

# NEWS

from Metropolitan Utilities District, your customer-owned utility

**Gas, Water Emergencies 24/7:** 402.554.7777  
**Customer Service:** 402.554.6666 or 800.732.5864  
**Email:** customer\_service@mudnebr.com  
**Website:** mudomaha.com

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## NEW WATER QUALITY REPORT

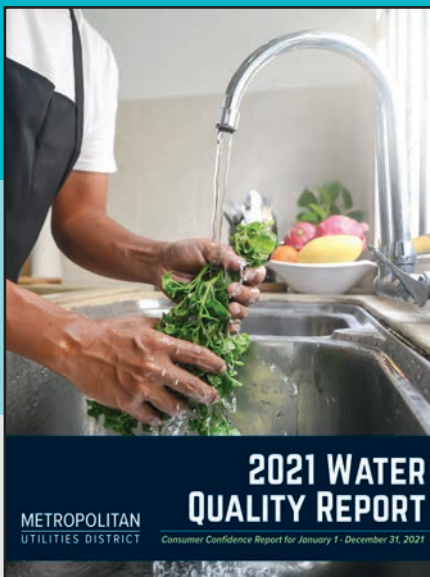
As a customer-owner of Metropolitan Utilities District, your water continues to meet or exceed all state and federal standards for drinking water.

To view the new Water Quality Report and learn more about the source and quality of your drinking water, visit **mudomaha.com/sites/default/files/CCR2021.pdf**.

If you want a hard copy of the report, please do one of the following:

- Check the box on your bill when you submit your May or June payment;
- Call Customer Service at 402.554.6666 and provide your name and address, or
- Email customer\_service@mudnebr.com and provide your name and address.

The Safe Drinking Water Act requires public water supply systems to prepare annual Consumer Confidence Reports to provide accurate, comprehensive information about our water supply.



M.U.D. operates and maintains more than 3,000 miles of pipe that delivers clean drinking water to the taps of more than 222,000 homes and businesses in the metro Omaha area, serving a population of approximately 535,000 people.

M.U.D. serves an average of 90 million gallons of water per day to the community and maintains more than 27,000 hydrants for fire protection.

To ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes regulations to limit the amount of certain contaminants in water provided by public water systems.

More information may be obtained by calling the EPA's Safe Drinking Water Hotline, 800.426.4791, or visiting their website: **water.epa.gov/drink**.

## ALERTA: REPORTE DE CALIDAD DEL AGUA

Que su agua potable es segura y cumple o sobrepasa todos los requisitos federales y estatales. El Reporte de Calidad del Agua está disponible.

Para verlo y aprender más acerca de la procedencia y calidad de su agua potable, visite **mudomaha.com/sites/default/files/CCR2021.pdf**.

Si usted quiere una copia impresa del reporte, por favor haga lo siguiente:

- Marque la casilla correspondiente en su factura cuando envíe su pago de mayo o junio;
- Llame a nuestro número de servicio al cliente 402.554.6666 y díganos su nombre y dirección, o
- Envíe un correo electrónico a customer\_service@mudnebr.com y de su nombre y dirección.

## PLANNING TO MOVE THIS SUMMER?

### *Tips to save you time, money*

If you need to start, stop or transfer service, find request forms at [mudomaha.com](http://mudomaha.com). Or, call Customer Service at 402.554.6666 with your requests.

Customers can opt to use the Customer Read Program. This program gives you the option to read your own meters and provide the District with your readings at the start of service. If you choose not to use this option, monthly route readings will be used to process your request at the regular processing fee.

In some cases, if services have already been turned off, a technician must come to restore service and read both meters.

There is a charge to turn on or transfer service to a different address. An activation fee will appear on your bill. There is no charge to turn off services.

Water meters are located inside the majority of homes and businesses. You may need to schedule an appointment and provide access to your meter.

## COMBINED INVOICING FOR UTILITY FEES SAVES CUSTOMERS MONEY

### *Did you know?*

- The City of Omaha is responsible for its regional sewer system and all charges associated with the sewer line items of the invoice.
- Sewer and trash rates and fees are set by each respective city or sewer jurisdiction.
- M.U.D. is the billing agent for the City of Omaha and other municipalities. M.U.D. collects sewer use and trash fees and remits those back to the respective city.
- Combined invoicing provides more efficient service to sewer users and M.U.D. customers by avoiding unnecessary billings and postage costs.

### Assistance program available

A fund is available to provide sewer use fee assistance. Residents who qualify for Nebraska's Low Income Home Energy Assistance Program also qualify for sewer rate assistance. To see if you qualify, call 402.341.0235.

## WISE WATER USE TIPS

- Water in the early morning, 4 to 10 a.m., to allow grass blades to dry, making them less susceptible to diseases. Don't water if it's windy.
- Measure the amount of water applied to your lawn in a 15-minute period using a tuna can. Adjust the run time on your sprinkler system to deliver the required amount. Contact a lawn care professional if you need help.
- Make sure your sprinkler heads are in working order and directed on your lawn and not on sidewalks, driveways and streets. Use sprinklers that emit large droplets, again to reduce losses due to evaporation.
- Consider programming your sprinkler system to water on Tuesday, Thursday and Saturday to relieve system demands on Monday, Wednesday and Friday.
- Check hose connections for leaks and repair them quickly. A single hose left on uses nearly 300 gallons of water an hour!
- Use a broom to clean patios, sidewalks and driveways.
- For more tips, visit [mudomaha.com](http://mudomaha.com).

### Rain Sensor Rebate



A remote rain sensor shut-off device is a good way to conserve water. We offer a \$75 rebate\* on any rain shut-off device and/or a WiFi sprinkler predictive controller installed in 2022 by an irrigation company. For details, visit [mudomaha.com/rebates](http://mudomaha.com/rebates).

\* Rebate will be credited to your M.U.D. account. Must be a M.U.D. water customer.