

M.U.D. FREQUENTLY ASKED QUESTIONS

Q: WHY IS MY GAS BILL HIGHER THAN NORMAL?

A: There are four factors related to higher gas bills:

1. Market Prices
2. Estimated Readings
3. Cold Weather
4. Insulation of the Dwelling

1. Market Prices:

Market prices for natural gas have increased. To the right is a look at the last two years of natural gas prices. Notice they have significantly increased. These prices, as shown in the red box below, are a pass-through cost, which means M.U.D. does **NOT** control these prices. Production, national storage on pipelines, wars, supply chain issues and weather impacts the overall cost of natural gas.

M.U.D. GAS RESIDENTIAL RATE A: Dec 28 to Jan 27	
Meter Number	
Current read (actual): 2685 - Previous read (actual): 2552 = 133 CCF	
Gas Use: 133 CCF x 1.035 (heat value) x 0.9810 (pressure zone factor) = 135,040 therms	
22,337 therms at 0.7607 = \$16.99	
112,703 therms at 0.7929 = 89.36	
Service Charge	14.00
Gas Cost	\$120.35
Gas Infrastructure Replacement	3.00

In this example, 3 days in December were billed at the December 2021 rate, while 27 days in January were billed at the January 2022 rate as shown to the right.

Residential Gas Rates 24-Month History		
Gas Rate Effect. Date	Outside City Rate	Inside City Rate
1/2/2023	\$0.9459	\$0.9652
12/2/2022	\$0.9635	\$0.9832
11/2/2022	\$0.7457	\$0.7609
10/2/2022	\$0.7960	\$0.8122
9/2/2022	\$1.1160	\$1.1388
8/2/2022	\$1.0875	\$1.1097
7/2/2022	\$0.8746	\$0.8924
6/2/2022	\$1.1142	\$1.1369
5/2/2022	\$0.9044	\$0.9229
4/2/2022	\$0.7046	\$0.7190
3/2/2022	\$0.6393	\$0.6523
2/2/2022	\$0.7423	\$0.7574
1/2/2022	\$0.7770	\$0.7929
12/2/2021	\$0.7455	\$0.7607
11/2/2021	\$0.8016	\$0.8180
10/2/2021	\$0.7924	\$0.8086
9/2/2021	\$0.6470	\$0.6602
8/2/2021	\$0.6266	\$0.6394
7/2/2021	\$0.5839	\$0.5958
6/2/2021	\$0.5115	\$0.5219
5/2/2021	\$0.4981	\$0.5083
4/2/2021	\$0.4456	\$0.4547
3/2/2021	\$0.4728	\$0.4824
2/2/2021	\$0.4560	\$0.4653

In addition, we help limit costs with our own gas storage and production facilities (liquefied natural gas and propane) and pre-paid contracts. This allows M.U.D. to buy gas at a fixed discount compared to market prices and supplement our supply in the very coldest times of the year.

The benefits were never more evident than during the February 2021 polar vortex. During that event, District-owned storage facilities provided more than 30% of gas used by customers over a six-day period. This on-site storage saved our customer-owners more than \$100 million, as gas did not have to be purchased on the spot market during record price spikes.

2. Estimated Readings:

M.U.D. can estimate bills for operational reasons or if there is no access to the meter. If you received a low estimation the previous month, it could be a contributing factor to a higher bill in the current month.

M.U.D. GAS RESIDENTIAL RATE A: Nov 24 to Dec 23	
Meter Number 342298	
Current read (estimate): 455 - Previous read (actual): 213 = 242 CCF	
Gas Use: 242 CCF x 1.029 (heat value) x 1.0998 (pressure zone factor) = 273,870 therms	
57,716 therms at 0.7457 = \$43.04	
216,154 therms at 0.9635 = 208.26	
Service Charge	13.72
Gas Cost	\$265.02
Gas Infrastructure Replacement	3.00

If your current bill was estimated, you have the option to manually submit your readings. This guarantees actual billing. Please choose one of the options on the following page to submit your readings.

Option 1: Take a picture of your gas and/or water meter and email the image(s) to Customer_Service@mudnebr.com. Please make sure your name and address are in the email.

Option 2: Go to our website – mudomaha.com – and follow these steps:

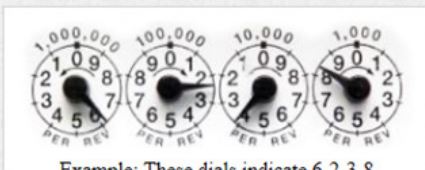
1. Log in to MyAccount
2. Click the “Meter Reading” tile
3. Complete the form
4. Scroll to bottom and click “Submit”

This will complete the process.

Option 3: Call Customer Service at [402.554.6666](tel:402.554.6666) (Office hours: Monday – Friday, 7:30 a.m. to 5:15 p.m.)

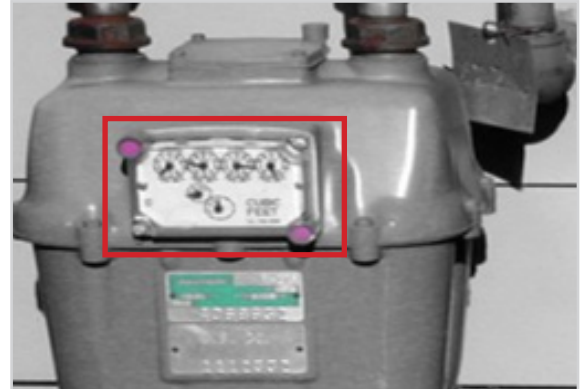
GAS Meter:

Most of our gas meters consist of 4 dials. Starting at the LEFT dial, input the numbers matching the corresponding positions. If a dial is pointing between two numbers, use the lower of the two.



Example: These dials indicate 6-2-3-8

1-MILLION*	100-THOUSAND*	10-THOUSAND*	1-THOUSAND*
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



WATER Meter:

Most of our water meters consist of a single large dial with rolling numbers similar to an odometer of a car. We are only concerned with the 4 left most numbers (white area). If an indicator is pointing between two numbers, use the lower of the two.

1-MILLION*	100-THOUSAND*	10-THOUSAND*	1-THOUSAND*	HUNDREDS	TENS
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	X	X



Lift the lid to see the meter reading

3. Cold Weather:

How cold was it during the time period of your bill? The colder the outside temperature, the higher your gas usage will be if you make no changes to the temperature setting on your thermostat. This is why your gas usage fluctuates even if you never change your temperature setting.

4. Insulation of Dwelling:

Seal leaks around doors, windows and other openings. Make sure you have plenty of insulation in walls and the attic. For more tips on how to save on your natural gas usage, visit mudomaha.com/wintertips.

Q: WHY IS MY WATER BILL HIGHER THAN NORMAL?

A: A good rule of thumb for most water usage is 2 CCFs per person, per month. For example, if there are three people in the home, normal usage is around 6 CCFs. See blue box below.

M.U.D. WTR RESIDENTIAL RATE W-1: Dec 10 to Jan 13	
Meter Number 2989560	Size: 5/8 -inch
Current read (actual): 383 - Previous read (actual): 377 = 6 CCF	
Water Use: 6.000 CCF or 4,488 gallons	
3.000 CCF at 1.7375 =	\$5.21
3.000 CCF at 1.8615 =	5.58
Service Charge	13.29
Water Cost	\$24.08
Water Infrastructure Replacement	4.17

If the home is using significantly more than that, there could be a possible water leak. The easiest way to tell if there is a water leak is to make sure no water is being used in the home, i.e., no one taking a shower, washer or dishwasher not running, etc., and then look at the water meter. If the dials are moving at all, there is a possible leak.

Winter is the time period where you should pay close attention to your water usage. Try to use as little water as possible during the winter since it directly affects your sewer charges from your city.

Q: WHY ARE THERE TWO WATER RATES ON MY JANUARY 2023 BILL?

A: A water rate increase took effect January 2, 2023. The 2022 rate is reflected for 2022 usage and the new rate is reflected in 2023 usage. Please refer to the red box in the image above.

Q: WHY IS MY SEWER BILL SO HIGH?

A: Each municipality sets its sewer use rates, not M.U.D. We are the billing agent that invoices and collects sewer use fees and provides them back to the municipalities. For questions, please call **402.444.3908**.

The monthly sewer use fee during the winter season is based on the actual amount of water used, so it is best to use as little water as possible in the winter.

(1) CCF = 100 cubic feet (2) Rates per CCF: \$3.609 in 2022; \$3.798 in 2023	
(1) 1 CCF is approximately 748 gallons (1) 6 CCF is approx 4,500 gallons	
Sample Calculation Using 6 CCF	
Rates per CCF: \$3.609	Rates per CCF: \$3.798
2022	2023
\$42.06 + (6 x \$3.609) = \$63.71	\$44.27 + (6 x \$3.798) = \$67.06
or	or
\$42.06 + \$21.65 = \$63.71	\$44.27 + \$22.79 = \$67.06

CITY OF OMAHA COMPARISON OF 2022 AND 2023 MONTHLY RESIDENTIAL SEWER BILL

WATER USE IN CCF ¹	CUSTOMER CHARGE		FLOW CHARGE ²		TOTAL CHARGE	
	2022	2023	2022	2023	2022	2023
1	\$42.06	\$44.27	\$ 3.61	\$ 3.80	\$45.67	\$ 48.07
2	\$42.06	\$44.27	\$ 7.22	\$ 7.60	\$49.28	\$ 51.87
3	\$42.06	\$44.27	\$10.83	\$11.39	\$52.89	\$ 55.66
4	\$42.06	\$44.27	\$14.44	\$15.19	\$56.50	\$ 59.46
5	\$42.06	\$44.27	\$18.05	\$18.99	\$60.11	\$ 63.26
6	\$42.06	\$44.27	\$21.65	\$22.79	\$63.71	\$ 67.06
7	\$42.06	\$44.27	\$25.26	\$26.59	\$67.32	\$ 70.86
8	\$42.06	\$44.27	\$28.87	\$30.38	\$70.93	\$ 74.65
9	\$42.06	\$44.27	\$36.09	\$34.18	\$78.15	\$ 78.45
10	\$42.06	\$44.27	\$36.09	\$37.98	\$78.15	\$ 82.25
12	\$42.06	\$44.27	\$43.31	\$45.58	\$85.37	\$ 89.85
14	\$42.06	\$44.27	\$50.53	\$53.17	\$92.59	\$ 97.44

Did You Know? The sewer fee is the only source of funds utilized to operate, maintain and upgrade Omaha's regional wastewater collection and treatment system. This includes the two largest treatment plants in the State of Nebraska, over 2,000 miles of pipes, a workforce of close to 200 full-time employees, annual operating budgets of over \$30 million and annual capital expenditures that will be averaging over \$200 million/year over the next 5 years. (Info provided by City of Omaha Public Works).

Q: WHERE CAN I GET INFORMATION ON ASSISTANCE WITH MY UTILITY BILL?

A: Multiple programs exist to ease utility burden. Information on these programs can be found at mudomaha.com/homefund.



Q: DOES BUDGET BILLING SAVE ME MONEY?

A: No, however it does offer the ability to avoid fluctuations in your bill. Your household's annual gas and water use is spread evenly over 12 months. Your budget payment is based on your annual use divided across a 12-month period. This figure is adjusted for average temperatures to project normal gas and/or water use and any projected rate change. At the end of the budget year, a credit or debit balance automatically is factored into the next 12-month cycle. You may join the plan any time of the year.

Q: HOW DOES M.U.D. COMPARE TO OTHER UTILITIES?

A: M.U.D. is a publicly-owned natural gas and water utility and proud to be customer-owned. Overall, the District serves more than 600,000 people in the metro area. As compared to 40 other U.S. utilities that participated in the 2022 Memphis Light, Gas and Water Survey, M.U.D. ranked ninth lowest in cost for residential gas bills and 16th lowest for residential water bills.