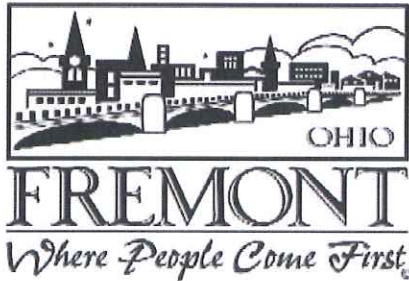


**CITY OF FREMONT**  
**Utilities Billing Office**  
**2014 Annual Report**





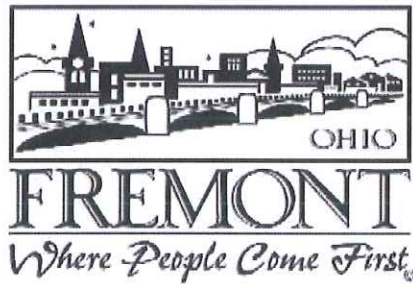
*January 2015*

The Honorable Jim Ellis,

2014 was another year of change for the Utility Billing Office and for the City of Fremont Water and Sewer Divisions as a whole. In May Amanda Sears joined the office in May as a shared service and support employee with the Administration Office.

Our Water Pollution Control Center continues its construction phase as the largest capital project in the City's history. For a number of years our customers have experienced larger increases to fund projects such as the Water Pollution Control center, as well as the Fremont Reservoir. In 2014 Fremont City Council made the decision to remove the Ballville Dam, after many years of debate. We believe the removal will have a small effect on billings, thanks to substantial outside financial support.

Rate increases continued in 2014 for the majority of our customers, but at a much lower increase than previous years. Our Water and Sewer Management Groups continue to plan system upgrades looking far into the future. While nobody enjoys rate increases of any kind, the aforementioned projects, as well as other system upgrades require them. The availability of safe, high quality water is vital to any City, and economic development opportunities depend highly on them.



Utilities Billing Office collections for 2014 totaled nearly \$13.9 million dollars with over 103,000 payments collected.

Our meter replacement program continued in 2014. Two new hardware packages were installed, on our Water Treatment Plant Facility, and Wilson Street Water Tower. This new meter technology allows for monthly meter reading instead of the every other month readings the majority of our customers have now. There are many benefits of monthly reading, the largest being the elimination of confusing estimated billings. Our new meter installation increased dramatically in 2014.

Credit and debit card payments increased in 2014, as well as automatic and customer online banking payments. Our City of Fremont News area on the bill continued providing valuable information to the public from numerous City departments, including our Consumer Confidence Reports, and Mayoral updates on a variety of subjects.

For 2015 we plan to continue our meter replacement program, as well as continue to make changes to improve overall customer service.

Respectfully submitted,

Troy T. Thatcher  
Utilities Billing Manager