



STATE OF THE DISTRICT

“Investing in Today. Building for Tomorrow.”

President Mark Doyle – May 7, 2025

What Guides Us



MISSION

Enhance quality of life by delivering safe, reliable and cost-effective natural gas and water, essential for today and future generations.



VISION

Surpass customer expectations while committing to the growth of a vibrant community.

Areas of Focus



STRATEGIC ASSET MGMT

Invest in, fully leverage
and safeguard
District assets.



ENVIRONMENTAL STEWARDSHIP

Conserve, protect
and care for the
natural environment.



CUSTOMER EXPERIENCE

Exceed customer
expectations with
every interaction.



COMMUNITY ENGAGEMENT

Impact the
community in a
meaningful way.



ORGANIZATIONAL EXCELLENCE

Deploy a diverse,
responsive, effective
and engaged team.



STRATEGIC ASSET MGMT

Invest in, fully leverage
and safeguard
District assets.



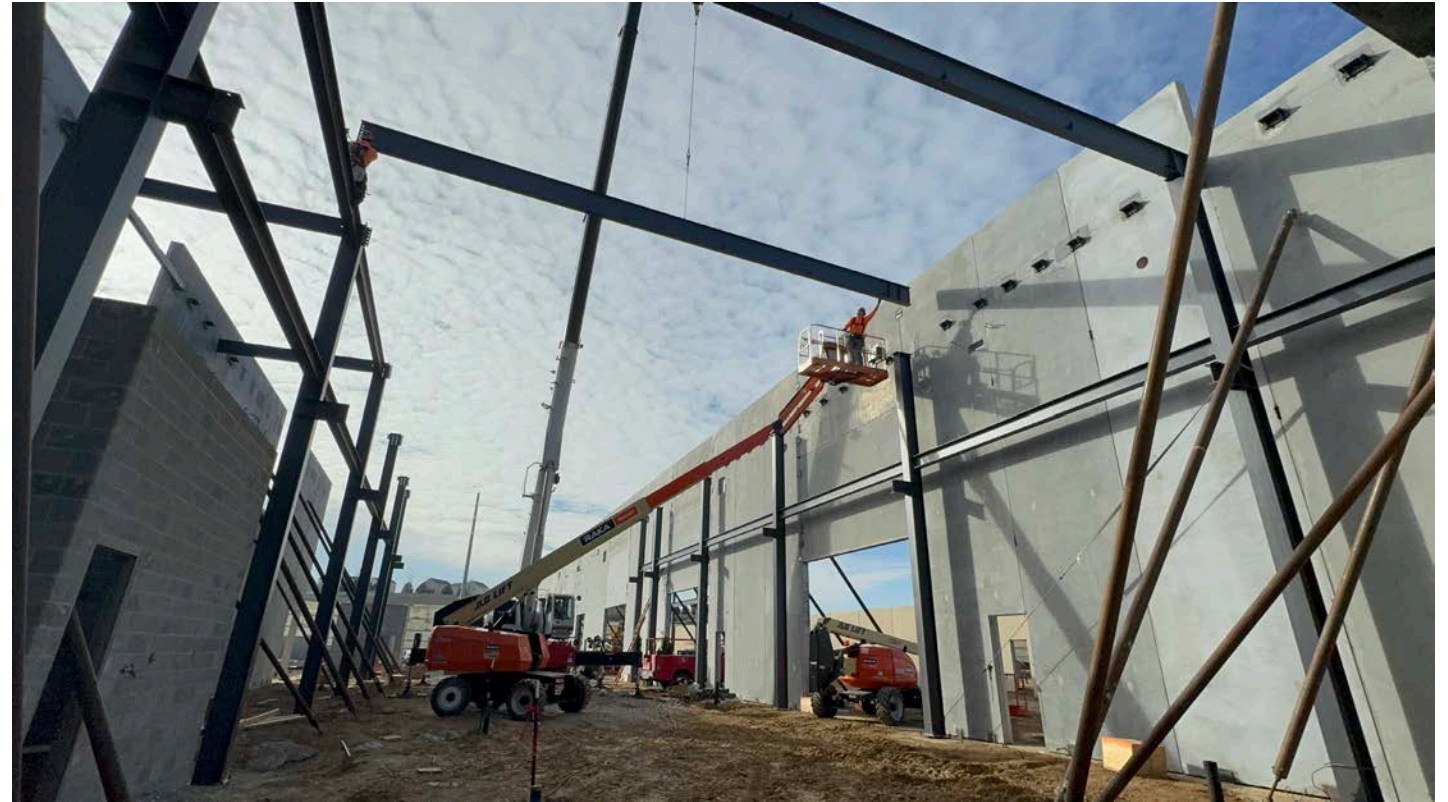
CC 1 Renovations



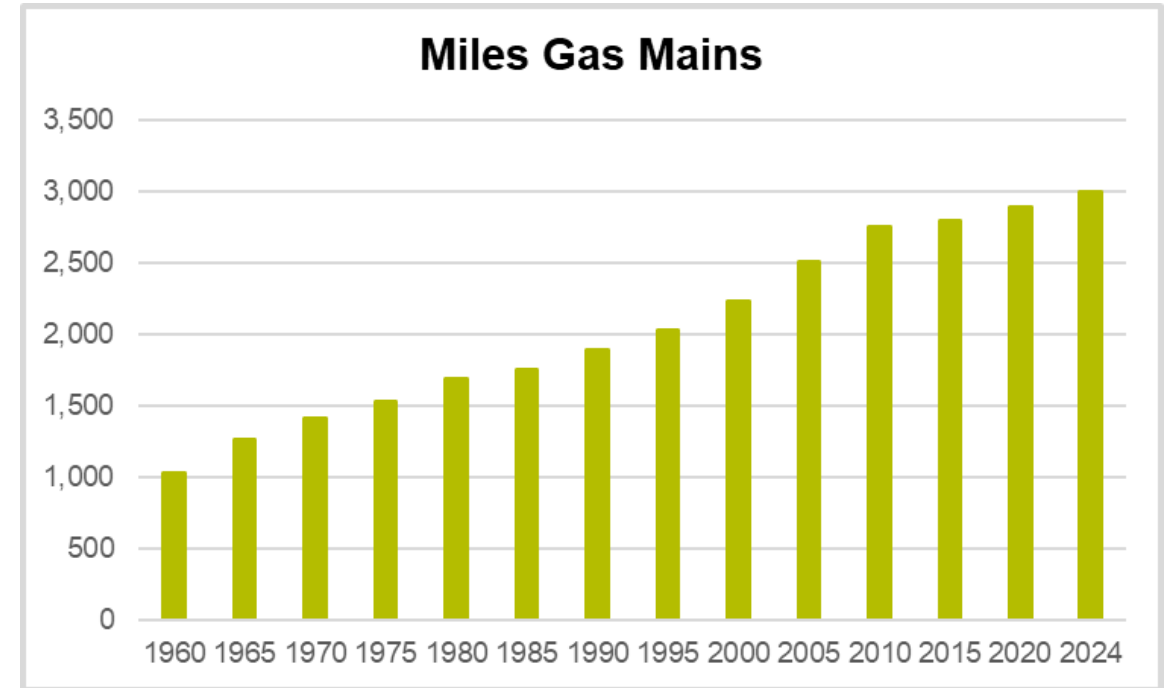
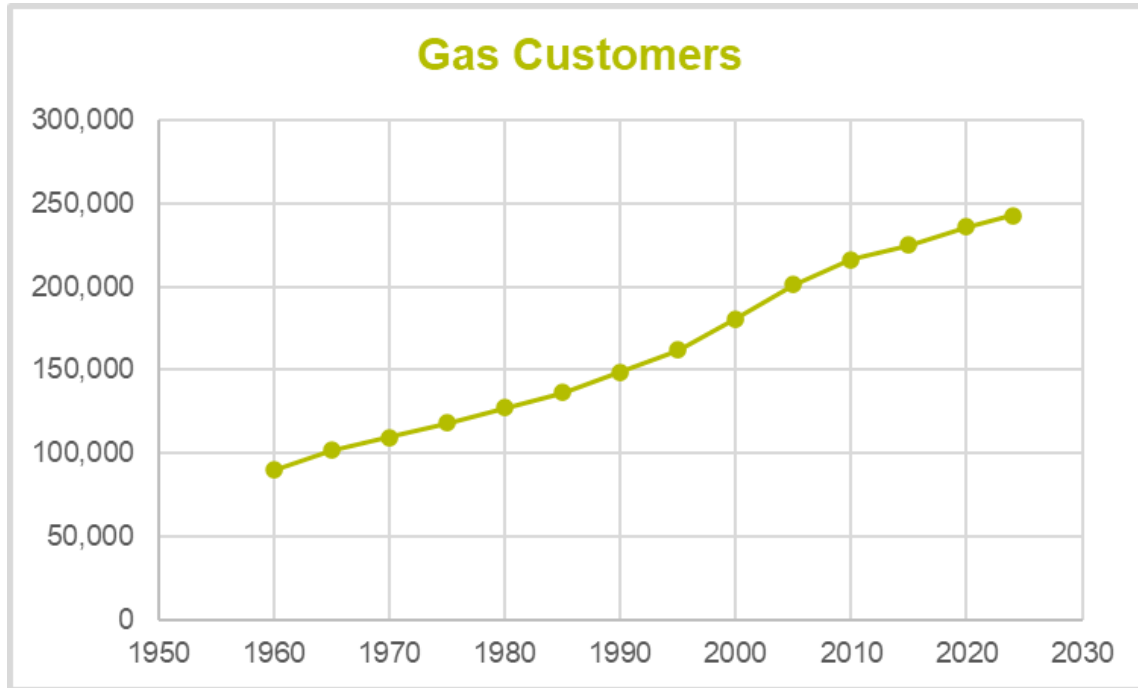
- Renovation of restrooms and breakroom, and new fitness room completed.
- Complete renovations through early 2027.

CC 2 Progress

- Site grading completed.
- Right-of-way work along Hwy 133 & Potter & State Street completed.
- Facility construction underway with expected completion in early 2026.



Gas System Growth Since 1960



Note: We generally add 2,000 gas meters per year to our system.

Investing in Gas



\$93 million LNG Expansion

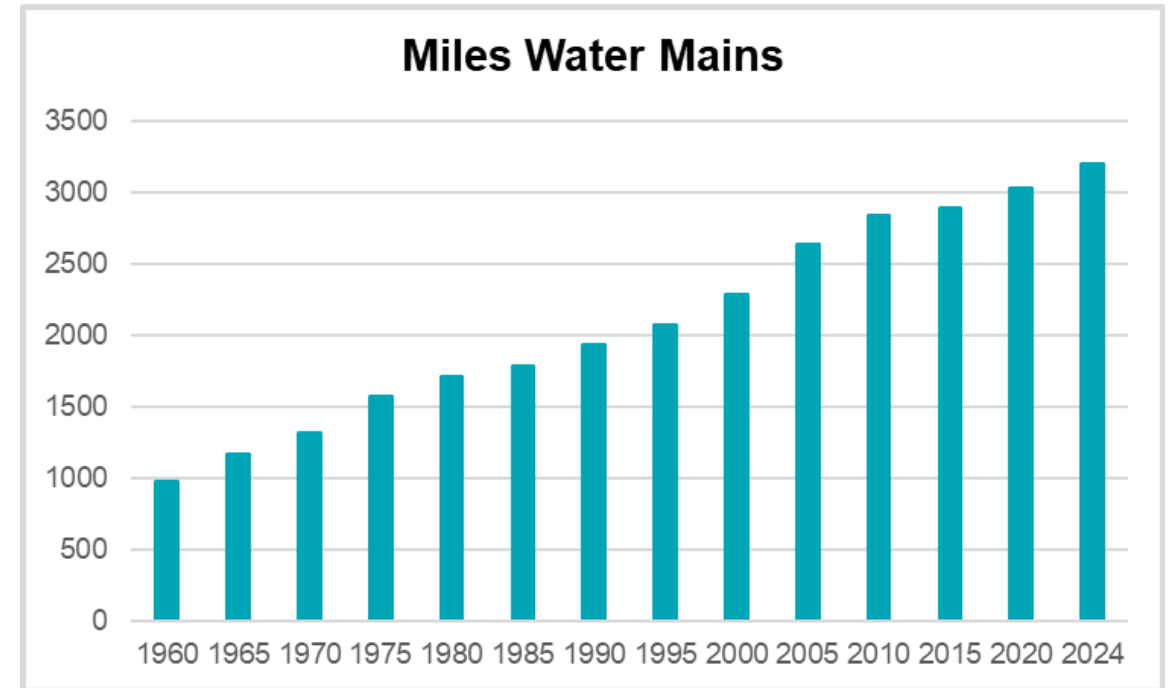
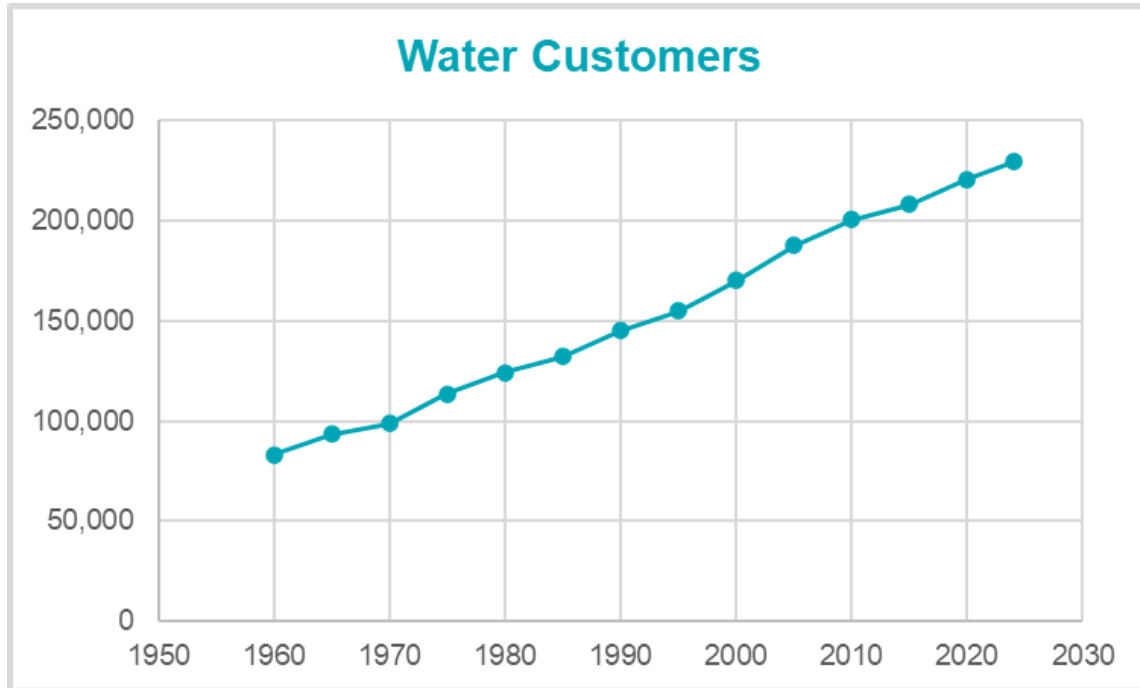
- Substantially increases capacity
- Reliability for 40+ years
- Back up renewables
- **\$302 million** in customer savings since 2000

Gas Infrastructure Replacement (GIR)

- From 2008-2024, replaced **478 miles** of cast iron gas mains and **55,393** gas services
- Awarded 2 federal gas modernization grants for **\$35.2 million**

Funding Sources: Gas Revenue Bonds, GIR Fees, Federal Grants

Water System Growth Since 1960



Note: We generally add 2,000 water meters per year to our system.

Investing in Water



3 Water Production Plants

- Triangle of reliability
- CIPs for regulatory and maintenance



Storage and Pumping

- West Dodge Pump Station in service
- 2 new reservoirs planned, NW and SW



Water Infrastructure Replacement (WIR)

- From 2008-2024, replaced or assessed nearly **168 miles** of high-risk water mains.
- **30 miles** completed of condition-assessment follow up.

***Funding Sources:** Water Revenue Bonds, WIR Fees, Impact Fees*

DETECT. CORRECT. PROTECT.

LEAD SERVICE LINE REPLACEMENT PROGRAM

Approximately **11,400** known lead services and an estimated **2,000** services that may be lead or galvanized steel. Primarily east of 72nd St., homes built prior to 1940.

Replaced **270** in 2024. Goal to replace **650** this year, approximately **1,000** in 2026, ramping up to around **1,500** a year.

Committed to safeguarding our community to protect our customers from lead in drinking water. Program is expected to take approximately **10 years** (through 2035).

***Funding Sources:** \$40 million DWSRF loan/grant, \$8 million state appropriation, \$4 million federal appropriation*

Credit Rating Milestones

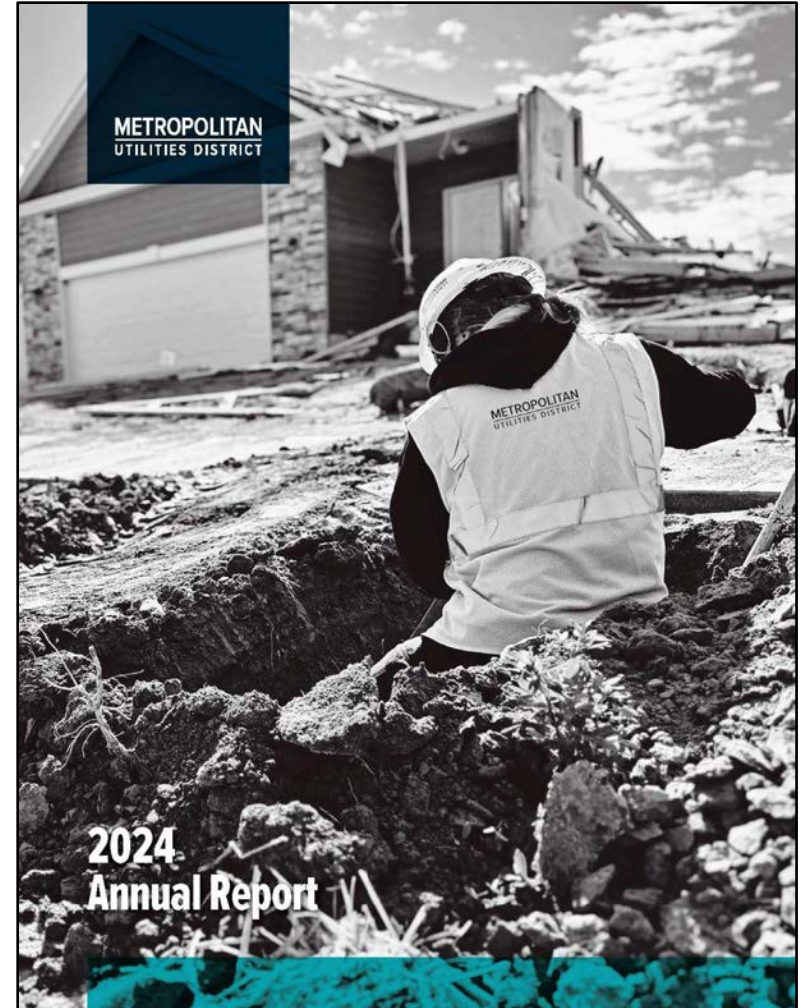
- Water bonds upgraded to AA+
- Gas bonds affirmed at AA+
- Reflects strong planning and rate structure

AA+

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

M.U.D. **Gas** System - **S&P Global** Ratings (March 2025)

M.U.D. **Water** Revenue Bonds - **S&P Global** Ratings (December 2024)





Emergency Response

April tornadoes

- Crews worked to remove debris preventing access to gas valves and District facilities.
- Assisted customers with disconnecting services.
- Provided info at Resource Center.

July windstorm

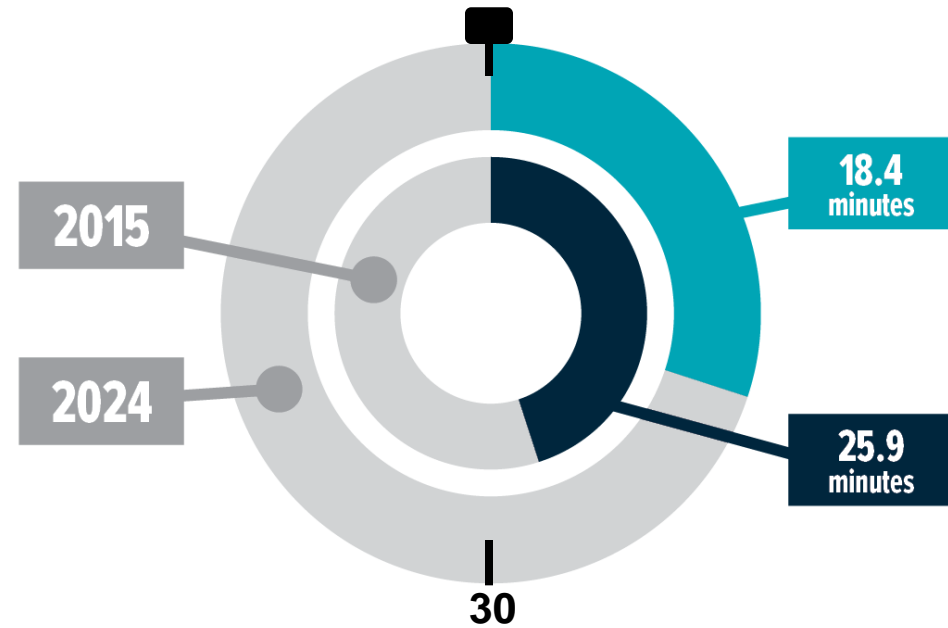
- Disrupted power to District pumps, causing pressure surges that resulted in water main breaks.
- Construction crews repaired water mains and cut off gas services damaged from uprooted trees.



Public Safety

33% ↓

Decrease in gas emergency response time since 2015.





ENVIRONMENTAL STEWARDSHIP

Conserve, protect
and care for the
natural environment.



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 **145 Dth/day**. Equivalent to **684** homes' annual use.
- Waste Management broke ground on Pheasant Point Landfill, west of Bennington. It will connect to M.U.D.'s gas distribution system. Approximately **2,423 Dth/day**. Equivalent to **11,454** homes' annual use.



Environmental Sustainability of Natural Gas



- Compressed Natural Gas (CNG) Fleet Program: Over **3.2 million** gasoline gallon equivalents dispensed in 2024 (**equivalent of annual gas usage of 5,281 homes**).
- Working with fleet partners to increase vehicles (long-haul semi trucks) with availability of Cummins 15-liter CNG engine.

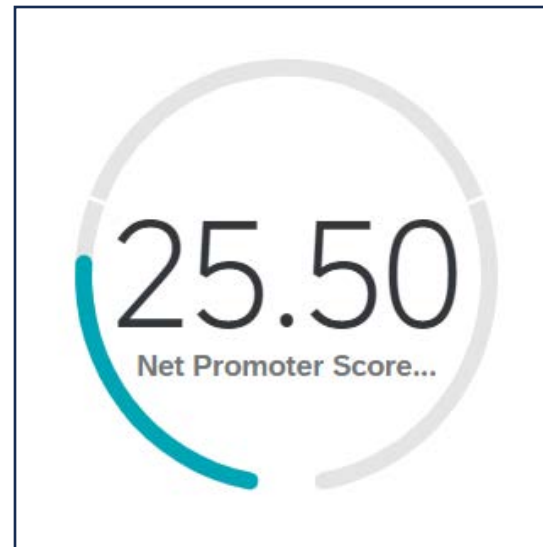


CUSTOMER EXPERIENCE

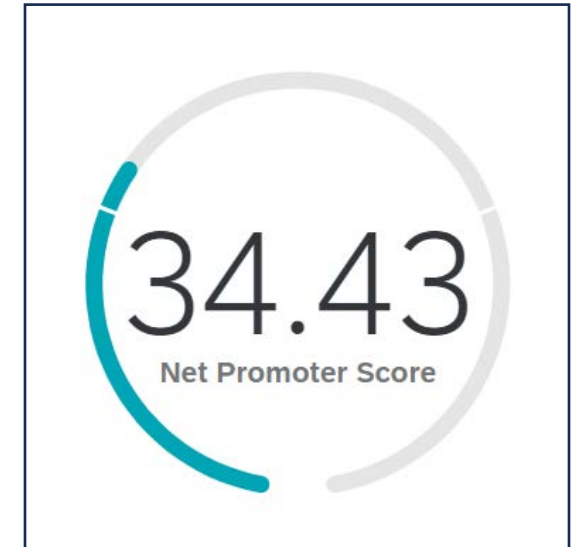
Exceed customer expectations with every interaction.

Customer Satisfaction

2023



2024



Key Takeaways



- Response rate increased.
- Number of promoters increased; detractors decreased.
- Customer feedback grew and we identified specific areas of improvement.
- Sewer fees continue to impact customer perception.
- Continue to significantly outpace other utilities/industries.

Our score was **34** compared to **12** for Utilities Industry Standard and **18** across 22 Industries.

Affordability Index

1.	Reno, NV
2.	Memphis, TN
3.	Indianapolis, IN
4.	Omaha, NE
5.	Oklahoma City, OK
6.	Springfield, MO
7.	Salt Lake City, UT

4th
LOWEST
GAS RATES

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

15th
LOWEST
WATER RATES

Memphis Gas, Light and Water 2025 Utility Bill Comparison Survey **Among 40 U.S. Utilities.**



COMMUNITY ENGAGEMENT

Impact the
community in a
meaningful way.



M.U.D. Serves & Community Giving Drive

4 Quarterly Volunteer Events:

- Heartland Hope Mission Food Pantry
- Fontenelle Forest Cleanup
- United Way of the Midlands Shine Bright Hygiene Kit Assembly
- Keep Omaha Beautiful Park Cleanup

86 Volunteers = 260 Hours

Community Giving Drive:

October 30 - November 30

- Home Fund: **\$72,988**
- United Way: **\$33,218**
- Community Giving Leaders (employees who donated \$1,000 or more): **39**

**359 Total Donors
Raised: \$106,216**



Hydration Station

16 Events

18 Volunteers

81 Hours

121,100+ Estimated Event Attendees

To request: mudomaha.com/about-us/community-engagement/

Supporting Our Community



	HTS Funds Raised	HTS Participants	Utility Assistance	Households	Avg. Pledge Amount
2025	\$226,000	1,100	TBD	TBD	TBD
2024	\$176,100	1,055	\$350,194	945	\$370
2023	\$142,100	911	\$304,858	862	\$354





ORGANIZATIONAL EXCELLENCE

Deploy a diverse,
responsive, effective
and engaged team.



Objectives



Attract Talent



**Develop and Engage
the Workforce**



**Perform Effectively
and with Purpose**

Industry Recognition



**2024 Business Excellence
Award – Philanthropy
Greater Omaha Chamber**



**Voted 2024 & 2025 Best of Omaha
– Customer Service
Omaha Magazine B2B**



**2024 IDEAL Award - CODE
Conference
Human Resource
Association of the Midlands
Greater Omaha Chamber**

M.U.D. STRATEGIC PLAN 2025-2034

METROPOLITAN
UTILITIES DISTRICT

MISSION

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VISION

Surpass customer expectations while committing to the growth of a vibrant community.

STRATEGIC PRIORITIES



OUR CORE PRINCIPLES



We operate with **integrity**.



We **care** about our colleagues, customers and community and it shows.



Safety and security are paramount in our daily work.



We will always demonstrate **fiscal responsibility**.



We build for **reliability** and **resilience**.



Innovation is embraced.



We are strategically positioned for **growth** of our products, services and presence to better support the region.

Thank You and Questions



METROPOLITAN

UTILITIES DISTRICT