

April 2026

If you are a tenant, please provide a copy of this notice to the property owner. Our records are based on account information and may not indicate current ownership or occupancy.

Si desea más información acerca este proyecto en español, por favor llame al **402.554.6666**



GAS AND WATER INFRASTRUCTURE REPLACEMENT

This project may require the replacement of your water service line and meter. We may also be moving any interior gas meters to the exterior of homes or businesses – all at no cost to you.

Dear Valued Customer,

M.U.D. will be relocating gas and water mains in your neighborhood ahead of the City of Omaha Project (OPW 54705).

Work is scheduled to begin in April or May 2026 and will continue for a few months. Streets, sidewalks, lawns, and landscaping may be temporarily affected; however, all areas will be restored once work is complete and weather permits. Traffic impacts may include temporary lane restrictions, and street parking may be limited. For everyone's safety, please slow down and use caution when traveling through the area.

If you have any questions or concerns, please feel free to reach out.

QUESTIONS OR CONCERNS

Tina Gutschenritter | 402.504.7770

Feel free to send an email to: Customer_Engagement@mudnebr.com

Scan to watch a video on what to expect during an infrastructure replacement project



GAS MAIN WORK

Excavations of various sizes will be made along the installation route to expose existing utilities, install the new main, and reconnect each individual gas service to the new main. If necessary, portions of driveways may be impacted, but will be fully restored.

This work may require up to three appointments requiring access to your home or business. The first visit will be to coordinate the location of the new gas service and meter. Additional visits may include:

- Reconnecting your gas meter (M.U.D.)
- Relighting gas pilots (M.U.D.)
- Inspecting the sewer lateral service (Backlund Plumbing or Zoom Drain will contact you). This required inspection is provided at no cost to you.

If an appointment with you is necessary, we will reach out to you in the future. We strive to accommodate your schedule and will work with you to find a convenient time.

This work may result in a brief temporary gas service interruption, typically lasting four hours or less. During this time, any gas-powered appliances – such as stoves, water heaters, and furnaces/boilers – will be unavailable. After service is restored, a technician will relight all gas pilots. You will be notified in advance of any planned service interruption.

IMPORTANT TO NOTE Scheduling your appointment(s) is essential to ensure work in your area can be completed and your service remains uninterrupted. If you are not home, please watch for appointment notifications posted on your door. All gas services must be transferred to the new main in a timely manner before the existing main can be taken out of service. We appreciate your cooperation.

WATER MAIN WORK

Excavations of various sizes will be made along the installation route to expose existing utilities, install the new main, and reconnect each individual water service to the new main. If necessary, portions of driveways may be impacted, but will be fully restored.

WATER SERVICE INTERRUPTION(S):

This project may result in brief interruptions of your water service. A typical interruption could be 4 hours or less. We will notify you prior to any planned interruption.

TO PREPARE FOR A WATER INTERRUPTION

To continue using a tank-style toilet, fill a container with water and have a bucket nearby to scoop water into the toilet tank. Filling the tank about halfway will allow for each flush. A bathtub works great for storing water.

Fill containers with water and keep them on hand during the interruption for handwashing and drinking.

AFTER A WATER INTERRUPTION

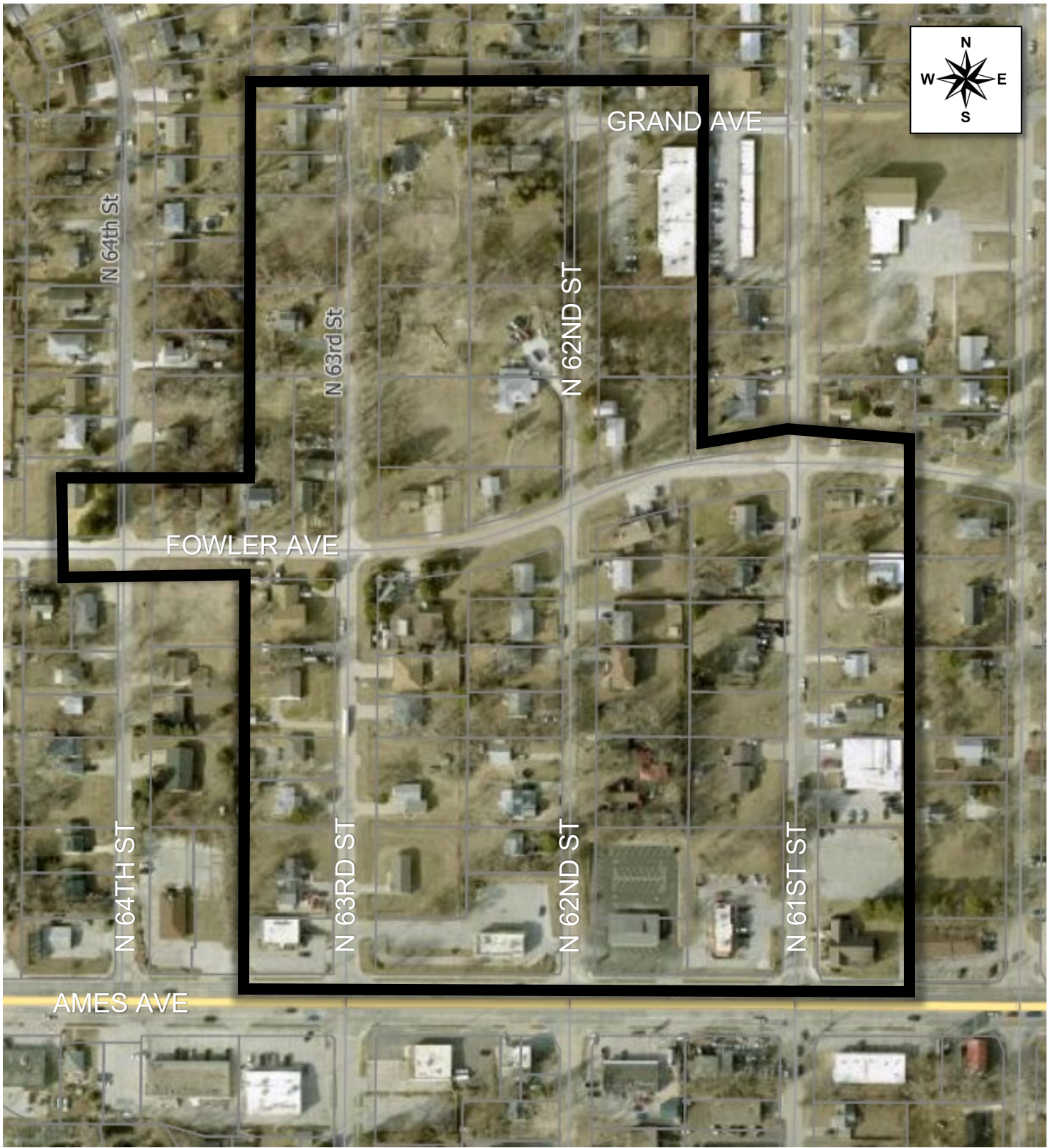
It is normal for air to be in the water lines after a water interruption. Please run your COLD water for about 10 minutes to release the air.



Hydrants are generally in easement or Right of Way (ROW) and may be moved to accommodate the new main location and meet all fire codes.



If you have a physical disability and are worried about access to your home or business, please contact us.



METROPOLITAN
UTILITIES DISTRICT

R2271

For project updates, please visit our website at:
www.mudomaha.com/ir

