

# WATER FACT SHEET



## RELIABLE, REFRESHING TAP WATER

The mission of the Metropolitan Utilities District is to provide safe, reliable and cost-effective water service to our community. A customer-owned utility, the District was created in 1913 as a political subdivision of the State of Nebraska. Our first water treatment plant was built near the Missouri River in 1889 and is still in operation today.

- We provide drinking water to a population of approximately 600,000, comprising more than 227,000 customer-owners in the metro Omaha area, including Bellevue, Bennington, Carter Lake, La Vista, Ralston, Waterloo and Papio-Missouri Natural Resources District (which supplies water to Fort Calhoun).
- Our water meets or exceeds all state and federal standards for drinking water.
- We own and operate three water treatment facilities and an extensive distribution system that is capable of supplying potable water in excess of 300 million gallons per day.
- The District's water rates trend mid-range nationally and regionally, ranking 15th lowest as measured by the average residential water bill in 2024.\*

## TRIANGLE OF RELIABILITY

Our community is fortunate to have several water sources, including the Missouri and Platte Rivers and the Dakota sandstone aquifer. Water is pumped from intakes and wells maintained by the District. We operate three water treatment facilities— Florence, Platte West and Platte South — forming a “Triangle of Reliability.” This system provides a reliable water supply while allowing the District to take facilities off line as needed for system improvements. We also operate and maintain more than 3,100 miles of distribution mains to deliver an average of 90 million gallons of water per day to the community, and we maintain more than 29,000 hydrants for fire protection.

## WATER QUALITY TESTING AND REPORTING

Our treatment facilities use processes to soften, clarify, filter and disinfect the water to meet drinking water standards. Water Quality laboratory staff members perform more than 1,000 tests a day to ensure District tap water consistently meets or exceeds every federal and state requirement. The Safe Drinking Water Act requires public water supply systems to prepare annual water quality reports for customers to provide accurate, comprehensive information about their water supply. The District publishes its annual Consumer Confidence Report at [mudomaha.com](http://mudomaha.com). Customers may request a printed copy by contacting Customer Service at **402.554.6666**.

## UPDATING WATER INFRASTRUCTURE

To improve system reliability, we began a program in 2008 to replace critical water mains. The Water Department uses risk modeling, which takes into account several factors to help prioritize water main replacements. Our long-term goal is to replace 25 miles of water mains a year and reverse the trend of water main breaks affecting the community.

In 2024, we are launching a program to help customers replace their older drinking water service lines made of lead. Lead water service lines are primarily found in homes built before the 1940s. Due to potential health concerns, new federal rules have been enacted around lead water services and M.U.D. is committed to assisting customers in the removal of these lines over the next decade. To learn more, visit [mudomaha.com/lead](http://mudomaha.com/lead).

*\*As compared to approximately 40 other utilities from the annual Memphis Gas, Light and Water 2024 Bill Comparison Survey.*



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