

Financial counseling

A United Way of the Midlands representative will be in the lobby of our downtown office, 1723 Harney St., through March 31 to provide financial counseling to customers facing utility shut-offs. The program helped 411 households in 2005 and a record 647 households in 2004.

To make an appointment, call 211. Hours are 8 a.m. to 4:30 p.m., weekdays.

Gas rebate

M.U.D. Directors approved returning a gas refund of \$3.4 million from Northern Natural Gas Co. to customers at its September 7, 2005 meeting.

The refund from November 2003 through April 2005 is a result of a rate case settlement as ordered by the Federal Energy Regulatory Commission.

The natural gas refund will lower the rate by \$.0195 cents per therm (about 2 cents per therm).

In the month of December, for a customer using an average 150 therms, the rebate equals approximately \$2.93. The refund will continue in January and February 2006. If a customer uses more than 150 therms of natural gas, the rebate will be higher.

How much will I save?

Normal temperature setting is 70 degrees. Lower it to 68 degrees. Your gas bill will decrease 6 percent per year.

Normal temperature setting is 70 degrees. Lower it to 67 degrees. Your gas bill will decrease 9 percent per year.

Lower water cost for new homes, businesses

In 2005, M.U.D. eliminated its outside boundary rate which brought 10,500 customer-owners from more than 200 subdivisions in Douglas and Sarpy counties into our boundaries.

The annexed households saw rates drop, and these customer-owners will be able to vote in the May primary election. Cities served under contract or franchise were not included since they are represented by city councils.

In the past, we waited until a subdivision was about 70 percent full before bringing it into our boundaries. Now the District will include customers as homes are occupied.

The annexation change is part of a larger package of revisions associated with the 2006 budget, which eliminates the hydrant tax levy. For a house valued at \$100,000, property owners will see taxes decrease by \$6.90.

As previously announced, the District is raising water rates by 5 percent to cover the cost of building a new water plant and meeting new federal water quality standards.

Where does my gas dollar go?

| | |
|--------------------------------------|----------|
| Gas | 85 cents |
| Operations and maintenance | 9 cents |
| Depreciation and reinvested earnings | 4 cents |
| Payments to cities | 2 cents |

The District is not raising its portion of natural gas rates because the cost of gas from the supplier is high. The cost of gas from the supplier is passed directly to the customer.

Like its customers, the District is feeling the consequences of high gas costs. The utility will borrow up to \$30 million to buy gas and meet other expenses while it waits for revenue from customers.

Where does my water dollar go?

| | |
|--------------------------------------|----------|
| Operations and maintenance | 56 cents |
| Depreciation and reinvested earnings | 31 cents |
| Electricity | 7 cents |
| Chemical expense | 4 cents |
| Payments to cities | 2 cents |

Customers can expect water rates to increase 5 to 6 percent a year for the next few years to fund the cost of the plant. Directors plan to go to the bond market in February for \$100 million to pay for part of the project. The District plans to secure another \$100 million at a later date. It's estimated the Platte West Water Treatment Project will cost \$352 million.



1723 Harney St • Omaha NE 68102

website: www.mudomaha.com

e-mail: customer_service@mudnebr.com

What's yours? What's ours?

Water

Main: The large pipe laid in or along a street is called a water main. The main usually is four inches or more in diameter with a fire hydrant attached to it. We are responsible for water mains.

Corporation: A valve connecting the main to the water service line. We are responsible for corporations.

Service Line: The pipe from your house to our main. If the main is across the street, the service may run under the street. You own and maintain the water service line.

Private Line: Some customers have a private water line, usually of small diameter. A private water line may parallel a street, a main or both. Like a service line, the property owner owns and maintains the private water line.

Meter: Measures the amount of water used. You own the water meter. However, we maintain it, and must have access to the meter for readings and maintenance. We will replace it if it is defective.

Stop Box: Provides access to the curb stop or valve. Usually located between the back of the curb and property line. If the stop box is too high, it may be a hazard for anyone walking over it and should be lowered. You are responsible for maintenance of the stop box.

Repairs

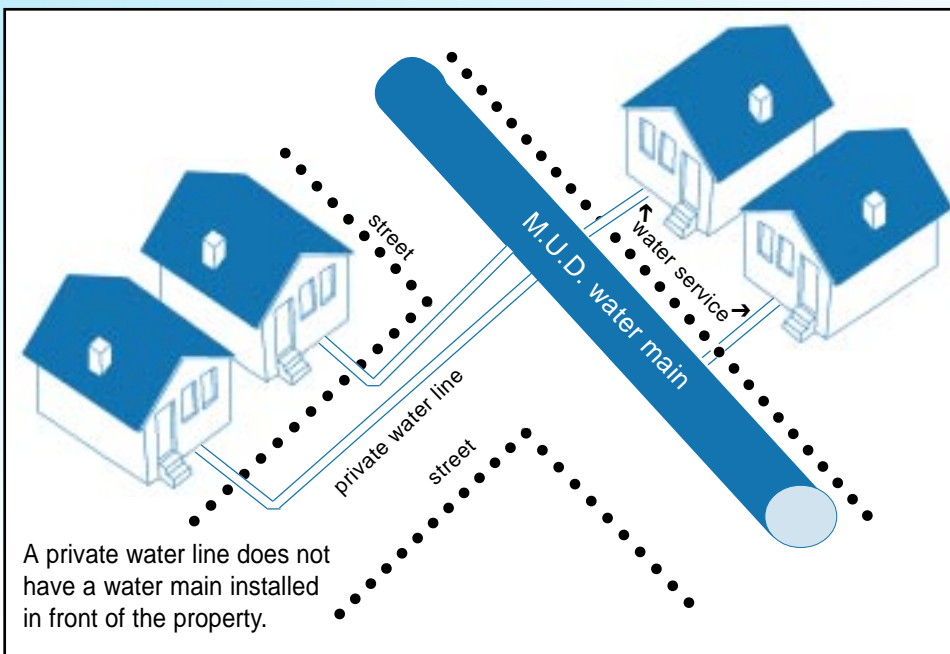
Mains: Buried water pipes can break or leak. We may find leaks on routine checks. However, if you are aware of a leak, call us at **554.6666**. When the leak is from a main, we repair it.

Service Lines: We issue notices for leaking or broken water services. Codes require that repairs be made by a master plumber, licensed by your city. You must get a permit from M.U.D. before any repair is done.

Your plumber determines if the water service can be repaired, or will advise you of options. You may call us to verify the type of repair needed. You are responsible for making sure repairs are made.

Water will be turned off when the leaking or broken service line causes damage, is a safety hazard, or if you fail to make arrangements for repair. The property owner is responsible for disconnect charges.

NOTE: Water service lines may not be relocated, repaired or modified without a permit from M.U.D. Any work must be inspected by the District.

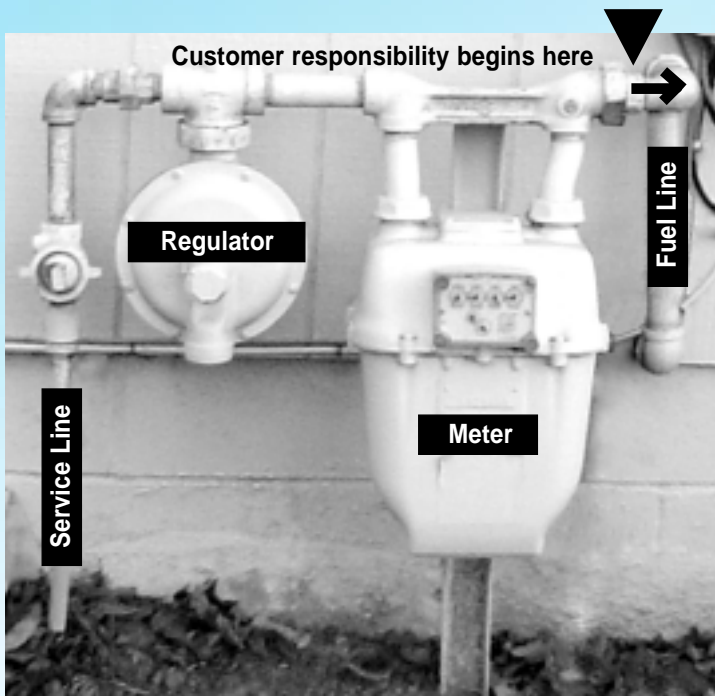


What's yours? What's ours?

Gas

Natural gas is delivered by an underground **service line**. The service line runs from the main in the street to the meter. M.U.D. is responsible for maintenance, repair and location of the service line, including the regulator and meter.

The customer is responsible for the **fuel line** on the “house side” of the meter. The fuel line begins after the meter as noted on the picture.



Buried natural gas fuel line after the meter

Some fuel lines are installed underground. If an underground fuel line is not maintained, it may be subject to potential hazards of corrosion (rust) and leaks.

1. Inspect the buried fuel line periodically for leaks.
2. If the buried fuel line is metal, inspect it periodically for corrosion.
3. Repair any unsafe condition.

Contact a qualified plumber or heating contractor to provide location, inspection and repair services for buried fuel lines.

M.U.D. does not repair or locate customer-owned fuel lines.

The **service line** will be located at no charge when you call the Diggers Hotline, **344.3565**. However, Diggers Hotline does not locate buried fuel lines after the meter.

When excavating near a buried **fuel line**, locate the line in advance and excavate by hand. Questions? Call us at **554.6666** or e-mail: customer_service@mudnebr.com.

Flex connectors

Flex connectors are corrugated metal tubes used to attach appliances to the natural gas line in your home or apartment.

Some connectors in homes or apartments more than 15 years old have manufacturer defects and may deteriorate over time, causing gas leaks, fire or explosions.

We notified our customer-owners about defective flex connectors in 1990, 1991, 1992, 1993, 1994, 1997, 2001, 2002, 2003 and 2004. If we checked the connector, we have a record.

There is no need for concern if:

- You have not installed any gas appliances since the check.
- New connectors were used when new appliances were installed.

However, if a “used” connector was installed with a new appliance or if the flex connectors were not checked, you may have a serious safety issue in your home. You should have the flex connectors checked. One of our service technicians will check the connections free of charge.

If a connection is faulty, we will replace it for \$49.72. You also may call a qualified heating contractor to replace the connector.

Call 554.6666 to schedule an appointment.

Do not move the appliance. You run the risk of damaging a safe connector or making a faulty one worse.

Receive a moisture sensor

Last year our customer-owners helped 1,400 households of needy older and disabled neighbors pay heating bills with a total of \$265,000



through the Heat Aid Fund. When you pledge \$2 or more per month or make a one-time donation of \$10 or more, you will receive a moisture sensor which tells when potted plants or your lawn needs water. Contributions to the Fund are tax-deductible. To make a pledge, call 554.6666, or mark the Heat Aid Fund box on the front of your bill statement.

Visit any metro area Hy-Vee grocery store during January and buy a \$1, \$2 or \$3 "KETV Heat Help" coupon. Donations will go to M.U.D.'s Heat Aid Fund.

The District established the Fund in 1983, and contracts with the Salvation Army to administer it.

Platte West update

In June 2005, the Board of Directors awarded construction of the Platte West Water Treatment Plant to Alberici Constructors, Inc. of St. Louis for approximately \$236 million.

Alberici began mobilization in July and started pouring concrete the first week of September. At the end of 2005, the total project was 15 percent complete with approximately 15,000 cubic yards of concrete and 2,700 tons of reinforced steel in place.

"We are pleased by Alberici's commitment to use local labor with more than 75 percent of the work being done by local subcontractors," said M.U.D. President Tom Wurtz. "At its peak, the three-year project will employ up to 450 workers."

In other areas of the project, installation of pipe in the wellfield was completed in 2005, including two 48-inch diameter directional drilled mains under the Platte River. The 72-inch diameter raw water main is approximately 30 percent complete, and the 54-inch diameter finished water main was completed and placed into service to provide construction water to the plant site.

M.U.D. construction crews also installed 15,000 ft. of 8-inch steel and 1,500 ft. of 6-inch plastic gas main to the plant site.

In May 2005, Directors awarded installation of wellfield pumps and construction of the wellheads to Graham Penn-Co Construction Inc. Wellhead construction began in the fall of 2005 and is expected to continue through 2006. Total cost of the project is estimated at \$352 million. We plan to spend \$112.8 million in 2006.

The completion date for the project remains the spring of 2008, at which time the project will add 104 million gallons per day of capacity to our existing 234-million-gallon-per-day capacity at the Florence and Platte South Water Treatment Plants. This triangle of reliability should meet the water needs of the metro area and adjacent counties for the next 75 years.

Summer employment

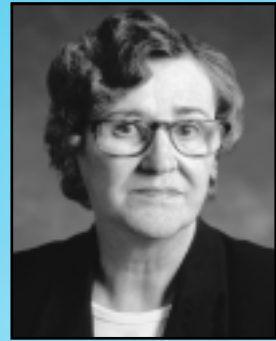
The District hires college students during the summer months to paint water hydrants, mow grass and other jobs. We are accepting applications through March 31.

Applicants must be 18 years of age before June 1 and have completed one year of college or trade school. Vacation time is not granted during temporary summer employment, except for attendance at military reserve training.

Individuals selected for the program must take a medically administered and evaluated drug screen as a condition of employment.

For more information, call 504.7735.

2006 chairperson



Mary Kay Begley

The Board of Directors elected **Mary Kay Begley** chairperson for 2006. A retired educator and homemaker, she won election to the board in 1988 and was re-elected in 1994 and 2000.

Directors chose **Tim Cavanaugh** vice-chairperson. He was appointed by the board in 1999 to fill the unexpired term of his father, William Cavanaugh, who died. He won election to the board in 2002.

Other directors are: **Thomas F. Dowd, Mark Doyle, David J. Friend, Jack Frost** and **John S. McCollister**.

The board meets at 9 a.m. the first Wednesday of every month at 1723 Harney St.

Clip and Save

Gas, Water Emergencies
554.7777

Customer Service
554.6666

24-hour Meter Reading Hotline
504.7008

**Bill Payment Arrangements/
Collection Division**
504.7002

Speakers Bureau
504.7010

**24-hour hearing impaired
service (TDD)**
504.7702

Diggers Hotline
344.3565