

Take the Water Tasting Test Today

Fremont's tap water has won numerous state and national awards for best tasting water. How do humans judge taste? Here is the science of how we taste.

When food or beverage enters the mouth, we experience flavor which is a combination of taste, odor, and mouth feel. Does it taste sweet, sour, salty, or bitter? Is the feel and texture in our mouth crisp, carbonated, soft, or hard? Does it have an odor of strawberry, earthy, or another aroma? Smell is important in how we experience flavor.

We smell in two ways: 1) by our nose and 2) by our mouth. Smelling with our nose is like sniffing perfume. Mouth smelling sends little puffs of smell from our food out the back of our mouths and up through our nasal passages.

Try this experiment:

1. Use room temperature water.
2. Close your nose with your fingers.
3. Take a sip, swish, and chew it.
4. Swallow and notice the flavors with your nose closed.
5. Repeat steps 1 through 3.
6. Swallow with your mouth closed, but breathe deeply through your nose.



If a burst of flavor came through, you picked it up by mouth smelling. Often chlorine or high iron are readily noticed. By design, the mouth smell of Fremont's water is very appealing. That's why Fremont's water wins so many tasting awards!

Community Solar Surveys

Thank you to the many customers who completed the community solar farm surveys during August and September. Your responses are being compiled.

During the next couple of months, results will be discussed at public meetings. Watch for meeting notices to be posted on our website soon.



NEED OUR HELP?

Emergencies

To report Utility emergencies, such as downed utility lines or sewer backups, call 402.727.2600. Calls are answered 24-hours a day, every day. Utility personnel are available to respond to electric, natural gas, sewer, and water emergencies after regular business hours.

Non-Emergencies

Customer Service personnel are available to answer your questions or to schedule non-emergency service work during regular business hours Monday through Friday, 8 a.m. to 4:30 p.m. General Utility information, including on-line payment access, is available on our website at <http://www.fremontne.gov/>.

Safeguarding Your Customer Information

Periodically, Utility customers are targeted by scammers who contact them by telephone or email, impersonating the Utility and requesting personal banking information to avoid disconnection of utility services. Here are three tips to help keep you safe from fast-evolving technology scams.

1. **We will never ask customers for banking information over the telephone or through email. We offer secure on-line bill payment at our website. Utility employees do not take payments over the telephone nor do we collect bill payments at your home or business.**
2. **Contact Customer Service (during regular business hours) if you are uncertain about any communication from the Utility that seems suspicious.**
3. **File complaints about scams and fraud. The Federal Trade Commission (FTC) is the nation's consumer protection agency. To report fraud, identity theft, or an unfair business practice, visit ftc.gov/complaint, click on the FTC Complaint Assistant icon, and answer the questions.**

What Do I Need to File a FTC Complaint?

The more information you can provide about the situation, the more useful your complaint will be to the FTC. Be prepared to provide:

- Your contact information: name, address, phone number, and email address
- The type of product or service involved
- Information about the company or seller, such as the business name, address, telephone number, website, email address, and representative's name
- Details about the transaction, such as the amount you paid, how you paid, and the date

The FTC cannot resolve individual consumer complaints, but there are tips offered for people to get their money back.

How to Protect Your Home or Business from Sewage Backups

Install Backwater Valves

Utility personnel regularly inspect and maintain Fremont's sanitary sewer distribution system. However, customers still occasionally experience sewage backups. Do you have plumbing fixtures in your basement, such as a floor drain, bathroom, washing machine, or sump pump? If so, a backwater valve(s) installed in your sanitary sewer service line (or floor drain) may prevent sewage backups.

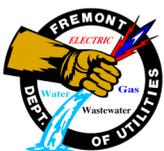
Contact a plumber for more detailed information about ways to prevent the unpleasant experience of a sewage backup. Also ask your plumber about inspecting any backwater valve(s) installed in your sanitary sewer service line and home. (Backwater valves should be inspected regularly to ensure proper working condition.)

Call the Utility

If you do experience a sewer backup, call us at 402.727.2613. Utility personnel will inspect the sewer main as soon as possible. There never is a charge to inspect the flow in the sewer main.

Add Insurance Coverage

Some homeowner's or renter's insurance policies will cover damages related to sewage backups. Review your policy with your agent and consider adding coverage to your existing policy.



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>

