Along the Lines

A Publication of Rolla Municipal Utilities

CUSTOMER SATISFACTION SURVEY

From March 1st through April 15th, 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.



It's easy! To enter, simply ensure we have your current email address and phone number on file.

Stop by our office, call, or email us at info@rmurolla.org with your name, account number and updated phone number. We use email to send important notifications.

If we already have your email, you're automatically entered in the monthly drawing! We'll be holding this drawing every month in 2025. Each month, one lucky RMU customer will win a $50 credit just for having their email on file. Please note that RMU staff members are not eligible to win.



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.





RMU THROUGH THE YEARS

The first power plant building in Rolla, was a metal structure built around 1880. It was replaced with a brick structure about 1910. In 1924 the city sold the plant to private interests. For about 20 years the Missouri General Utilities Company operated the plant. The City of Rolla took over the Electric Light and Power plant, effective November 1, 1945. The original individuals to comprise the Rolla Board of Public Works were Herman E. Castleman, Chairman, Richard E. Schuman, Secretary, Floyd H. Frame and Fred A. Cameron. The operation of the electric and water system was managed by J.B. Bronson *(picture on left)* from 1945 until 1970 when he retired and was succeeded by William E. O'Haver.

Missouri General Utilities Office in 1930



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

- Strobach Street
- 7th Street & Railroad tracks
- HyPoint area near Grellner

WATER

- 7th Street between Pine & Rolla Streets
- North Bishop near Lowes
- O Highway
- Shady Acres

As required by Missouri statute RSMo 640.136 (Fluoridation modification) the City of Rolla and Rolla Municipal Utilities is notifying all customers that the Rolla City Council will be voting on May 19, 2025 to consider discontinuation of water fluoridation. All customers will have the 90-day notification period for comments and questions to be discussed with the City Council. Please email fluoride@rollacity.org with comments.