



Along the Lines

A Publication of Rolla Municipal Utilities



MO Lineworker Appreciation Day

The State of Missouri has designated April 10, 2023 Missouri Lineworker Appreciation Day, in honor of the critical work performed by electrical crews. Our lineworkers do a difficult, dangerous job that really matters. Their everyday work of handling thousands of volts of electricity high atop power lines requires special training and skill. It's also a job they have to perform safely in all kinds of weather conditions, at any hour of the day or night. Rain or shine, our lineworkers show up whenever they are needed. We are thankful for their dedication to work in challenging conditions to help restore power safely and quickly.

got power?
Thank a Lineman.

CUSTOMER SATISFACTION SURVEY

During April, RMU is conducting a customer satisfaction survey. We would like your opinion on how we are taking care of our customers. The survey is short and will give us feedback on how RMU is performing in the following areas: Communicating with Customers, Providing good service and value for the cost of electricity, Restoring power after an outage in a reasonable amount of time, Providing consistent and reliable electric service to customers, Overall satisfaction with the utility, Awareness of your utilities community ownership structure, Satisfaction with customer service and Satisfaction with field representatives.



You can scan the QR code to the left, go to RMU's website at www.rmurolla.org or visit the following web address <http://surveys.greatblueresearch.com/s3/Customer-Satisfaction-Survey-Rolla-Municipal-Utilities> to participate in the survey. We appreciate and thank you for your feedback.

Does the Time of Year Affect my Utility Bill?

We are often asked, “does the time of year affect my bill”? The answer to that question is yes. The two seasons where this is traditionally an issue are winter and summer. In the winter, as temperatures drop and we heat our homes, energy usage increases. In the summer, as temperatures rise and we cool our homes, energy usage increases. As the temperatures are more comfortable in spring and fall our utility bills tend to lower as we aren't having to heat or cool our homes nearly as much. Throughout the year, energy rates typically don't change. The best way to combat fluctuations in your utility bill is to sign up for our budget billing service. With budget billing, you are charged a flat monthly charge that is based on your 12 prior months' usage. To find out if you are eligible or to get more information on budget billing, call our offices at 364-1572.

UPCOMING PROJECTS

Our electric and water crews have planned upcoming projects throughout the City of Rolla. Please help keep crews safe by giving them plenty of distance and obeying road signs. RMU crews expect to be working in the following areas in the near future; however, crews could be working in other areas as situations dictate.

ELECTRIC

- McCutchen Drive from Liberty Drive to Harvey Lane
- Aintree Road, Steeplechase Road, and Coventry Lane: Undergrounding project
- Mercy Parkway: Installation of roadway lighting

WATER

- Finishing Sycamore Drive, then City will complete street restoration
- Bardsley Drive between 14th Street and Arkansas Ave
- Green Acres Drive: Service Line Replacement
- Holloway Street near Arkansas Ave



The RMU Arborist Crew recently performed their annual training for high rescue situations.

