

# City of Omaha

## Public Works Department Services

**Omaha sewer use fees** ..... 402-444-3908  
7AM – 3:30PM weekdays      www.omahacso.com

**Household hazardous chemical disposal** ..... 402-444-7465  
UnderTheSink: Open to Douglas and Sarpy County residents  
www.underthesink.org

**Dust or mud from construction site work** ..... 402-444-6015

**Report spills or dumping into storm sewer inlets**  
www.omahastormwater.org ..... 402-444-3908

**Air quality or asbestos** ..... 402-444-6015

**Sewer problems** ..... 402-444-5332

**Odor complaints or manure spills** . . . 402-444-4919

**Omaha garbage, recycling or yard waste collection complaints or information** ..... 402-444-5238  
www.wasteline.org ■ www.omaharecycles.com

**OmaGro compost** ..... 402-444-6665  
www.omagro.com

**Snow removal** ..... 402-444-4919

**Traffic signal not working** ..... 402-444-5160

**Potholes, curb repairs, debris or litter blocking street** ..... 402-444-4919



**Hotline: 402-341-0235**

[www.omahacso.com](http://www.omahacso.com)

[@omahacso](https://twitter.com/omahacso)

## Clean Solutions for Omaha Project Implementation

The City of Omaha owns and operates the regional wastewater treatment system used by residential, commercial, and industrial ratepayers. In 2010, the City began implementation of the CSO! Program – an unfunded federal mandate that requires Omaha to reduce the overflows of raw sewage into the Missouri River and Papillion Creek and improve water quality to meet Environmental Protection Agency (EPA) standards by 2027.

The CSO! Program is dedicated to implementing the most cost-effective solutions, being good stewards of financial resources, using local materials and labor, and continuously looking for green solutions that reduce stormwater impacts and provide other community benefits.

*Find out more about the CSO! Program, work in progress, projects in your neighborhood and ways green solutions are being implemented to reduce costs at [www.omahacso.com](http://www.omahacso.com)*



CSO! Program Office Central Park Plaza  
222 S. 15th St., Ste. 1406 Omaha, NE 68102-1602



City of Omaha, Nebraska  
Jean Stothert, Mayor

Robert G. Stubbe, P.E.  
Public Works Director

# Omaha's 2016 Sewer Use Charges

Effective January 1, 2016



Three Parks improvements through CSO!  
Fontenelle, Spring Lake, and Adams

## How Your Residential Bill is Calculated

The City of Omaha determines sewer use rates and is responsible for the sewer system. The Metropolitan Utilities District (M.U.D.) is the billing agent which invoices and collects sewer use fees and provides them back to the City. The combined bill is a cost savings to both Omaha sewer users and M.U.D. ratepayers.

Residential sewer rates are the total of two charges:

1. Customer Charge (fixed monthly fee)
2. Flow Charge (varies with usage)

The monthly sewer use fee during the winter season is based on the actual amount of water used. The winter period starts with the water meter reading in December and ends with the last reading the following April. This will encompass four billing cycles. The four winter billing cycles are averaged to determine a base monthly usage level to be used during the non-winter calculation period and may be reviewed and adjusted as appropriate.

During the non-winter period from April's meter reading through December's meter reading, the sewer use fee is calculated by using either 1) the actual water use during that specific billing cycle or 2) the average monthly winter use, **WHICHEVER IS LESS**. Remember, your water use in the winter can impact your bills throughout the year.

We've provided a comparison of typical monthly residential sewer bills for 2015 and 2016 using varying amounts of water. *For information, go to [www.omahacso.com](http://www.omahacso.com) and click on the residential ratepayers link, or call 402-341-0235.*

## Comparison of Monthly Omaha RESIDENTIAL Sewer Charges

Water Use in Ccf <sup>†</sup>	Customer Charge		Flow Charge <sup>‡</sup>		Total Charge	
	2015	2016	2015	2016	2015	2016
1	\$26.98	\$29.21	\$2.23	\$2.45	\$29.21	\$31.66
2	\$26.98	\$29.21	\$4.47	\$4.90	\$31.45	\$34.11
3	\$26.98	\$29.21	\$6.70	\$7.34	\$33.68	\$36.55
4	\$26.98	\$29.21	\$8.93	\$9.79	\$35.91	\$39.00
5	\$26.98	\$29.21	\$11.17	\$12.24	\$38.15	\$41.45
6	\$26.98	\$29.21	\$13.40	\$14.69	\$40.38	\$43.90
8	\$26.98	\$29.21	\$17.86	\$19.58	\$44.84	\$48.79
10	\$26.98	\$29.21	\$22.33	\$24.48	\$49.31	\$53.69
12	\$26.98	\$29.21	\$26.80	\$29.38	\$53.78	\$58.59
14	\$26.98	\$29.21	\$31.26	\$34.27	\$58.24	\$63.48
16	\$26.98	\$29.21	\$35.73	\$39.17	\$62.71	\$68.38

<sup>†</sup>Ccf = 100 cubic feet

<sup>‡</sup>Rates per Ccf: \$2.233 in 2015; \$2.448 in 2016

### Sample calculation using 6 Ccf

$$\begin{aligned}
 & \text{2016} \\
 & \$29.21 + (6 \times \$2.448) \\
 & \text{or} \\
 & \$29.21 + \$14.69 \\
 & = \mathbf{\$43.90}
 \end{aligned}$$

**These rates apply only to residential customers** within the City of Omaha and those in the unincorporated portion of Douglas County. Go to the residential ratepayers link at [www.omahacso.com](http://www.omahacso.com) or call 402-341-0235 for more information. Communities outside of Omaha which are part of the regional wastewater system will likely also see rate increases.

## Ratepayer Assistance Program

A fund, established in 2011, is available to provide low-income customers with sewer use fee assistance. Residents who qualify for Nebraska's Low Income Home Energy Assistance Program (LIHEAP) also qualify for sewer rate assistance, which is reflected on the monthly bill. Since January 2011 over \$3.3 million in sewer assistance was provided to residential ratepayers.

*To see if you qualify for sewer use fee assistance call 402-341-0235 or to apply for the Low Income Home Energy Assistance Program (LIHEAP), call 402-595-1258.*

## Commercial and Industrial Rate Calculation

In January 2013, the Omaha City Council implemented an ordinance changing the formula for commercial and industrial rates. Under the new plan, sewer charges are based, in part, on the size of the water meter used by a business. Combined sewer overflow fixed charges will vary by the size of the water meter, but will be equal for all businesses with the same meter size. 2016 industrial and wholesale customer rates will take effect in January.

*For information, go to [www.omahacso.com](http://www.omahacso.com) and click on the commercial and industrial ratepayers link. For questions, call 402-341-0235.*