

## 2016 Water Quality Report Available

We serve more than 25,000 customers an average of five million gallons of water per day. Water transmission lines transport water from Fremont's Platte River wellfield and several other groundwater wells in the High Plains Alluvial Aquifer. The water main distribution system provides high quality, safe drinking water to Fremont area homes and businesses.

Fremont collects water samples every week at 10 different homes and businesses. The samples are tested by the Nebraska Health and Human Services to ensure Fremont's water quality complies with Federal regulations.

On average the lead level in Fremont's water has been less than 2 ppb (parts per billion), which is very low. Recent news articles about the lead content in the water have increased the public's awareness of water quality issues.



Very few of Fremont's customers still have lead taps. (A water main tap is the pipe owned by the homeowner/business, extending from the City's main to the home/business.) Lead taps are removed whenever one is discovered, and we ask plumbers to do the same.

For more information regarding Fremont's 2016 Water Quality Report, an electronic copy is available at

the Fremont's website (<http://www.fremontne.gov/DocumentCenter/View/4039>). The report also is posted at the Customer Service Office at 400 East Military or the Service Center at 3000 East First Street.

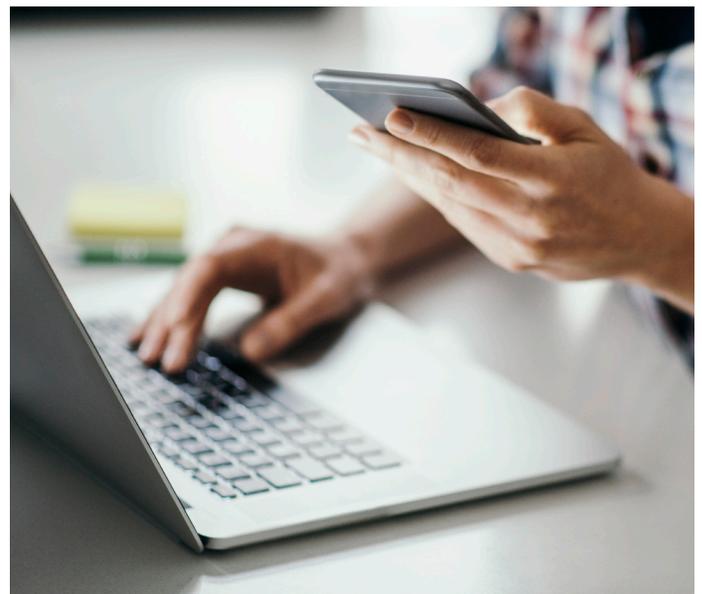
Questions regarding the report may be directed to the Water Department at 402.727.2613.

## Be Aware of "Caller ID Spoofing"

Every day hackers are getting trickier. "Caller ID Spoofing" is one of the latest scams you should be aware of.

It is a practice in which a caller deliberately falsifies the information on your caller ID display to disguise their identity. It's becoming more common for third parties to spoof local numbers, making it appear that they're someone calling you from down the street or at least in the same city or state. Their aim is to catch you when your defenses are down, and you're more apt to pick up the phone and listen to their scam.

If you receive an unsolicited call from a company you do business with and the person on the other end of the line starts to ask for personal information, tell the caller that you will call them back on their number of record. A good rule of thumb is to only trust such information via phone when you have initiated the call.

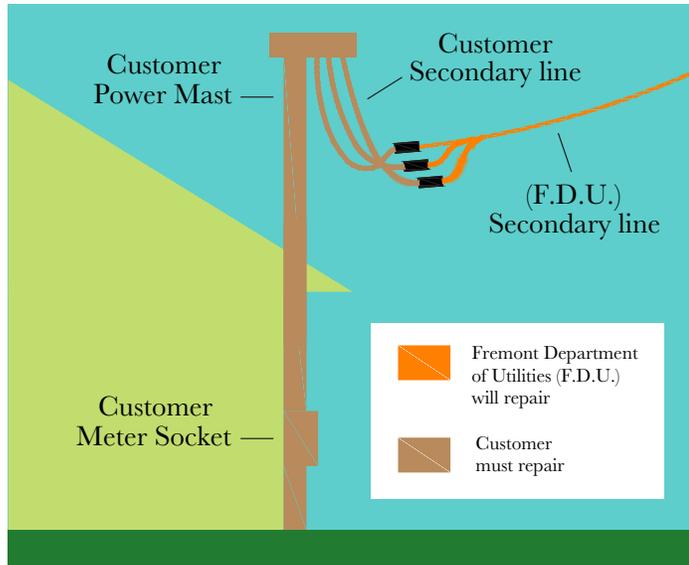


## Protect Your Home Today with Whole House Surge Protection

Avoid the damage that power surges can cause! Whole house surge protection safeguards the electronics in your home for only \$6.95 a month. Additional arrestors are available for \$1.50 per month. There is a one-time installation fee of \$20. To learn more about the Surge Protection Package, call the Engineering Department at 402.727.2636.

## What's yours? What's ours?

The illustration below identifies ownership of the electric service property at a residence. The property owner is responsible for the meter socket, power mast, and secondary line, which is attached to the Utilities' secondary line. The Utilities' secondary line attaches to the pole.



## When do you call an electrician?

When the power goes out, the Fremont Utilities' crews work to restore electric service as quickly as possible. Outage updates are posted on the City's Facebook page.

The following are a few things customers should know if the electric service connection is damaged.

- Stay away from downed power lines. Do not walk or drive over a downed power wire. Treat it as a live wire.
- The Utilities' crews are responsible for the wires from the power pole to the point just before they enter a house's conduit system.
- Contact your electrician if electrical lines are torn from your house, the electric meter, or the pole. A private electrician will make the repairs on the homeowner's equipment.
- The homeowner also is responsible for trimming or removing broken tree branches in the space between the house and the power pole. In most cases the Fremont Utilities' crews will untangle lines from fallen trees, but crews cannot remove trees.
- Contact the Fremont Utilities at 402.727.2600 as soon as a private electrician has made the needed repairs or branches have been trimmed.
- Your home feels humid. Poor equipment operation or leaky ductwork can increase humidity levels inside your home.

## LED Bulbs Produce Heat

While it's true that LED bulbs are cool to the touch, they do get hot on the inside. In fact, about 70 percent of the total energy used by LEDs is lost as heat. Where does all of this heat go? It's removed, through a metal heat sink. Internal heat is still an issue, however, affecting bulb performance and lifespan. Avoid locating them in confined spaces where heat can build up.



## Report Smell of Natural Gas Immediately

- Do not turn electrical switches on or off.
- Do not ring doorbells or use a telephone.
- Extinguish all open flames and do not smoke.
- Evacuate and warn others to stay away.
- Call 911 or 402.727.2613.



**City of Fremont**  
Department of Utilities

400 E. Military Avenue, Fremont, NE 68025  
Hours: Monday - Friday 8:00 am - 4:30 pm

Phone: 402.727.2600  
Website: <http://www.fremontne.gov>

