not collect payments at customers' homes or businesses.
- M.U.D. will not demand a particular form of payment. For a list of options, visit the Ways to Pay page at mudomaha.com.

BOARD MEETING UPDATES

M.U.D. is evaluating how to best balance employee and public safety with adherence to open meeting laws for monthly board meetings. Meetings are recorded and posted on the website.

For the most current information, including committee and regular meeting agendas, visit mudomaha.com.



DONATE TO HOME FUND

There is a growing need for utility assistance in our community. If you are interested in helping someone stay in their home, please consider donating to the Home Fund. It's easy to give and 100 percent of your donation goes directly to helping customers in need!

Visit mudomaha.com/homefund to make an online donation, or write an amount on the front of your monthly bill to begin a monthly pledge. Your gift may be tax-deductible to the extent allowed by the law. Consult your tax adviser if you have questions.

CALL 811 BEFORE YOU DIG!

When excavating near a buried service line, ensure the line is located in advance and excavate by hand.

You are required to contact 811 at least two business days (but not more than 10 business days) before excavating or disturbing the soil, even in your own backyard!

The underground utilities in your excavation area will be located and marked. Submit requests online at ne1call.com or call 811 or 800.331.5666.



INFRASTRUCTURE REPLACEMENT WORK CONTINUES

M.U.D. crews and contractors continue to work on replacing gas and water infrastructure to ensure the safety and reliability of delivery systems. The replacement of aging natural gas mains and services is required by federal regulations.

Crews are following safety protocols to protect themselves and customers. In some cases, the work requires access to customer homes or businesses to reconnect services or move meters outside. M.U.D. will contact customers in advance of appointments to review safety information.

SMELL GAS? LEAVE FAST!

1. If you suspect a damaged gas line or a possible gas leak, get everyone out of the building or area.
2. Do not use any matches, candles, lighters, flashlights, motors or appliances. Don't even use the light switch.
3. From a phone not located in the building, call M.U.D. at 402.554.7777 or 911. There is no charge to check gas leaks!

If you have a decreased sense of smell, you may want to buy a natural gas sensor. Most models are available for less than \$60. They are easy to install and they monitor carbon monoxide, methane (natural gas) and propane. The unit should have the UL (Underwriters Laboratory) seal of approval.



UPGRADE TO NATURAL GAS AND CASH IN.

Purchase a new, environmentally-friendly natural gas dryer or range and M.U.D. will give you a \$200 rebate. Visit the link below to learn more about the benefits of natural gas appliances.

 mudomaha.com/rebates

DID YOU KNOW?

Natural gas appliances are 3x more cost-efficient than electric.

METROPOLITAN
UTILITIES DISTRICT

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