



METROPOLITAN

UTILITIES DISTRICT

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M.U.D. provides update on COVID-19 response; April board of directors meeting delayed

March 18, 2020, Omaha, Neb. — M.U.D. continues to focus on the safety of our employees and customers and the reliability of our services as we take proactive steps to combat the coronavirus (COVID-19) pandemic. During the response to this global event we are working with local, state and federal experts to make sure our gas and water services remain uninterrupted.

To ensure customers have access to these life-essential services we have updated our policy regarding disconnections for non-payment. Until further notice, M.U.D. will not disconnect gas or water due to non-payment. The decision to include gas to this policy comes as we enter an unprecedented time in our utility's history.

Moving forward our dedicated customer service representatives will work to help customers through financial hardships that may occur as a result of COVID-19, M.U.D. will also work with customers on payment plans. Any impacted customer can call Customer Service at 402.554.6666 or toll-free at 800.732.5864.

M.U.D. is committed to maintaining strict security measures at all facilities and is increasing measures to protect them as we change our social interaction. Until further notice all M.U.D. water plants will be restricted to personnel essential to operation.

M.U.D. is delaying the April 2 board of directors meeting. We will continue to monitor this situation and provide updates as available. The safety, health and wellbeing of the public, board members and our employees will guide our decisions.

M.U.D. continues to meet all state and federal standards for drinking water. Our dedicated team of water quality experts are continually monitoring the water system. Water samples are checked routinely over 1,000 times a day to ensure a safe supply for all the communities we serve.

Coronavirus has not been shown to be a water borne disease and our water distribution system has not been compromised. We use multiple barriers of protection from pathogens including disinfection and filtration that remove viruses and other contaminants.

For updates, visit our website at www.mudomaha.com and click on the COVID-19 banner. Please follow us on Facebook (<https://www.facebook.com/mudomahane/>) and Twitter (<https://twitter.com/mudomahane>).

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About Metropolitan Utilities District: The mission of the Metropolitan Utilities District, headquartered in Omaha, Nebraska, is to provide safe, reliable and cost-effective natural gas and water services to our community. The District is the fifth largest public natural gas utility in the United States, serving more than 232,000 customer-owners in Omaha, Bennington, Fort Calhoun, Springfield, Yutan and Bellevue. The District also provides safe, high quality drinking water to more than 218,000 customer-owners in Omaha, Bellevue, Bennington, Carter Lake, La Vista, Ralston, Waterloo and the Papio-Missouri Natural Resources District (which supplies water to Fort Calhoun). For more information, visit www.mudomaha.com.