

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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RENT AND UTILITY ASSISTANCE FUNDS ARE AVAILABLE

Are you or someone you know struggling to pay rent or utilities? Local programs are available to provide financial help.

The Omaha-MACCH Emergency Rental Assistance Program is open to all renters residing in Omaha city limits who:

- Have an income at or below 80% of area median income (50% or below may be prioritized for assistance);
- Have sustained a negative financial impact due to the COVID-19 pandemic;
- Are U.S. citizens or legal residents, and
- Are facing housing instability or are at risk of homelessness.
- For more information, including how to apply, visit **MACCHConnect.org** or call 211.

For residents in Douglas County, but outside Omaha city limits:

- COPE administers the program. Visit **copeinfo.org/rent-assist/** or call 1.402.616.2330.

For customers who reside outside of Douglas County:

- The State of Nebraska administers the program. For details, visit **coronavirus.nebraska.gov/Home**.

OTHER UTILITY ASSISTANCE PROGRAMS

Customers experiencing financial hardships may be eligible for utility assistance through the state of Nebraska or the M.U.D. Home Fund.

Visit **mudomaha.com/homefund** for eligibility information or call Customer Service at 402.554.6666 to speak with a representative.

If you would like to help others, visit the site to enroll in a one-time or recurring donation.

WORK ZONE SAFETY REMINDER

Warmer weather brings an increase in construction activities in neighborhoods and in roadways. Please slow down when driving in work zones and use caution when you see barricades, especially when workers and machinery are present. Thank you for helping keep people safe.



SUPPLY CHAIN ISSUES TO DELAY GAS AND WATER PROJECTS

Due to ongoing disruptions in the global supply chain, utility companies across the country are experiencing material shortages and delays. The District is seeing impacts through price increases and extended lead times when ordering equipment, vehicles and materials. As a result, there will be scheduling delays on natural gas and water projects.

We continually monitor the supply chain and are taking steps to address these challenges. This includes finding alternate materials and methods, and working closely with contractors and developers. Project updates are posted on Nextdoor and on our website at

mudomaha.com/infrastructure-projects.

SPRINKLER SCHEDULE CHANGES CAN HELP REDUCE SYSTEM LOAD

The metro area sees the highest demand for water on Monday, Wednesday and Friday mornings, mainly due to irrigation of lawns in warmer months. If you operate a sprinkler system for your property, please consider programming it to water Tuesday, Thursday and Saturday or Sunday to help relieve system demands and offset those on the Monday, Wednesday and Friday schedule.

Tips for wise water use:

- Water in the early morning, 4 to 10 a.m., to allow grass blades to dry, making them less susceptible to diseases. Don't water if it's windy.
- Measure the amount of water applied to your lawn in a 15-minute period using a tuna can. Adjust the run time on your sprinkler system to deliver the required amount. Contact a lawn care professional if you need help.
- Make sure your sprinkler heads are in working order and directed on your lawn and not on sidewalks, driveways and streets. Use sprinklers that emit large droplets, again to reduce losses due to evaporation.
- Check hose connections for leaks and repair them quickly. A single hose left on uses nearly 300 gallons of water an hour!
- Use a broom to clean patios, sidewalks and driveways.
- For more tips, visit mudomaha.com.



A remote rain sensor shut-off device is a good way to conserve water. We offer a \$75 rebate* on any rain shut-off device and/or a WiFi sprinkler predictive controller installed in 2022 by an irrigation company. For details, visit mudomaha.com/rebates.

* Rebate will be credited to your M.U.D. account. Must be a M.U.D. water customer.

How to recognize a natural gas leak:

SMELL: Recognize the odor which is similar to rotten eggs or sulfur.

SIGHT: See a white cloud, mist, fog, bubbles in standing water or blowing dust. See dead vegetation spots in the grass.

SOUND: Hear an unusual noise like roaring, hissing or whistling.

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 **1.800.331.5666**.



SMELL GAS? LEAVE FAST!

What to do if you suspect a gas leak:

- Move away from the building.
- Do not use your land line phone or cell phone in your home.
- Do not touch or operate anything that could produce a spark, ignite the gas and/or cause an explosion. (Light switches, garage doors, matches, candles, lighters, flashlights, motors or appliances).
- Do not assume someone else will report the condition.
- Once you are out of the building or area, call **402.554.7777** or **911** and give your location. Let us know if construction or digging activities are going on in the area.
- There is no charge for checking gas leaks.

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