



State of the District

President Mark Doyle – May 1, 2024

Emergency Response & Recovery



Commitment to the Community

- Financial and operational sustainability
- Key partnerships
- Investments in infrastructure and capital improvements
- Dedicated, highly skilled employees
- Community engagement and impact





OUR MISSION

To provide safe, reliable and cost-effective natural gas and water services to our community.



OUR VISION

To maintain our commitment to serve our community, while becoming one of the nation's top utilities.



CORE VALUES

Safety, Reliability,
Fiscal Responsibility and
Organizational Excellence

Fiscal Responsibility

AA+

**M.U.D. Gas Revenue Bonds
Fitch Ratings (October 2023)**

Aa2

**M.U.D. Water Revenue Bonds
Moody's (October 2023)**



Affordability Index

1.	Memphis, TN
2.	Omaha, NE
3.	Indianapolis, IN
4.	Oklahoma City, OK
5.	Springfield, MO
6.	Houston, TX
7.	Jackson, TN

2nd
LOWEST
GAS RATES

12.	Chicago, IL
13.	Charlotte, NC
14.	Denver, CO
15.	Omaha, NE
16.	Jackson, TN
17.	Reno, NV
18.	Nashville, TN

15th
LOWEST
WATER RATES

Memphis Gas, Light and Water 2024 Utility Bill Comparison Survey **Among 40 U.S. Utilities.**

Supporting Our Community

\$142,100

Raised during the 2023 Heat the Streets
Run & Walk for Warmth.



Connecting Customers in Need



862 Customers

Received **\$304,858** in utility assistance.
That's an average of **\$354** per household.

Our customers, employees and Heat the Streets fundraiser
contributed **\$249,644** to the Home Fund in 2023.

Community Impact – M.U.D. Serves

3 Quarterly Volunteer Events:

- City Sprouts Gardening Clean Up
- UWM Shine Bright Back-to-School Hygiene Kit Assembly
- Intercultural Senior Center Thanksgiving Meal Delivery
- **Other Volunteer Events:**
 - Do Good Days – Salvation Army Heritage Place Housing Center
 - Habitat for Humanity Housing Builds

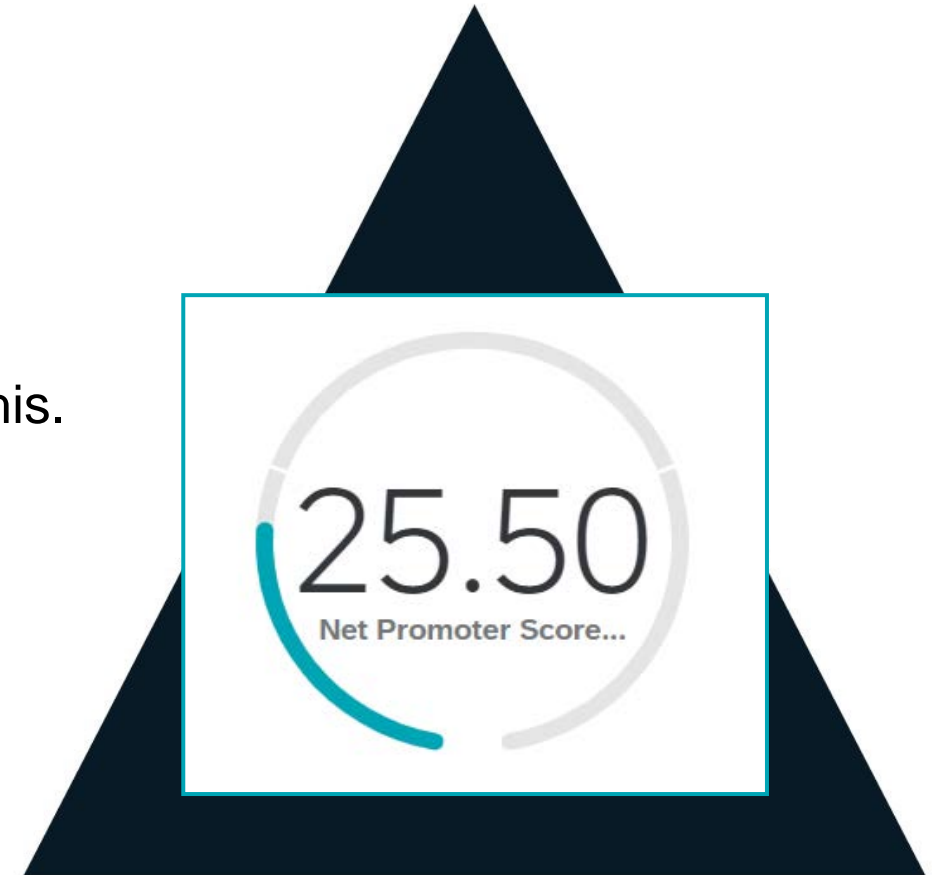
86 volunteers
378 hours



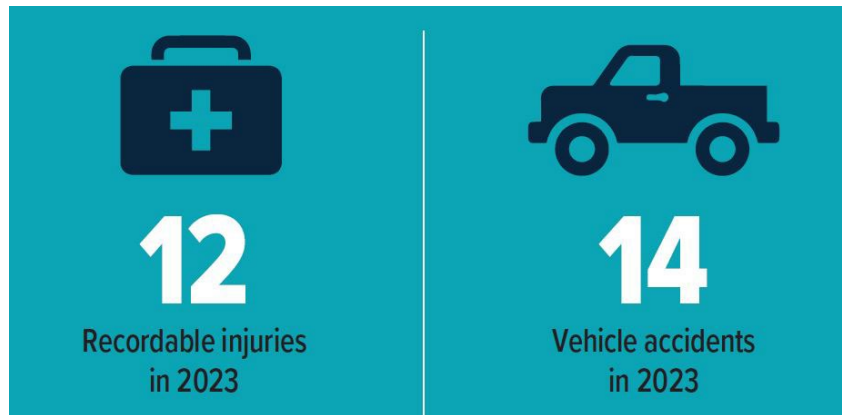
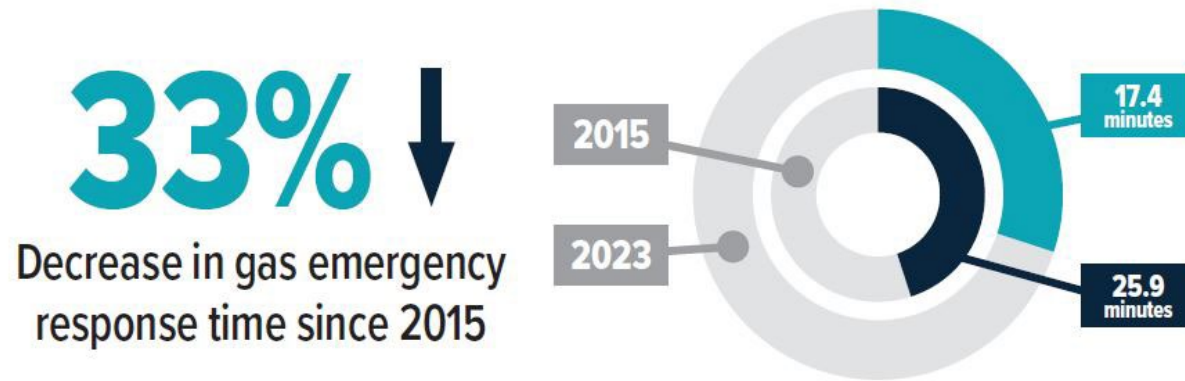


Customer Satisfaction Survey

- Excellent results on our Customer Satisfaction Survey.
- Our score was 25.5 compared to Industry Standard for Utilities of 7.9.
- Customer Experience – every employee owns a piece of this.
- We are continuously improving through:
 - ✓ Customer Experience training.
 - ✓ Interactions with customers at various touchpoints.
 - ✓ Measuring our performance against ourselves and industry metrics.



Field Operations & Employee Safety

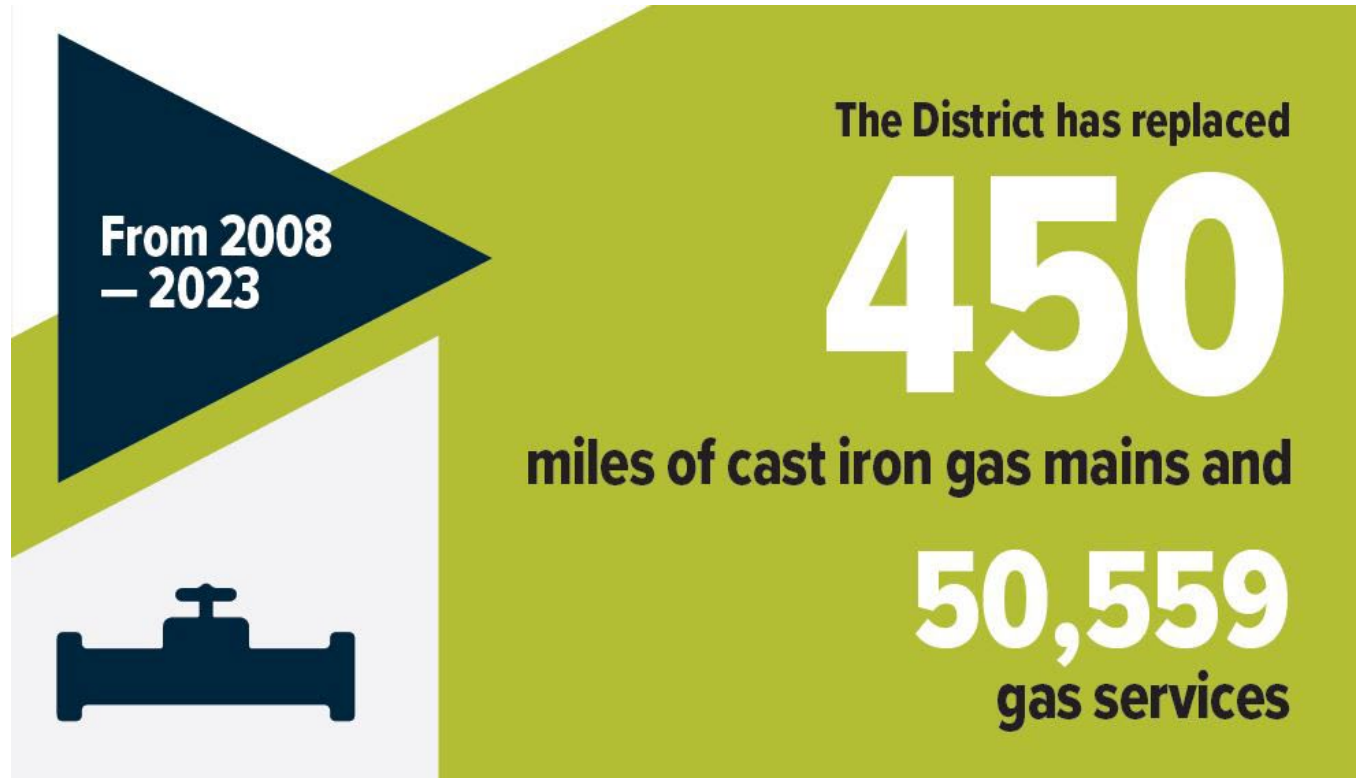
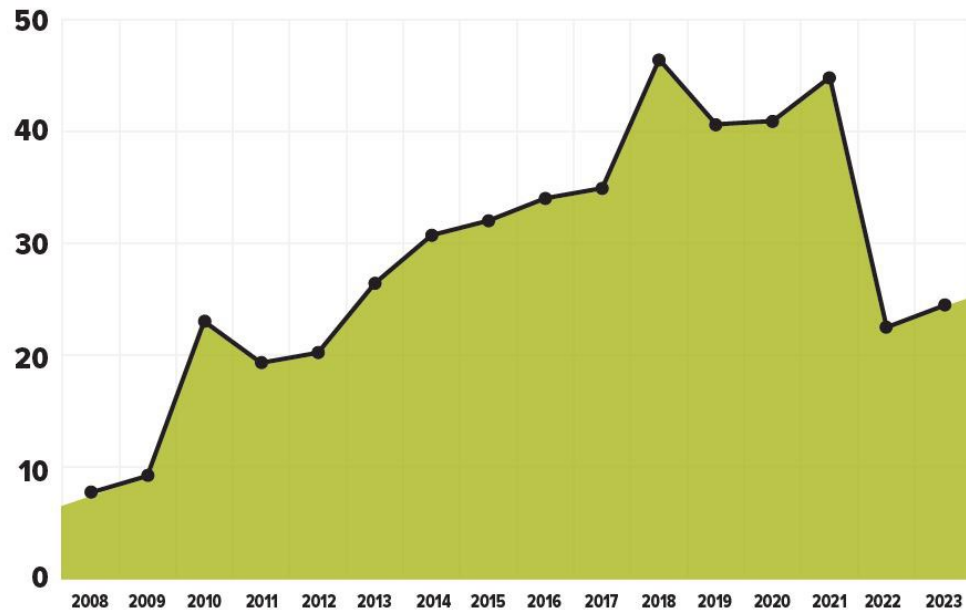


230

number of employees who completed or renewed **CPR/AED** training in 2023.

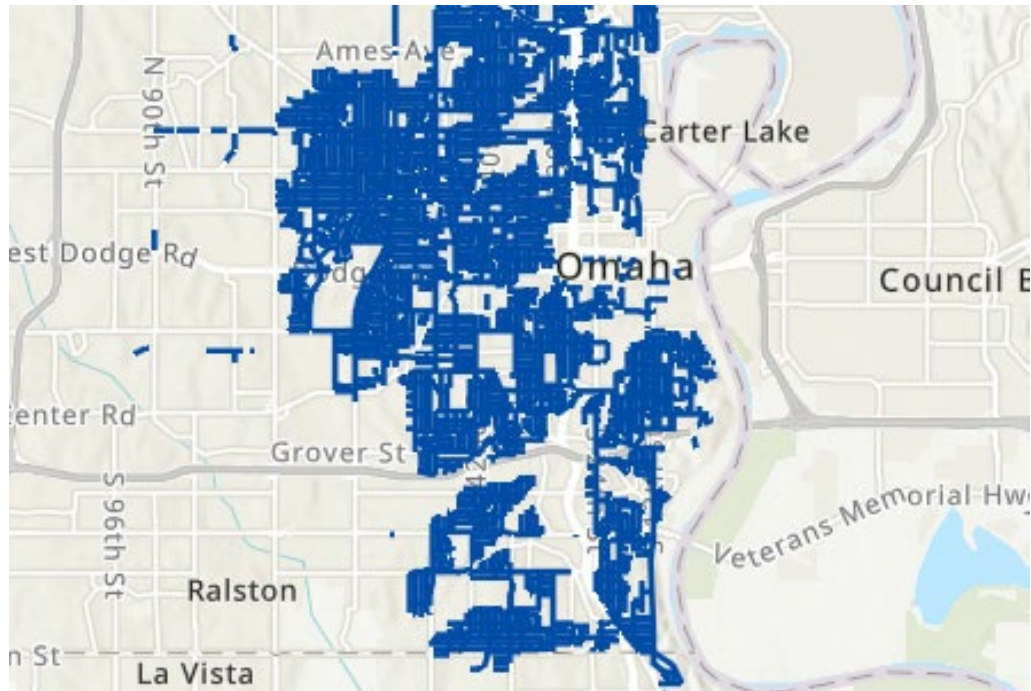


Gas Infrastructure Replacement

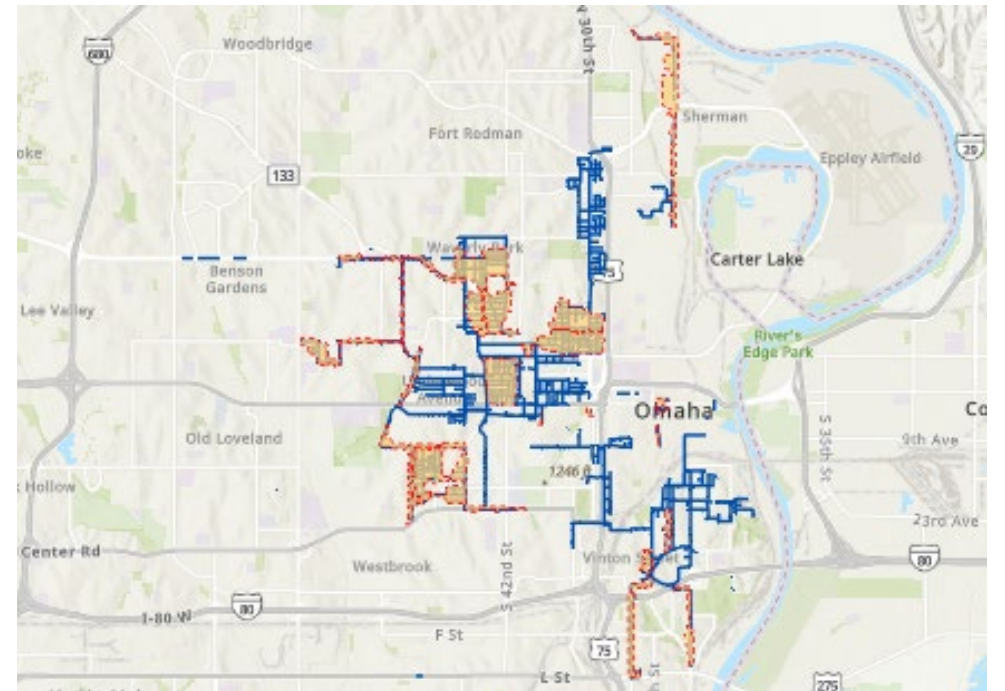


GIR Progress

Cast Iron Pre-2008: **560 Miles**



Cast Iron Today: **107 Miles**



Gas Modernization Grants

- Awarded \$10 million Natural Gas Distribution Infrastructure Safety and Modernization Grant by PHMSA in 2023 - Year 1.
- \$10 million to fund replacement of 15 miles of cast iron main replacement.
- \$25.2 million grant announced April 26 – Year 2.
- 2024 - Year 3 grant opportunity opens in May.



Emissions Reduction

458,000

metric tons of carbon dioxide emissions (CO₂)
removed from 2008 to 2023 through gas IR program.

That is equal to:



504 Million

pounds of coal
burned.



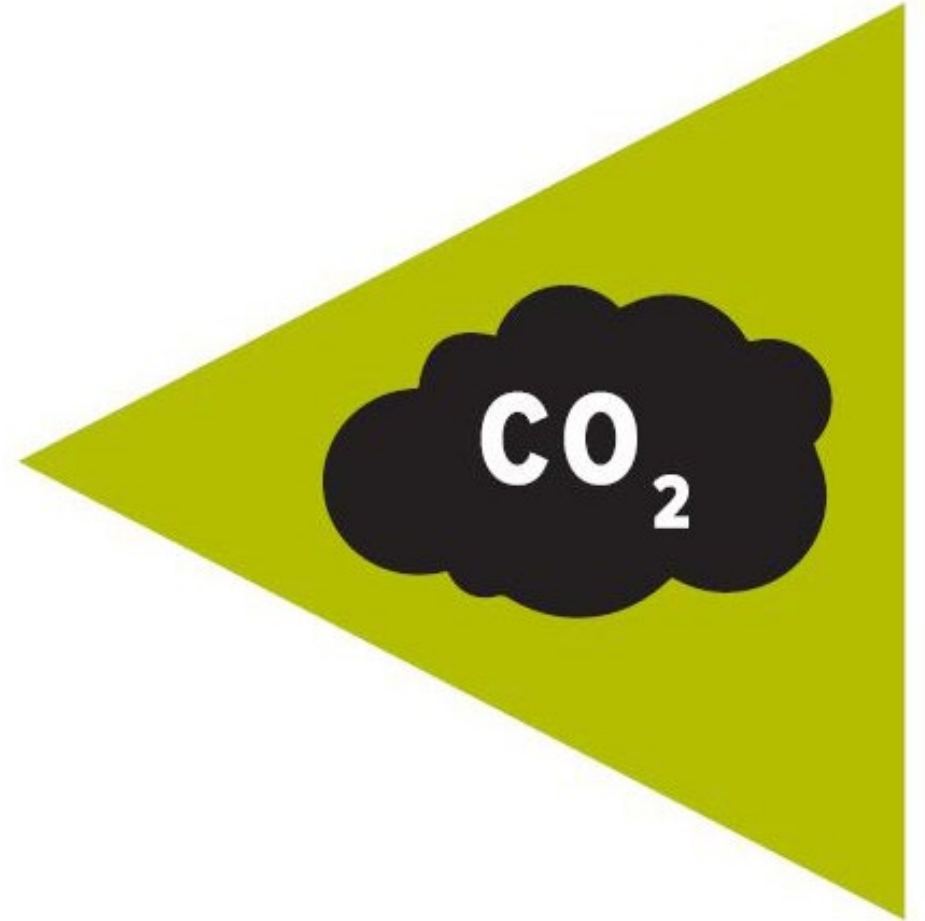
51 Million

gallons of gasoline
consumed.



59,728

homes' energy
use for one year.



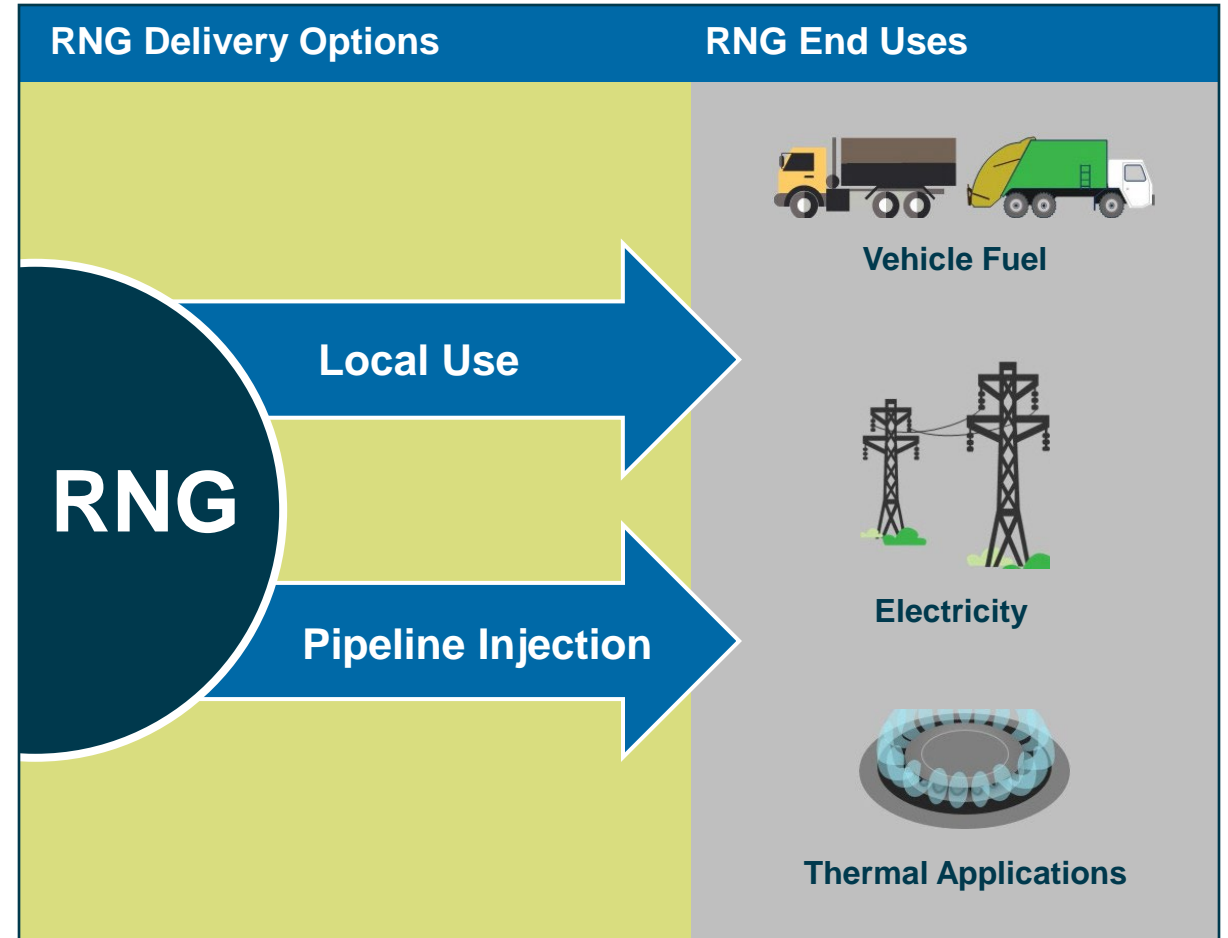
Environmental Sustainability of Natural Gas



- Compressed Natural Gas (CNG) Fleet Program: Over 3.4 million gasoline gallon equivalents dispensed in 2023 (**equivalent of annual gas usage of 5,599 homes**).
- Working with fleet partners to increase vehicles (long-haul semi trucks) with availability of Cummins 15-liter CNG engine.

Renewable Natural Gas

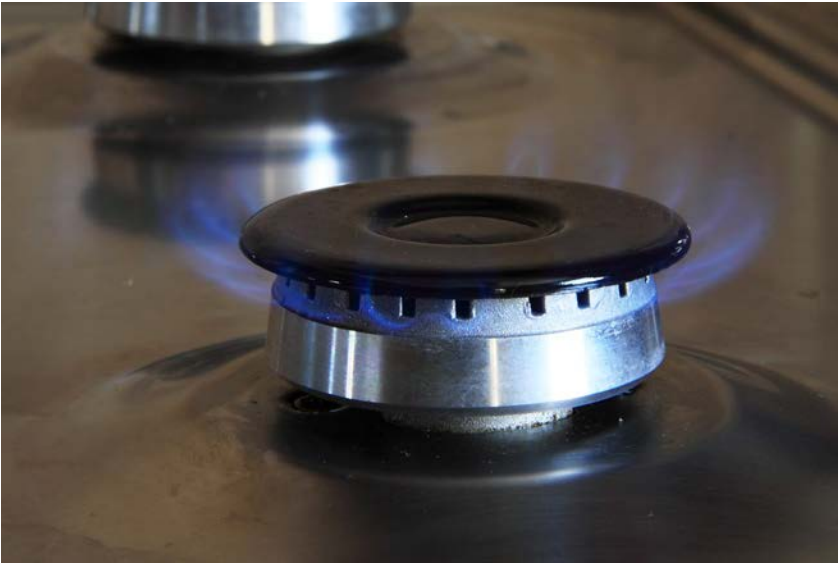
- We procure RNG through State Street Landfill at 126th & State. Captured methane is filtered and mixed into our gas distribution system. Approximately 120 Dth/day.
- In discussions for future projects with:
 - City of Omaha for Missouri River Wastewater Treatment Plant.
 - Waste Management for the Pheasant Point Landfill, west of Bennington.
 - Possibilities include connections to fueling stations for fleets or power generation.



Renewable natural gas, also known as biomethane, is a biogas which has been upgraded to a quality similar to natural gas and has a methane concentration of 90% or greater.

Affordable, Reliable Natural Gas

- Natural gas and its infrastructure play a critical role in the energy transition to a lower-carbon world. Natural gas and renewables can hasten reductions to reach net-zero goals, while keeping energy affordable and reliable.



- According to the American Gas Association:
 - ✓ Natural gas is projected to be **30-50% less** than the price of other fuels through 2050.
 - ✓ Households that use natural gas for heating, cooking and laundry **save an average of \$1,132 per year** compared to homes using electricity for those applications.

Natural Gas Industry & Legislation

- Industry has been battling anti-natural gas legislative efforts nationally on multiple fronts - new development, appliance efficiencies/safety, etc.
- In Berkeley, California, tried to ban the use of natural gas in any new construction. Federal Appeals Court recently struck down the ban and refused to revisit the case.
- Nebraska legislation is a great pro-active step – LB 636 (now 867) prohibits regulations or ordinances limiting fuel choices to include propane and natural gas.
 - ✓ Local municipalities aren't allowed to prohibit use, delivery, conversion or supply of natural gas to customers.
 - ✓ Passed into law and will become effective July 18.



Power with Purpose

- OPPD's Standing Bear peaking plant will start taking natural gas this summer. Fully online by fall of 2024.
- 9 reciprocating engine generators run on natural gas to balance the power grid. Can react very quickly to respond to electric demand and keep system voltages where they need to be.
- Natural gas is a good component to balance renewables.
- Natural gas emissions are lower than coal for power generation.

Enhancing Reliability and Resiliency

- Work progressing on LNG Plant expansion.
- \$86 million capital improvement project to double output capacity of facility.
- Completed vaporization phase in 2023.
- Scheduled to complete liquefaction phase 2024.

\$273 million

total savings provided to customer-owners by District's peak shaving plants from 2000-2023.

West Dodge Pump Station

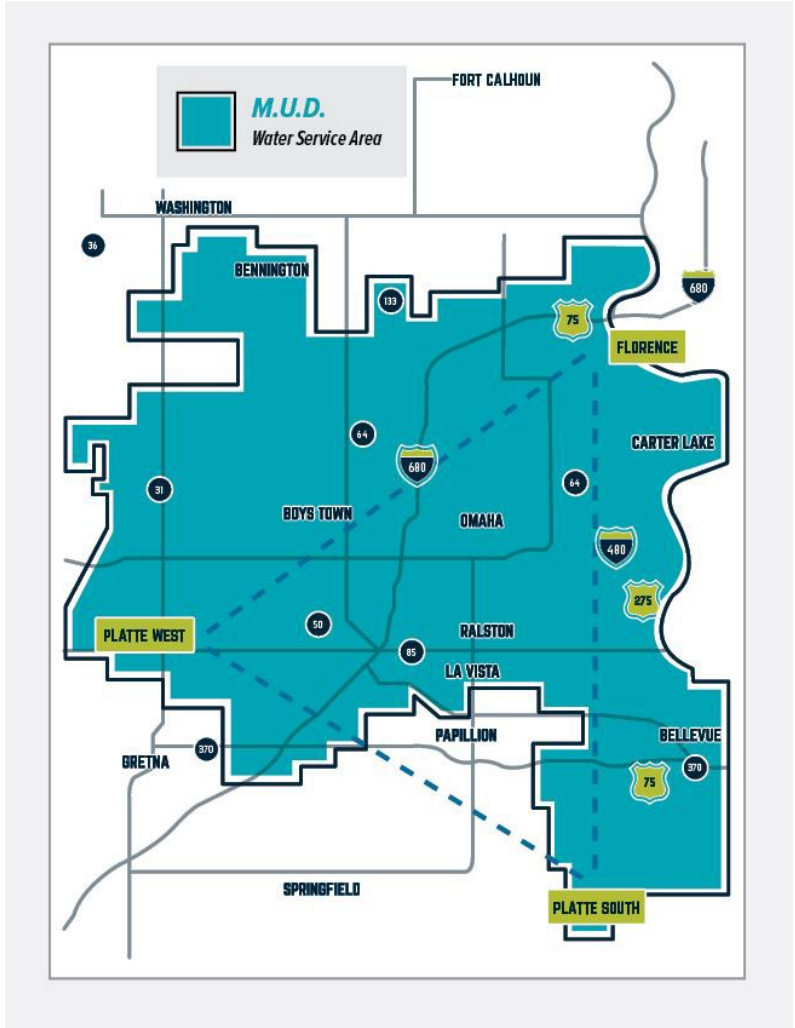
- Put in service summer 2023.
- Expands capacity into northwest Omaha where significant development continues.



Triangle of Reliability Tested

- Reliability of our water production system was tested during the summer. Continued to meet demand.
- Repairs on a large diameter pipe at Florence facility when the region was experiencing extreme temperatures and drought conditions.
- Community responded to voluntary odd-even watering.

MON	TUE	WED	THU	FRI	SAT OR SUN
ODD ADDRESS	EVEN ADDRESS	ODD ADDRESS	EVEN ADDRESS	ODD ADDRESS	EVEN ADDRESS



Capital Improvement Plans

Florence Plant

- Site Header: Half of the header is installed and in operation. Full project completion expected late 2024.
- Raw Water Lines & Pre-Sedimentation Basins: Design for both projects to begin later this year 2024.

Platte South Plant

- New administrative building addition and security enhancements. Work has begun with completion in late 2024.
- New electrical building and associated equipment, including new generators and switch gear. Work beginning May 2024, with completion in 2026.

Platte West Plant

- CIP development is nearing completion with presentation to the Board of Directors in the near future.
- 2 regulatory compliance projects are currently designated as the first to be undertaken within CIP.

WIR Program Journey

**Contractor
Partnerships**

**GIS
Risk
Model**

**Cathodic
Protection**

**Remote
Leak
Monitoring**

**Pressure
Monitoring
(Smart
Hydrants)**

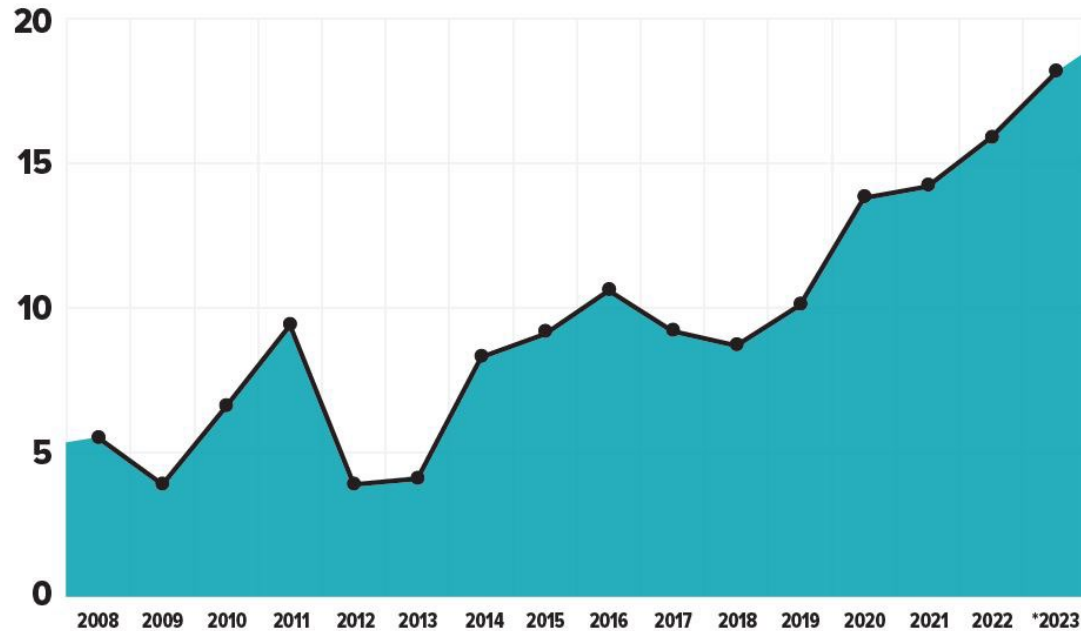
**Pipe
Bursting**

**PICA
Condition
Assessment**

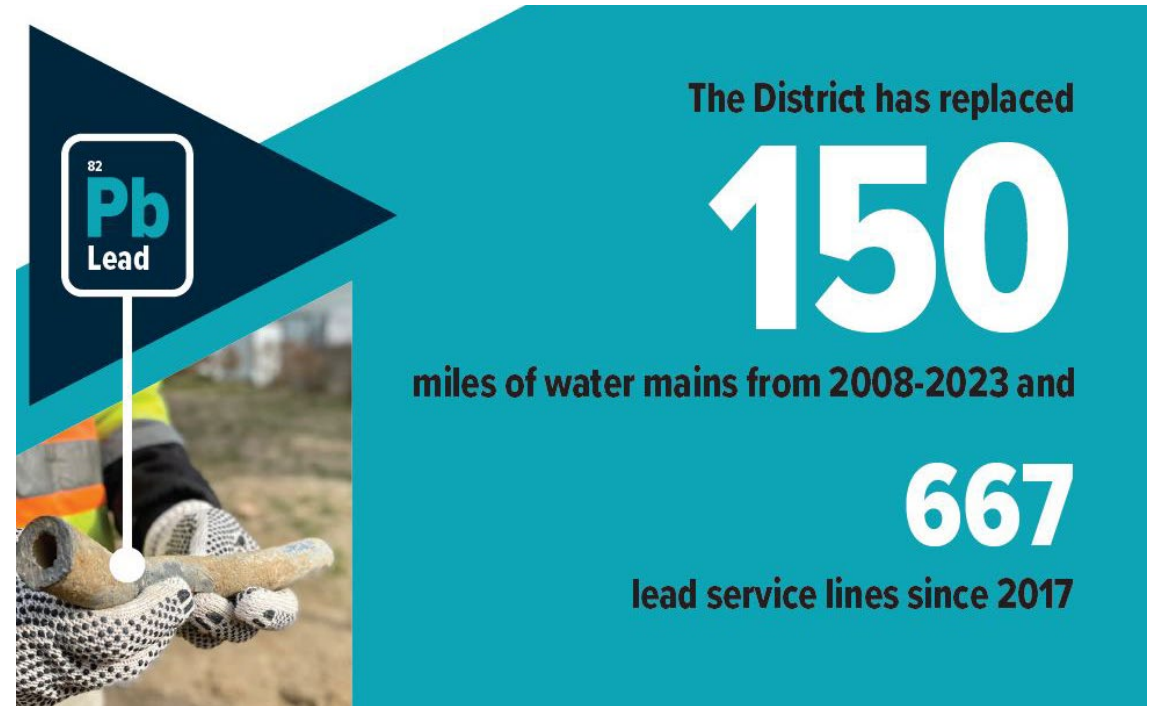
**Pipe Diver
Condition
Assessment**

**M.U.D.
WIR Crew
Added**

Water Infrastructure Risk Mitigation



*3.5 miles of conditional assessment completed for additional risk mitigation.



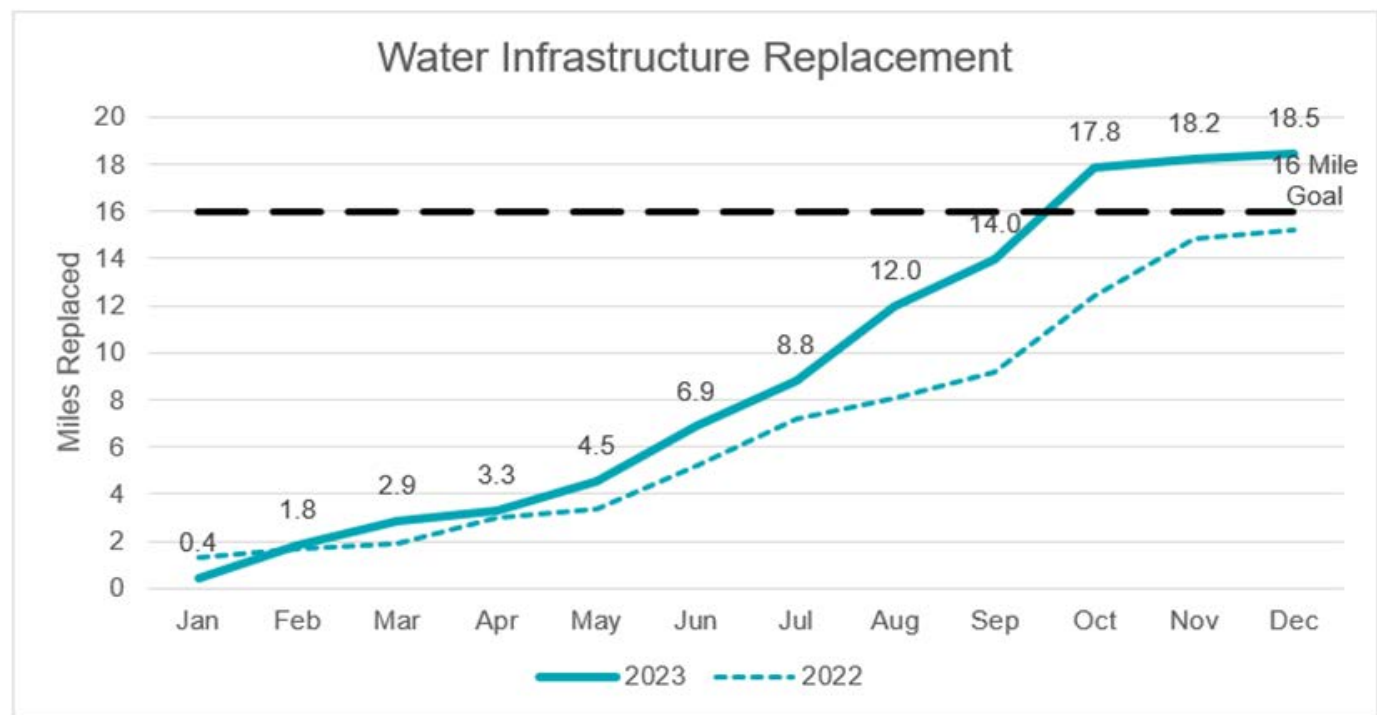
Water Infrastructure Risk Mitigation

	TOTAL	AVG.
Miles 2008-2018	78.5	7.1
Miles 2019-2023	72.6	14.5



	MILES
2008	5.5
2009	3.9
2010	6.6
2011	9.4
2012	3.9
2013	4.1
2014	8.3
2015	9.1
2016	10.6
2017	9.2
2018	8.1
2019	10.1
2020	13.8
2021	14.2
2022	15.9
2023	18.5

	Installed	Abandoned/ Assessed	2023 Goal
MUD Water Repl. Crews	8.7	9.4	16
Contracted Water Repl. Crews	9.0	9.1	
Distribution Condition Assessment	-	3.5	4
Total	17.7	22.0	20



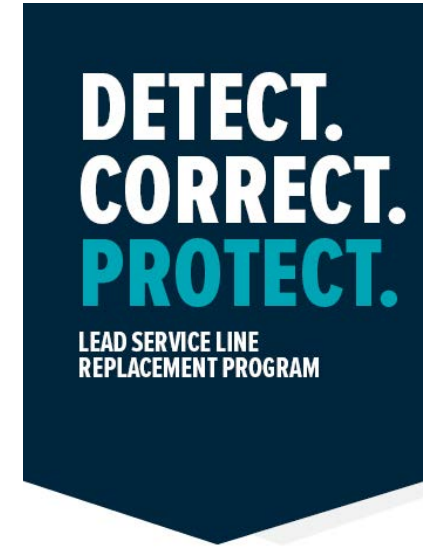
Condition Assessment

- Allows the District to plan and mitigate the risk of future breaks.
- Variety of technology for pipe types – Pipe Diver, SeeSnake, Hydromax PCat
- Completed 3.5 miles of assessment in 2023. Planning 6 miles in 2024.



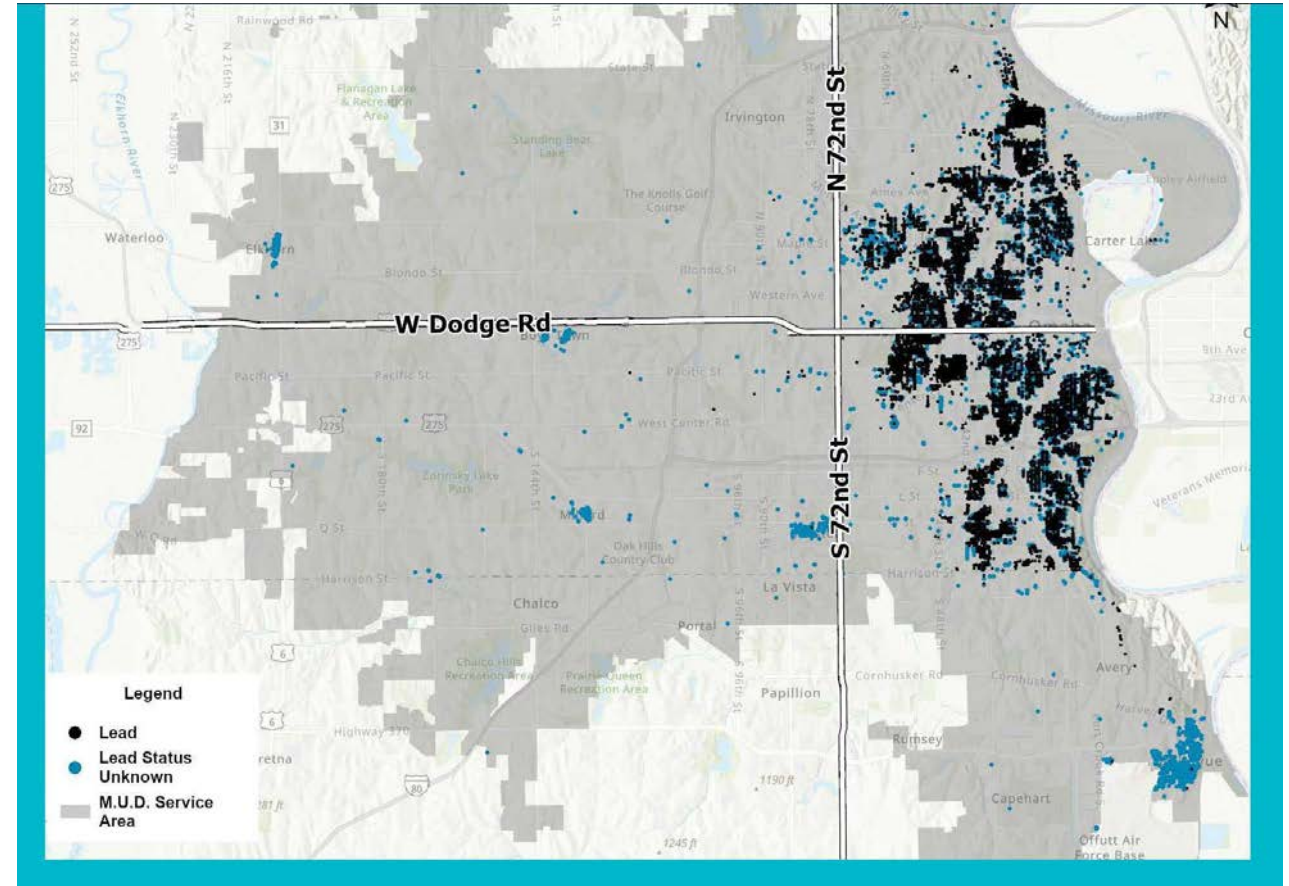
Lead Replacement Strategy

- Lead inventory: 12,000 known lead services and 4,000 services that may be lead.
- Funding strategies:
 - ✓ \$40 million grant secured from Drinking Water State Revolving Fund. 0% long term loan that will provide approximately 50% loan forgiveness.
 - ✓ \$8 million state of Nebraska cash fund appropriation for lead services.
 - ✓ \$4 million federal appropriation for lead services.
- Plumbing contractor recommendation at May board meeting. Begin in June with 50 replacements.
- Goal first year: 200-250 service replacements. Focus on daycare centers, leaking lead lines, inoperable stop boxes.
- Developing customer outreach program. Website with map for customers to check material of their home's service line.



Location of Lead Service Lines

- Primarily east of 72nd St.
- Approximately 12,000 known lead services
- Additional 4,000 services potentially be lead or galvanized steel.
- 7% of our 227,000+ water accounts
- Primarily found in homes built prior to 1940.





Interactive Map

CC 1 and CC2 Updates

CC1

- Renovation of restrooms and breakroom, and new fitness room to be completed this year.
- Complete renovations 2025 through early 2027.

CC2

- Site grading underway and expected to be completed late spring this year.
- Received final plat approval from Omaha City Council.
- Right-of-way work along Highway 133 & Potter & State Street to be completed this summer.
- Facility construction to begin in 2024 with expected completion in early 2026.



Industry Recognition



**SAP Innovation Award for
Excellence in Collaboration**



2023 Governor's Wellness Award



Strategic Plan

Strategic Planning sessions are on-going.

Areas of focus include:

- Customer Experience
- Operational Excellence
- Strategic Asset Management
- Community Engagement
- Environmental Stewardship

Questions?



METROPOLITAN

UTILITIES DISTRICT