



# City of Omaha

PUBLIC WORKS DEPARTMENT SERVICES

**Omaha Sewer Use Fees** . . . . .402-444-3908  
7:00AM - 3:30PM weekdays

**Household Hazardous  
Chemical Disposal** . . . . .402-444-7465  
UnderTheSink: Open to Douglas and Sarpy County residents  
[www.underthesink.org](http://www.underthesink.org)

**Dust or Mud from  
Construction Site** . . . . .402-444-3908

**Report Spills or Dumping into Storm Inlets**  
[www.omahastormwater.org](http://www.omahastormwater.org) . . .402-444-3908

**Air Quality or Asbestos** . . . . .402-444-6015

**Sewer problems** . . . . .402-444-5332

**Odor Complaints or  
Manure Spills** . . . . .402-444-4919

**Omaha Garbage, Recycling or  
Yard Waste Collection  
Complaints or Information** . . .402-444-5238  
[www.wasteline.org](http://www.wasteline.org)

**Oma-Gro compost** . . . . .402-444-6665  
[www.omagro.com](http://www.omagro.com)

**Snow Removal** . . . . .402-444-4919

**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

## Your Sewer Use Fee at Work

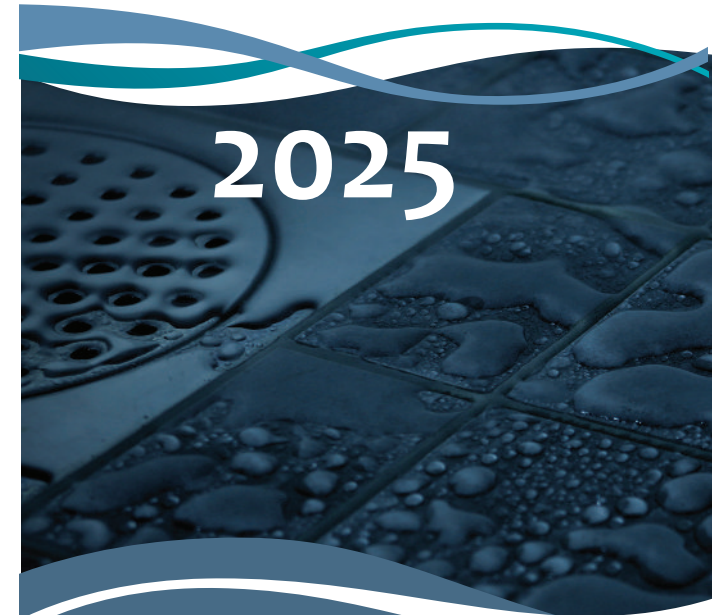
The City of Omaha owns and operates the regional wastewater treatment system that serves the City of Omaha and the majority of the metro area, including most of Douglas and Sarpy Counties. The City operates two Water Resource Recovery Facilities (WRRF's) and over 3,000 miles of sanitary and combined sewers that collect the wastewater from the areas served.

The bills you pay into the City's Sewer Revenue Fund provide for the operation and maintenance, along with needed capital improvements to the wastewater collection and treatment system. This in turn provides for the safe collection and disposal of sanitary sewage for Omaha and the metro area.

In 2010, the City began implementation of the Clean Solutions for Omaha (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 standards by 2037. To date this program has successfully implemented upgrades that have reduced the impacts of overflows of sewage to the receiving streams by over 50%.

The City has started to implement its Wastewater Facilities Masterplan, a program that includes upgrades to its two WRRF's over the next 15 to 20 years. This work will ensure these facilities will have the ability to meet the demands of a growing metro area and stricter federal guidelines for treatment.

Questions on your bill, or on the City of Omaha's wastewater collection and treatment system, call: City of Omaha Environmental Quality at 402-444-3908.



# 2025



## EFFECTIVE: JANUARY 1, 2025

CITY OF OMAHA - PUBLIC WORKS DEPT  
1819 FARNAM STREET | SUITE 600  
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.

Residential sewer rates are the total of two charges:

1. Customer Charge (fixed monthly fee)
2. Flow Charge (varies with usage)

The winter monthly flow charge will encompass four billing cycles, starting with the M.U.D. December billing cycle and ending with the March billing cycle. The four winter billing cycles are averaged to determine a base monthly usage level that will be used during the non-winter period to calculate 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 cycle through November's billing cycle, the monthly flow charge 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 rest of the year. Tip: Limiting outdoor water use until mid-April will save you on sewer fees.



## Comparison of 2024 and 2025 Monthly Residential Sewer Bill

WATER USE IN CCF <sup>(A)</sup>	CUSTOMER CHARGE		FLOW CHARGE <sup>(B)</sup>		TOTAL CHARGE	
	2024	2025	2024	2025	2024	2025
1	\$44.89	\$45.53	\$ 3.85	\$ 3.90	\$48.74	\$ 49.43
2	\$44.89	\$45.53	\$ 7.70	\$ 7.81	\$52.59	\$ 53.34
3	\$44.89	\$45.53	\$11.55	\$11.71	\$56.44	\$ 57.24
4	\$44.89	\$45.53	\$15.40	\$15.62	\$60.29	\$ 61.15
5	\$44.89	\$45.53	\$19.26	\$19.52	\$64.15	\$ 65.05
6	\$44.89	\$45.53	\$23.11	\$23.42	\$68.00	\$ 68.95
7	\$44.89	\$45.53	\$26.96	\$27.33	\$71.85	\$ 72.86
8	\$44.89	\$45.53	\$30.81	\$31.23	\$75.70	\$ 76.76
9	\$44.89	\$45.53	\$34.66	\$35.14	\$79.55	\$ 80.67
10	\$44.89	\$45.53	\$38.51	\$39.04	\$83.40	\$ 84.57
11	\$44.89	\$45.53	\$42.36	\$42.94	\$87.25	\$ 88.47
12	\$44.89	\$45.53	\$46.21	\$46.85	\$91.10	\$ 92.38

(A) CCF = 100 cubic feet (B) Rates per CCF: \$3.851 in 2024; \$3.904 in 2025

(C) 1 CCF is approximately 748 gallons (D) 6 CCF is approx 4,500 gallons

### Sample Calculation Using 6 CCF

Rates per CCF: \$3.851

**2024**

$$\$44.89 + (6 \times \$3.851) = \mathbf{\$68.00}$$

or

$$\$44.89 + \$23.11 = \mathbf{\$68.00}$$

Rates per CCF: \$3.904

**2025**

$$\$45.53 + (6 \times \$3.904) = \mathbf{\$68.95}$$

or

$$\$45.53 + \$23.42 = \mathbf{\$68.95}$$

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 \$21.46 million in sewer assistance has been provided to residential ratepayers.

To see if you qualify for the LIHEAP, call the Nebraska Economic Assistance Omaha Office at 402-595-1258.

<https://www.accessnebraska.ne.gov/>



## Sewer Use Fee 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 La Vista.....	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 2025 SEWER USE CHARGES**  
EFFECTIVE: JANUARY 1, 2025