



Along the Lines

A Publication of Rolla Municipal Utilities



READY, SET, LAUNCH!



The time is here! RMU is launching our new operating software on April 8th.

RMU is upgrading our operating software to serve our customers more effectively and efficiently.

Following April 8th, all online accounts will no longer be active under the old system (Paymentus). Customers will need to set up a new online account and update your customer information, including phone number and email. Additionally, any automatic credit/debit payments that customers had set up through the old system (Paymentus), will not be processed. When you set up your new online account, automatic payment methods can be set up. The

link to the new online system will be found on our website.

Account numbers will be changing as well. Any bills mailed after April 8th will include your new account number.

Stay tuned to our Facebook page www.facebook.com/rollamunicipalutilities or visit our website at www.rmurolla.org for more information!

If you have any questions, please call our office at (573) 364-1572. Please be patient. Our CSR's are still learning this software change as well.

Open House

The Rolla Public Works and Parks Department will be hosting an open house on May 9 from 4:30 to 6:00 p.m. on Thursday May 9th at Eugene Northern Community hall. RMU will be in attendance along with Community Development and other city departments. All citizens of Rolla are invited to attend this open house style meeting. Come at your convenience. We look forward to seeing you there.

LINeworker APPRECIATION DAY(S) IN APRIL

April 8, 2024 is **Missouri Lineworker Appreciation Day** and **National Lineman Appreciation Day** is observed on April 18. These days are set aside to honor the critical work performed by our electrical crews and the hard work that they put in to keep the power on. Lineworkers' everyday work involves handling thousands of volts of electricity atop power lines. This sort of work requires special training and skill. It's also a job they must perform safely in all kinds of weather conditions, at any hour of the day or night. They often work around the clock to provide power to family households and any other premises. RMU appreciates the hard work our lineman put in to keep the power running through the Rolla community.



CONCERNED

ABOUT SPRING STORMS AFFECTING YOUR POWER?



IN THE EVENT OF AN OUTAGE...

Don't panic. Before calling RMU (573) 364-1572, check your breakers. If everything looks good, then look outside. Does anything look amiss? Is it only your house or do your neighbors appear to be out of power too? Did you see or hear anything? Was there a loud boom? Is there a limb or tree on the line? Is any electrical equipment on fire? Getting this information before you call can help speed up the process of diagnosing the problem.

The faster we are able to diagnose the problem, the faster we can repair the problem. Please DO NOT CALL 911, unless a life or property are in danger. They are great at so many things but they can't restore your power. If you call and get a busy signal, don't get frustrated. We are probably receiving similar calls. Wait a few moments and call back. RMU wants to get your power restored as quickly as possible and we will work as fast and as safely as possible to do so.

RMU had a grand time participating in the 116th annual "Best Ever" St. Patrick's Day parade. RMU handed out over 3,500 beads to the enthusiastic crowd. The St. Pat's tradition began in 1906 at the University of Missouri-Columbia campus, but given the greater concentration of engineering students in Rolla year after year, the S&T event quickly eclipsed the original celebration at Mizzou and has grown to be the "best ever," year after year.



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
- Pine Street & Bishop Ave

WATER

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



CHASING DOWN A WATER LEAK

One might think that finding a water leak is as easy as digging where you see the water. Unfortunately, it almost never works that way. The problem is that water is lazy and wants to find the easiest path to the surface, which means that water can travel underground through loose rock and dirt and go incredibly long distances. Water will keep traveling until it finally finds something solid enough to stop it and force it to the surface or water may find a storm sewer or other path to a creek and may never surface. Once a leak is discovered, we investigate to find where the break occurred. RMU has had examples of leaks appearing more than a mile away from the actual main break. After locating the break, the area around the water main is dug up to expose the damage and make a repair. The RMU water crew works hard to locate & make repairs as quickly and safely as possible.

What can you do to help? If you see water coming out of the ground or in a creek and it hasn't rained in a while, you may have found a water leak. Please call RMU for the water crew to investigate. Thank you to our water crew for making sure Rolla has safe clean drinking water available at the turn of a faucet.