

CITY OF FREMONT
Utilities Billing Office
2017 Annual Report





January 2018

The Honorable Daniel Sanchez,

2017 was yet another year of improvement and change for the Utility Billing Office and for the City of Fremont Water and Sewer Divisions as a whole.

Our Water Reclamation Center is now complete as the largest capital project in the City's history. After many years of debate and a public vote in 2015, the beginning phase of the Ballville dam removal was completed with the notching of the dam. Our Wilson Avenue water tank refurbishing and painting also was completed in 2017. These are just a few projects that will move the City forward and improve infrastructure for decades to come.

After a number of rate increases over the past decade to fund both the Fremont Reservoir and the Water Reclamation Center, the amount of increases and the rate of increases have both declined. In 2017 there were no increases in either the water or sewer rates, and the sewer rates as a whole have risen less than 1% per year since 2014.



Utilities Billing Office collections for 2017 totaled nearly \$15.7 million dollars with nearly 103,000 payments received. This represents an increase of approximately \$300,000 over 2016.

Our meter replacement program increased dramatically in 2017, with over 900 new installations. The overall goal is to change all meters to automatic meter reading, which benefits both the City and more importantly our water users. Our total new meter installations is approximately 2400, and that represents nearly 1/3 of our total water customer base. An ongoing and consistent meter replacement program is vital to the entire water and sewer operation.

For 2018 we will continue our ongoing efforts to improve customer service, as well as continue our increased meter replacement program.

The City of Fremont must be prepared to offer water and sewer service opportunities to homeowners and businesses in the townships around us if it is mutually beneficial. With outstanding facilities such as our Water Treatment Plant, Fremont Reservoir and the Water Reclamation Center, we are well positioned for future growth.

Respectfully submitted,

Troy T. Thatcher
Utilities Billing Director

