

Infrastructure Notification

For Your Neighborhood



VALUED CUSTOMER

Group Number: WP1474

Project Area: Woolworth Ave. – S 42nd St. to S 46th St.; 42nd to 43rd - Woolworth to Center

Dear Valued Customer,

To continue providing you with safe, reliable tap water, Metropolitan Utilities District (M.U.D.) is maintaining its water system as efficiently and cost-effectively as possible. The existing cast iron water main in your street was selected for replacement to improve the service reliability of the water system in your area.

M.U.D. will begin installation of the water mains in the next couple of weeks and plan to be completed this year. Water Infrastructure Revenues (WIR) paid by all M.U.D. customers will fund M.U.D.'s work.

New mains will be trenched and/or bored, depending on the location. Excavations to access the mains and to reconnect water services will be barricaded and marked. Please use caution during the construction period.

You may experience short service interruptions to connect the new main to the existing main, to reconnect your water service (if necessary) to the new main and to abandon the existing main. Your presence is not required for us to perform our work and you will be notified prior to these interruptions.

You may perceive a delay between the installation of the new main, service reconnection, abandoning the existing main and site restoration. Please note that there are many steps during each phase of the project (such as pressure testing, chlorination, flushing, water quality testing, etc.) to ensure clean, safe drinking water.

For on-site or construction questions please call M.U.D. Foreman Vincent Juarez at 402.504.7842 (between 7:00 a.m. and 3:30 p.m.) or e-mail: vincent_juarez@mudnebr.com. Your cooperation, patience and understanding during this project are appreciated.

Sincerely,

Metropolitan Utilities District

Si desea más información acerca de esta carta en español, por favor llámenos al 402.554.6666 y seleccione la opción de español.



Frequently Asked Questions

Q: Why are you replacing the water mains?

A: Water mains are being replaced to update the District's water systems.

Q: What is Right-of-way?

A: Right-of-way (R.O.W.) is a public strip of land used for the installation of roads, sewers and utilities. R.O.W. typically extends from your front property line (typically a few feet back of the sidewalk in front of your home) to your neighbor across the street's front property line.

Q: Will you disturb and restore my landscaping (trees, bushes, flowers, rocks, etc.)?

A: We will make every attempt not to disturb your landscaping. If we must do so, we will work with you to minimize the impacts.

Q: Will I have access to my driveway?

A: We will make every attempt to maintain access to your driveway. Depending on the nature of our work, we may need to remove a section of your driveway. If this is required, we will install a temporary surface until permanent repairs are made.

Q: Will you restore my yard?

A: We will seed or sod disturbed areas of your yard to match, as close as possible, pre-construction conditions.

We will make repairs to sprinkler systems that were removed or damaged during construction of the water main(s). Full restoration will occur after the installation or reconnection of services is complete. This may be several days or weeks after the main is installed. If construction occurs in the late fall or winter, full restoration will occur the following spring.

Q: What about my water service?

A: Installing a new water main requires us to reconnect your water service. A water service is typically just reconnected. If you have an outside water meter pit, it will likely be abandoned and a new water meter will be installed inside your home. All new meters are outfitted with an electronic automatic meter reading device. Water Infrastructure Replacement funds will pay for this work. If you have an old water service and would like to replace it during the course of our work, please contact the onsite representative indicated in the attached notification letter. The cost of replacing your water service will be at your expense.

Q: Who do I contact if I have concerns after M.U.D. has completed the work?

A: If you are unsatisfied after the completion of our work, please contact our onsite representative indicated in the attached notification letter. If you believe that a formal claim is warranted, M.U.D.'s Claims Office can be reached at 402.504.7165.

Q: I received a mailing for a water service line warranty program. Is this from M.U.D.?

A: The District is not affiliated with warranty programs for service line repairs. As with any service offered, we suggest checking with the Better Business Bureau (Visit www.bbbnebraska.org or call 402.391.7612) or your insurance carrier for more information.

Tap Water Delivers

Metropolitan Utilities District of Omaha serves 208,256 customers an average of about 90 million gallons of water per day. The average M.U.D. residential customer uses 88,000 gallons of water per year. The cost for 88,000 gallons in 2016 is \$361.04 including service fee, \$4 infrastructure replacement charge and 2-percent payment to cities.



The District has among the lowest water rates in the U.S. What you pay for water provides adequate system maintenance, offsets the rising costs of power and chemicals, and assures a safe, reliable drinking water supply.

As a customer of the District, you receive a high quality product that meets every federal and state standard for safe drinking water.

M.U.D. operates and maintains more than 2,880 miles of pipe that delivers clean drinking water to the taps of 208,256 homes and businesses in the metro Omaha area, serving a population of 600,000 people. M.U.D. serves an average of 90 million gallons of water per day to the community and maintains 27,000 hydrants for fire protection.