



## Be Aware of Phone Scams

Phony bill collectors are busy making telephone calls claiming to represent the utility companies, especially during the holidays. Typically, the scammers target utility customers by telling them that their utility bill is past due and threatening to disconnect the electricity unless a payment is made over the phone. Sometimes the customer is asked to pay with a credit card or to purchase a gift card and return the call with the gift card number.

In recent years, the scammer's phone number also may be disguised or "spoofed" as a familiar Utility or other

local phone number. Beware of callers asking for personal information! A good rule of thumb is to only trust information via telephone when you initiate the call.

The Fremont Department of Utilities will NOT ask you to pay your bill over the telephone. Utility employees working in a neighborhood do not collect bill payments.

All Utility employees carry a City of Fremont photo identification (ID) card and usually drive a City-marked vehicle. Make sure the photo matches the person

at the door. Failure to produce a valid photo ID should alert you that something is wrong. (A customer also may call the Service Department at 402.727.2613 to verify that an employee was dispatched to a customer address.)

Customers with questions about a utility account may contact Customer Service business office during regular business hours at 402.727.2600.

Questions also may be emailed to [UtilityCustServ@fremontne.gov](mailto:UtilityCustServ@fremontne.gov).

More information is available on the City's website at [www.fremontne.gov](http://www.fremontne.gov).

Do not become a victim of scams. If something doesn't seem right to you, hang up and call the Utility or business the caller allegedly represents. Should you believe that you are in danger, contact the Police Department immediately.

## Natural Gas Safety Precautions



- Have your natural gas appliances, heating system, chimney, and venting systems inspected every year by a qualified heating contractor.
- Use a clean filter. Standard air filters for furnaces need to be cleaned or changed once a month, more often during the heating season. Newer filters may be washable or require less frequent changing.
- Keep flues, ducts, and vents attached to appliances and heating systems in good condition and clear of obstructions.
- Do not use gas ovens to heat a room or for any purpose other than cooking. Teach children about safety around all household appliances.
- Each gas appliance has its own shut-off valve. Know where each is located and how to shut it off in case of a suspected gas leak.
- Install and test carbon monoxide sensor (UL seal of approval).

## How to Contact Your Utility



For emergencies, such as downed utility lines or sewer backups, call 402.727.2613. 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.



For non-emergencies, such as bill inquiries or automatic bill payment services, contact Customer Service business office during regular business hours, Monday through Friday, 8 a.m. to 4:30 p.m. General Utility information, including online payment access, is available on the City's website at [www.fremontne.gov](http://www.fremontne.gov).



The major cause of clogged sewers is people using toilets and kitchen sinks to improperly dispose of unwanted waste. Never put the following down the toilet or sink drain!

- Wipes (So-called flushable or disposable personal wipes clog sewers!)
- Facial tissues
- Gum
- Dental floss
- Kitty litter
- Medication
- Coffee grounds and egg shells
- Fats, oils, and grease (FOG)

To minimize the possibility of a sewer back up, backwater valve devices (sometimes referred to as ball check valves) should be installed in each floor drain or a sump pump discharge line. A plumber can give you more information about the device. Such devices are required in all new and remodel construction. Be sure to inspect the valve at least annually to ensure that it is functional and operating properly.

The Utility regularly inspects and conducts maintenance on the sanitary sewer system. However, occasionally customers experience sewer backups from floor drains. Call the Department of Utilities if your sewer backs up. There is no charge to inspect the flow in the sewer main.

Most homeowner/renter insurance policies offer the option of additional coverage for sewer backup damage. Discuss the optional coverage with your insurance company.

It is a ceaseless challenge to keep sewer pipes and lift stations operating properly. Customers can help by properly disposing of household wastes.

## Calculating Residential Sewer Costs

Residential sewer charges for an entire year are based upon the average water usage billed in January, February, and March. Increased water usage during those winter months increases sewer charges for the next 12 months, beginning in April.

Reducing water use by repairing plumbing fixtures that leak saves you money and protects valuable natural resources for future generations. Be a wise water user!

## Keeping Sanitary Sewers Clean

Your Utility operates and maintains 150 miles of sewer mains, and numerous lift stations keep wastewater flowing to the Wastewater Treatment Plant east of Fremont. Trained personnel monitor and inspect lift stations regularly. However, clogged pipes can cause sewer blockages, damaging equipment and sometimes other property.

## Renew Pet Licenses for 2021

Starting January 4, 2021, pet licenses may be renewed for 2021. Provide a current rabies vaccination for each of your pets and pay \$10 for each pet license if your pet has been spayed or neutered. A pet license is \$15 if the pet is not spayed or neutered. Each household can license up to three dogs and five cats.

If you are currently registered, please license your pet(s) before February 1, 2021, to avoid a \$5 delinquent fee.

Pet licenses are available at two Fremont locations:

Municipal Building, 400 E. Military Avenue, second floor  
Dodge County Humane Society, 787 S. Luther Road

Contact the City Clerk's office at 402.727.2630 if you need additional information.

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**City of Fremont**  
**Department of Utilities**

Phone: 402.727.2600

400 E. Military Avenue, Fremont, NE 68025

Hours: Monday - Friday 8:00 am - 4:30 pm

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

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