Along the Lines

A Publication of Rolla Municipal Utilities

DID YOU KNOW?

RMU OFFERS THESE CONVENIENT SERVICES

ON-LINE PAYMENTS

You can pay your utility bill any time of day through an online third party automated payment service that accepts Visa, MasterCard, Discover & American Express Credit/Debit cards and E-checks.

In order to make an online payment you will need:

- A Rolla Municipal Utilities Account Number & PIN (both found on your bill)
- Your credit/debit card or your check routing information
- A valid e-mail address for confirmation receipt

BUDGET BILLING

For qualifying Residential and Commercial class customers, RMU makes a Budget Billing plan available. In order to qualify for this program, the Customer must:

- Sign a Budget Billing Agreement with RMU prior to participation;
- Live or occupy their current location for a minimum of twelve months, with a good payment record;
- Have a zero balance at their current location;

RMU will average twelve months of actual billing for qualifying Customer's current location. This average amount, along with actual consumption, will appear on the Customer's bill each month until May of each year, regardless of what month the Customer began the program. The Budget Billing year runs from June 1 through May 31, however qualifying Customers may sign-up anytime during the year.

PAYMENT LOCATIONS

RMU offers a variety of convenient ways to pay your bill. Choose the method that best fits your lifestyle.

- In Person
- Drop Box - Front of RMU Business Office or Drive Up on Elm between 9th & 10th Streets
- Mail
- Phone - Automated 573-364-1572, option 3 or speak with CSR
- Local Bank - Take your utility bill to these local banks to make a payment: Phelps County Bank, First State Community Bank, Town & Country Bank

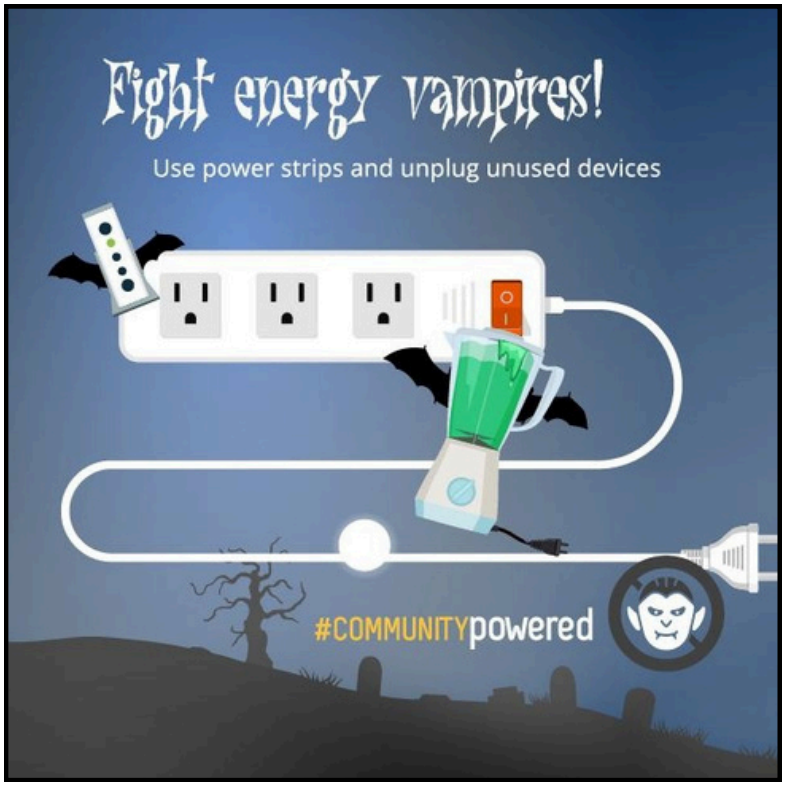
AUTO BILL PAY

Pay direct from your checking account. This is a service which allows customers to have their utility bills deducted directly from their bank checking account. Automatic Bill Pay Saves time, postage costs and check writing. To authorize this service, submit a bank authorization form online & email a voided check or come to the RMU Business Office with a voided check and complete an authorization form.

E-BILLS

To sign up for E-bills, contact the RMU Business Office or email info@rmurolla.org.

IF YOU HAVE QUESTIONS ABOUT ANY OF THESE SERVICES, PLEASE CALL THE RMU BUSINESS OFFICE AT (573) 364-1572 AND SPEAK TO ONE OF OUR CSR'S.







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

- 11th Street & Powell Ave
- Highlands Subdivision
- Hwy 63 South of Lions Club Dr.

WATER

- N. Bishop Ave (Lowe's area)
- Hwy 72 near Green Acres Drive
- North Bishop Avenue near FCNB

HOME IMPROVEMENT

IDEAS TO HELP MINIMIZE WINTER ENERGY BILLS

Performing a few home maintenance chores now can go a long way to protecting your home from winter elements. Ease into cool weather with projects that will keep your house feeling sunny and comfortable through the cold season.

- Air can leak into or out of the house through the cracks and gaps inside your home, such as electrical outlets, baseboards, and attic hatches. Seal around these openings to make your home less drafty and keep warm air inside.
- Fireplace Maintenance - Have a chimney sweep clean your indoor fireplace. This eliminates build-up and helps prevent a chimney fire.
- Winterize Windows & Doors - screens on doors and windows should be swapped out for storm versions. If you don't have storm windows and aren't planning on window replacements before winter, consider a window insulating kit, which is basically plastic that acts as a cold-weather barrier.
- Insulate Pipes - Basements, garages, and crawlspaces are prime spots for uninsulated pipes, which can burst in cold weather. To prevent a burst pipe, use foam rubber sleeves to wrap uninsulated pipes