



FAQs

Q. How do you determine which users will pay what rate?

A. The rates for sewer use fees are based on the costs of service model according to customer classification. Customer classifications are defined in Section 31-143 of the Omaha Municipal Code and include residential, commercial and industrial. In 2009, the Omaha City Council voted on and approved a rate structure for the years 2010-2014.

The rate structure was revised in 2012 to change the 2013 and 2014 rates for the commercial and industrial customers. The revised rate structure for commercial and industrial customers is based, in part, on the size of the water meter used by those customer classes.

The rates for residential customers remain unchanged from those approved in 2009.

Q. Will meter size be the only basis on which the monthly sewer bill is determined for residential customers?

A. No. The monthly sewer use fee (flow charge) for residential customers is based on the actual amount of water used during December, January, February and March. For the remaining months, the residential user is billed on the average water use during those four winter months or at the actual water use, whichever volume reflects the lower sewer bill.

Q. Why did the rate structure for businesses change?

A. After the existing rates were approved in 2009, a number of Omaha's industrial companies told City officials that the proposed rate change would be so substantial that it could cause them to move their business out of Omaha, resulting in the loss of thousands of jobs and corporate investment. The City directed the consulting firm that assists with developing sewer rates to find an alternate way to collect revenues needed to address the unfunded, federal CSO mandate. Over a period of more than a year, a number of alternatives were evaluated. The City, the Greater Omaha Chamber of Commerce, and a coalition of industrial customers believe that the resulting funding alternative will provide the relief needed by our largest customers, while continuing to collect the necessary revenue for the CSO Program.

Q. How much will my bill increase?

A. Go to the rate calculator at www.omahacso.com and it will calculate your approximate new fee. You will need to know the customer class for your account (Metropolitan Utility District can tell you) and have a copy of your Metropolitan Utility District bill handy (contains the meter size information). Follow the instructions on the calculator page to determine your new fee.