

# Along the Lines

A Publication of Rolla Municipal Utilities

## Happy New Year 2025



**REPORT POWER OUTAGES**

**CALL OR TEXT "OUTAGE"**  
**1-866-733-1701**



### WHAT SHOULD YOU DO IN THE EVENT OF AN OUTAGE?

Don't panic. The quickest and easiest way for RMU customers to report an outage, is to call or text "outage" to 1-866-733-1701. The system, which uses AI technology, will ask a series of questions to gain more information about the outage. This information is relayed directly to RMU staff which helps diagnose and repair the issue quicker. Additionally, your outage is logged on a map so we can better gauge the scope of the outage. When reporting an outage using your cell phone, RMU is able to send you updates by text concerning the outage. DO NOT CALL 911 unless a life or property are in danger. Emergency dispatch is great at so many things, but they can't restore your power. 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.

## CONGRATULATIONS

Congratulations to RMU employee Dalton Smith for completing the fourth and final year of the Missouri Public Utility Alliance (MPUA) Apprentice Lineman program. RMU Apprentices receive training through MPUA which provides both entry level and experienced utility employees the skills needed to obtain U.S. Department of Labor Certification as a Line Installer/Repairer or Underground Electrical System Specialist - referred to in the industry as a Journeyman. MPUA trainers keep a close eye on the students over four years. Each year the apprentice will have a monthly test and a hands-on course at MPUA's training facility in Columbia, Missouri. Courses include learning how to climb a pole, how to rescue a person climbing, safe operation of digger and bucket trucks, transformer connections, metering, and troubleshooting. Testing ensures that students master concepts and skills to obtain federal certification. After four years of on-the-job training and successfully passing the four-year course, the Apprentice Lineman's title changes to Journeyman Lineman. Proper training is essential in retaining lineworkers, keeping them safe, and improving the reliability of our hometown electric system.





**1945 - 2025**

Celebrating 80 Years  
of serving our community

# RMU 80<sup>th</sup> Anniversary



*RMU Service Truck 1955*

In 2025, RMU will observe the 80th Anniversary of the formation of Rolla Municipal Utilities. To observe this significant milestone, throughout the year we will highlight the history of the utility and commemorate this achievement through the newsletter and social media channels. Stay tuned for more information and check out our Facebook page at <https://www.facebook.com/rollamunicipalutilities> #80for80

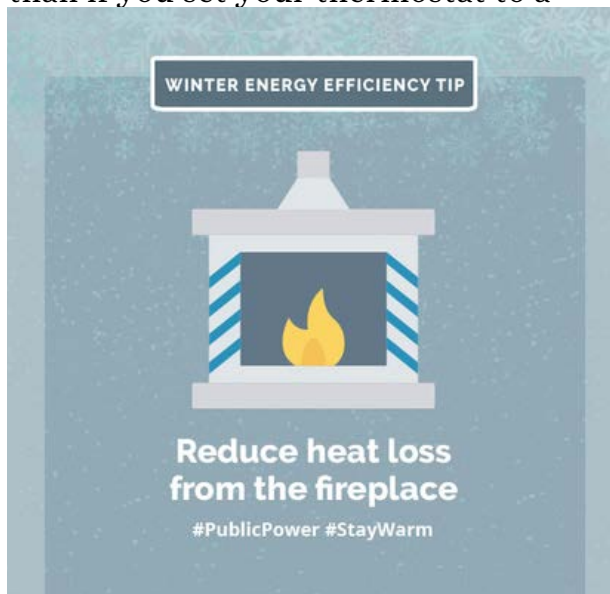
The City of Rolla purchased the electric and water systems within the corporate limits of Rolla from the Missouri General Utilities Company on October 31, 1945. Under city ownership, there was a change in operational procedures. At this time, the utilities were called Rolla Municipal Utilities and managed by The Rolla Board of Public Works which took over responsibility for all assets and liabilities. In addition to the purchase of the electric system from Missouri General Utilities Company, RMU also assumed responsibility for operation and maintenance of all water mains within the City of Rolla.

## WINTER ENERGY EFFICIENCY TIPS

Cold weather is here! The winter cold can affect your utility bills if you don't keep energy efficiency in mind. Remember that the bigger the difference between the inside and outside temperatures, the more energy you will use to heat your home. For example, if the outside temperature is 20 degrees and the inside is set at 70 degrees, this 50-degree difference is going to cost more than if you set your thermostat to a lower temperature.

Keep your fireplace damper closed unless a fire is burning. Keeping the damper open is like keeping a window wide open; it allows warm air to go right up the chimney.

#PublicPower



## Upcoming Projects

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 work in other areas of Rolla as situations dictate.

### ELECTRIC

- Adrian Avenue
- Strobach Street

### WATER

- 7th Street between Pine & Rolla Streets
- Scottsdale Drive

