

Along the Lines

A Publication of Rolla Municipal Utilities

Software Upgrade

The anticipated GO LIVE date for RMU's new software is April 8, 2024.

RMU is upgrading our operating software to better serve our customers more effectively and efficiently. The next phase will begin soon! From April 2nd until April 8th, we will be unable to process any electronic payments, which includes any credit card payments in person, online, or over-the-phone. During those dates, we can only accept payments by cash or check. If you have automatic payments scheduled through our online payment portal for those dates, they will not be processed. Please reschedule your payments to avoid those dates. We apologize in advance for the inconvenience. The Customer Service portion of the new software is anticipated to go live April 8, 2024.



**ATTENTION
PLEASE!**

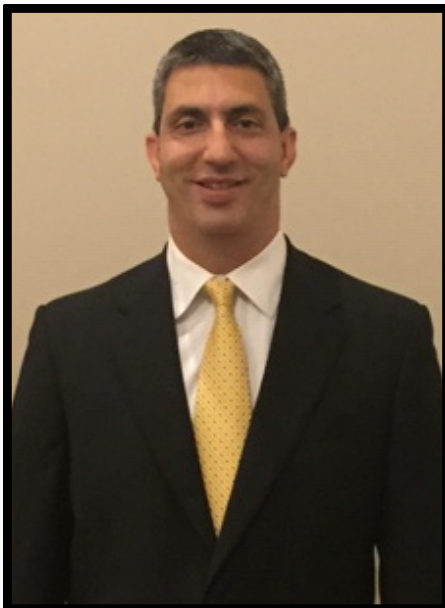
- When the software goes live, all online accounts will no longer be active. Customers will need to set up new online accounts and update their customer information. If you have any questions, please call our office at (573) 364-1572. Stay tuned for more information!
- Any automatic debit/credit card payments scheduled through the old system will not be processed. Customers will have to set up automatic debit/credit card payments through the new system.

Rolla Board of Public Works - New Board Member

At the Rolla City Council meeting on Tuesday, February 20th, Joe Polizzi was appointed to serve on the Rolla Board of Public Works to fill the unexpired term of Albert Crump. (exp. Aug 2025).

Joe Polizzi is President and CEO of Town and Country Super Market, Inc, a regional grocery store chain with multiple locations throughout south-central Missouri and northern Arkansas (including Price Chopper in Rolla, MO). Mr. Polizzi and his wife, Amber, have lived in Rolla since 2011 and have two daughters. He has coached youth soccer, basketball and softball.

Mr. Polizzi attended St. Louis University where he earned his undergraduate business administration degree in 1999, law degree in 2002 and MBA in 2008. Prior to joining Town & Country as Vice President and General Counsel in 2011, Mr. Polizzi worked in private law practice with a primary focus on corporate and business law matters before joining UniGroup, Inc. (the parent company of United Van Lines and Mayflower Transit) as an in-house corporate attorney. Mr. Polizzi currently serves on several other Boards, as follows: Town and Country Supermarket (Chairman), Town and Country Bank, Missouri Grocers Association (President 2023-25), Rolla Knights Soccer Club (Secretary), Phelps Health Foundation, and Harris Baking Company. He is also a past board member of Rolla Area Youth Soccer League.



PLANNING A SPRING PROJECT? IF IT CALLS FOR DIGGING, CALL MISSOURI 811.

Are you planting a tree? Installing a mailbox? Building a fence or deck? Or are you finally starting that garden that you've been dreaming of? Remember to contact Missouri 811!

For digging projects big or small, you need to contact Missouri 811 at least 3 working days before you start digging to avoid hitting an underground utility line. It's free, it's simple and it's the law. Missouri 811 notifies its member utility companies to mark their underground facilities where you plan to dig. Missouri 811 does not locate or mark underground facilities. This is done by the member utility companies or their locators.

Safe digging is everyone's responsibility. Failure to dig safely can result in costly damages and repairs, loss of essential utility services, and even serious injuries to you or your neighbors.



We would like to welcome Logan Pierce to RMU as a Laborer. Logan is from Fair Grove, Missouri and moved to Rolla four years ago. He previously worked with a local company that repaired and refurbished sheet metal equipment, then joined our team on February 5, 2024. In his spare time, he enjoys riding dirt bikes and working on power sports equipment. Logan is a great addition to our staff and we welcome him to RMU.

Upcoming Projects

RMU electric and water crews have planned 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

- Main Street from 10th to 11th
- East 17th Street
- Hauck Drive & 10th Street area

WATER

- Sycamore Drive from Cypress Drive to Cedar Hill Court
- 7th Street between Holloway & Cedar

LEAD SERVICE LINE INVENTORY

As required by recent US EPA regulations, RMU is undertaking an inventory of water service lines. The purpose of this review is for all water utilities to better understand if, and where there are lead water service lines that provide the connection from RMU's water distribution system to the customer's location. In Rolla the customer owns the water service line and RMU is responsible for maintenance of that portion in street right-of-way, but this review is required to consider the entire service line up to the point where it enters the structure. In order to complete this review, the work will be done by RMU and contractors for RMU. We will also be in contact with customers to request information about their service line where it enters the building.