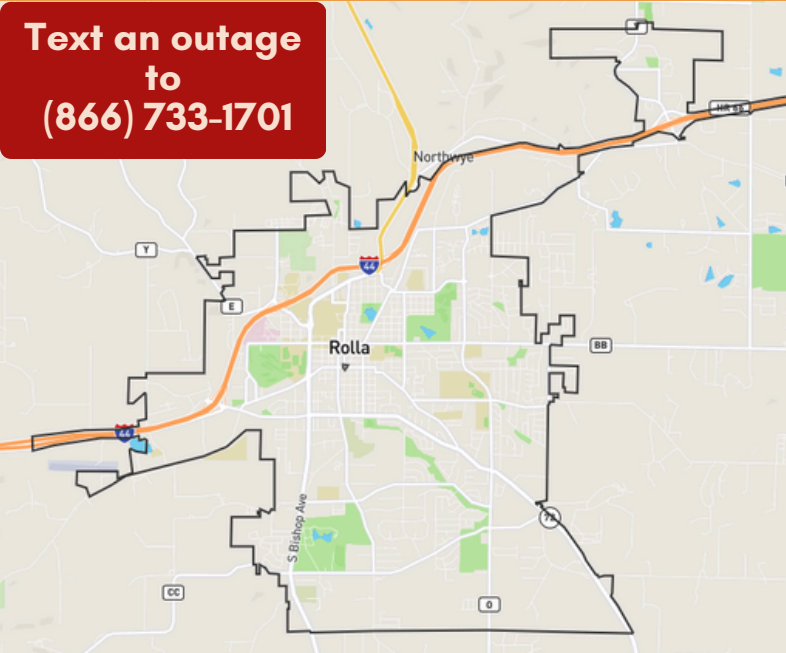


Along the Lines

A Publication of Rolla Municipal Utilities

HOMETOWN GRID

Text an outage
to
(866) 733-1701



RMU has partnered with Hometown Grid to bring customers a faster and more efficient way to report and track power outages. To report or track an outages simply click on the "report an outage" button on our homepage, at rmurolla.org. You can also text or call 1-866-733-1701. After reporting an outage customers will be able to share any information they may have on the cause as well as receive timely updates as available.



CONGRATULATIONS

RMU Line Foreman, Mike Emmett, celebrated his 40th anniversary with Rolla Municipal Utilities on October 29, 2024. Mike's experience is invaluable to RMU and we appreciate his years of dedicated service. Congratulations on forty years, and hope for many more to come.



PEAK ALERT PROGRAM

To join, text "EZRMUALERT" to (573) 341-1344

By joining the RMU Peak Alert Program, participants receive text alerts on their phones warning them of upcoming peak electric demand windows, a time when we all need to try and lower our electric usage.

These peak windows are times in which customers are expected to use a large quantity of electricity at the same time. Simply put, peak times occur when the majority of customers on the electrical grid are using the most power at the same time. During the winter, this usually occurs in the early mornings between 7:00 and 10:00 a.m. RMU's cost of electricity is based on how much power is used during these peak demand times.

RMU is a nonprofit organization and when we can control our costs, it allows us to control your rates. This is why on the coldest mornings, we will send a text asking customers to minimize energy usage.

REMEMBER

When RMU Saves,
You Save!

Some ideas to help lower demand during peak times:

- Avoid using the oven, microwave, dishwasher, dryer or other unneeded major appliances
- Adjust the thermostat by turning it down a few degrees
- Turn off extra lights & unplug unused appliances
- Large consumers of electricity should consider reducing non-essential production or delay opening.
- Businesses should minimize use of electric lighting and electricity-consuming equipment as much as possible.

HELPING HANDS

The Helping Hands program is a voluntary program designed to provide assistance for Rolla residents who need help in paying their utility bills.

RMU collects, on a voluntary basis, donations for the "Helping Hands" program with 100% of your donations returned to the Rolla Community through the GRACE (Greater Rolla Area Charitable Enterprises) organization. RMU invites you to make a voluntary donation to the "Helping Hands" program. Enrollment forms and a copy of the policy are available at the RMU Business Office or you may contact one of our Customer Service Representatives at 364-1572 for more information.

Happy Thanksgiving
To you & your family

Our office will be closed Thursday & Friday, November 28 & 29 for the Thanksgiving holiday.

We will reopen Monday, December 2nd with normal business hours.

For emergencies, please call
(573) 364-2195

