Along the Lines

A Publication of Rolla Municipal Utilities



RETIREMENT Announcement!

After 26 years of dedicated service to Rolla Municipal Utilities (RMU), General Manager Rodney Bourne has announced his retirement planned for April 2026. Rodney has been a steadfast leader in public power, guiding RMU through significant advancements and ensuring reliable, affordable, and sustainable utility services for the community. His leadership extended beyond Rolla, as he also served on the Board of Directors for the American Public Power Association's Demonstration of Energy & Efficiency Program, representing Hometown Utilities from seven states in Region 3.

Bourne's influence in Missouri's public utility sector has been substantial. He served on the Board of Directors for the Missouri Intergovernmental Risk Management Association (MIRMA) and held past chairman roles with the Missouri Public Utility Alliance, Missouri Electric Commission, and Missouri Association of Municipal Utilities. His leadership has strengthened municipal utility services across the state. Throughout his tenure, Bourne has emphasized the importance of experienced employees in maintaining RMU's infrastructure, ensuring the safety and efficiency of operations. His commitment to public service has left a lasting impact on the utility and the residents it serves. We congratulate him on his upcoming retirement!

Shedding light on PEAK ALERTS

WHAT IS A PEAK ALERT PROGRAM?

The RMU Peak Alert program is designed to help control future wholesale power costs by conserving energy, which directly affects our customers energy rates. By joining the program, participants receive text alerts warning them of upcoming peak electric demand windows when we try to lower electric usage.

IS POWER IN SHORT SUPPLY DURING PEAK TIMES?

RMU issuing a Peak Alert does not mean there is a concern about power outages. RMU's infrastructure is solid and ready for growth.

WHEN DO PEAKS OCCUR?

These peak windows are times in which RMU 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 summer this usually occurs in the afternoons/early evenings.

WHY SHOULD I PARTICIPATE?

RMU's cost of electricity is based on how much power is used during peak demand times. When RMU saves, we can pass that savings to our customers.

IS IT MANDATORY?

RMU's Peak Alert Program is 100% voluntary. Safe conservation is encouraged—especially for those with medical concerns.

DO RATES CHANGE DURING PEAK TIMES?

All rate changes follow city ordinances with public hearings & council notification. They're typically effective Oct 1, stay fixed for the year and do not fluctuate based on temperature. Higher consumption during hot or cold seasons leads to higher utility bills.

HOW DO I ENROLL?

Register to receive Peak Alert texts by texting "EZRMUALERT" to 573-341-1344.



Sara Bolin is the newest addition to the RMU Customer Service team. Sara moved from San Diego, California to Missouri in 2009 after completing medical assistant schooling. She has worked within the healthcare field for 16 years.

Sara spends most of her time at the ball field watching her son (age 14) play travel baseball and her daughter (age 18) spinning flags and rifles. Her daughter will be a student at Missouri S&T this fall. In her spare time, Sara enjoys time with friends and family. She is a roller coaster enthusiast and loves traveling to Silver Dollar City with her family. Welcome to RMU, Sara!





RMU CELEBRATES 80 YEARS OF SERVING OUR COMMUNITY 1945-2025

WHO'S WHO? Do you recognize anyone in this photo from the RMU archives? In October 1971, these men cut a large tree at 10th & Rolla Streets for Mr. Carl Karshner.





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

- Lions Club Drive & Rolla Street
- Highway 72
- Powell Avenue & 12th Street

WATER

- N. Bishop Ave (Lowe's area)
- 11th & Rolla Street
- Belmont Drive area





HELPING HANDS

The RMU Helping Hand program is a voluntary program designed to provide assistance to RMU customers who need help paying their utility bills.

If the customer meets criteria established by GRACE, assistance may be given for the following:

- Electric and/or Water Deposits
- Past Due Electric and/or Water Bills
- Excessive Water Bill due to a leak on the customers side of the meter
- Repair of Water or Electric Service Lines on customer property
- Uncollectible accounts, where needed to re-establish RMU Utility Service

RMU collects, on a voluntary basis, donations for the "Helping Hand" 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 Hand" program. Enrollment forms can be found at www.rmurolla.org or are available at the RMU Business office. Contact one of our Customer Service Representatives at (573) 364-1572 for more information.