Keeping you informed

By the end of 2027, the District plans to abandon the remaining 277 miles of targeted gas mains. The District is committed to a goal of replacing or rehabilitating 1-percent of its gas and water mains annually.

As the program moves forward, we’ll continue to notify you when crews may be working in your area.

In addition to mailings to affected customers, we provide neighborhood-specific project information and a map (with address search) on our website at: http://www.mudomaha.com/infrastructure-projects.

Buying a house?

If you’re buying a house, check with the seller or your real estate agent about the existing water service or private line. Ask when it was installed and if there have been repairs.

When the water service line is very old and made of a material that can corrode, it may deteriorate. If the water service line leaks, you are responsible for repairs.

Contact 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 www.ne1call.com, or call 811 or 800.331.5666.

Pipe Abandonment
(in miles)

<table>
<thead>
<tr>
<th>Since</th>
<th>2018</th>
<th>2019</th>
<th>Beyond</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>79*</td>
<td>8.7</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Up to 30 mi/yr</td>
</tr>
<tr>
<td>Gas</td>
<td>276*</td>
<td>46.4</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finish 2027</td>
</tr>
</tbody>
</table>

*Cast iron only

How to reach us:

Customer Service (M-F, 7:30 a.m. - 5:15 p.m.) 402.554.6666
Gas, Water Emergencies 24/7 402.554.7777

mudomaha.com  @mudomahane /mudomahane

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Smell gas? Leave fast!

If you damage a line or suspect a possible gas leak, leave the area and from a safe distance, call M.U.D.’s 24-hour emergency number at 402.554.7777 or 911.

There is no charge to check for leaks.
When thinking about infrastructure projects in the metro area, you probably picture construction signs and traffic congestion. Behind the scenes at the District, however, collaborative work to make these projects more efficient and effective occurs daily. Construction and engineering teams communicate about which miles of gas and water mains require replacement and how to do so with minimal disruption to the community.

Bob, a senior engineering technician who has been with the District for 29 years, works on designing the infrastructure replacement for critical miles of water mains. Critical mains are those that break often or cause damage.

“We process all the main break reports that come in from construction,” said Bob. “The reports are entered into a Geographic Information System. Engineering can then target critical mains and select project areas for main replacement.”

Spotlight on Construction and Engineering

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As part of a new infrastructure project, Engineering and the Construction foreman meet on the work site to assess the area and discuss plans for the replacement mains. A pre-construction meeting is scheduled to discuss possible impacts on customers and the public and to finalize design plans. Construction crews receive the plans and begin their work.

Jorge, a pipe layer, is on the construction side of infrastructure replacement and has been with the District for three years. Before joining M.U.D., Jorge worked for a contractor on District construction projects for 16 years.

In addition to planned replacement projects, water repair construction crews are called on to fix broken or leaking water mains around the clock. The first step is to locate the exact source of the leak. Then, using heavy equipment, crews dig up the area around the broken pipe. Once the leak is found, the pipe can often be cleaned so crews can attach a tight repair sleeve around the break. Sometimes the break requires cutting out a section of pipe and coupling in a new section. The hole is then filled with new soil and carefully tamped using a backhoe compactor attachment prior to final cleanup and restoration.

While fixing or replacing old infrastructure is physically demanding, Jorge and the other crew members keep the job site safe, lively and fun.

Cooperation and communication between construction and engineering teams is essential to identify critical mains and complete infrastructure projects safely, efficiently and with as little impact to the public as possible.

“I’ve been doing this for a long time and enjoy coming to work. That’s the most important part. You have to like what you do.” - Jorge

Upgrading delivery systems

Metropolitan Utilities District continues to replace natural gas and water mains in its delivery systems to provide safe, reliable and efficient service to our customer-owners.

In 2018, we abandoned 46.4 miles of gas mains, and replaced 4,409 gas services. We also abandoned 8.7 miles of water mains.

Improving safety and reliability

As professionals working for you, safety remains our number one priority. This infrastructure replacement program provides an opportunity to update our delivery systems, which results in fewer interruptions in gas and water service and fewer repairs.

Investing in infrastructure

To provide safe, high quality drinking water and natural gas, the District must maintain a reliable infrastructure system. M.U.D. began charging natural gas and water infrastructure fees in 2008 to replace aging gas and water mains.

In 2018, the District spent $30.1 million to improve infrastructure and replace targeted gas and water mains. In 2019, the District budgeted $36.5 million to abandon 50 miles of gas and water mains and replace approximately 4,200 gas services.

Whenever possible, projects are done in conjunction with road or redevelopment projects or the City of Omaha’s combined sewer separation work to save money and minimize inconvenience to customers.