Along the Lines

A Publication of Rolla Municipal Utilities

HAPPY NEW YEAR



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.

WELCOME

We would like to welcome the newest addition to RMU staff. Keetan Stutesman is from Ozark, Missouri and has completed the Electrical Distribution Systems program at State Technical College of Missouri earning his Associates Degree. Rolla has been his home for the last two years while working at the City of Waynesville Utility Department. He was among the team from Waynesville who provided mutual aid following the March 2025 tornado. Keetan joined the RMU electric crew in December as an Apprentice Lineman IV and we are happy to have him join our staff.





Congratulations to RMU employee Ethan Morrison 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 Lineman. Proper training is essential in retaining lineworkers, keeping them safe, and improving the reliability of our hometown electric system.

Congratulations

WEATHERING A WINTER STORM

Are you prepared?

Winter storms can bring extreme cold, ice and high winds. These storms can bring down trees, limbs, power lines and utility poles causing power, heat, transportation and communication disruptions. This can potentially disrupt power for an extended length of time.

In a winter storm emergency, restoring power and heat to consumers is the highest priority. Electric crews work as quickly and safely as possible to restore service. Even so, it can take days to repair the devastating damage of a winter storm, especially if ice and extended cold temperatures are a factor.

If you must go outside following a winter storm event, avoid any downed and hanging lines: Stay away and immediately contact RMU. Remember: downed power lines do NOT have to be arcing, sparking or moving to be live and deadly.

It's important to be prepared for dangerous winter storms and the power outages they may cause. You need the right emergency items and knowledge to stay warm and safe in a winter storm.

Here are a few safety tips to stay safe during a winter storm:

- Use extreme caution when driving or walking on ice if you must go outside.
- Be aware of branches, trees and ice that may fall.
- Avoid electrocution: Stay at least 50 feet away from damaged or fallen power lines and anything around them.
- Take frequent breaks when shoveling snow to avoid overexertion, and work with a partner when possible.
- If using a space heater or generator, follow operating instructions. Make sure it's installed and used properly to stay safe.
- Go to a warming center or public space such as a library or shopping mall if your home becomes too cold.
- If you use medical devices that require electricity, have a back up plan in place.

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. You can easily save energy in the winter by lowering the thermostat. When you're home, set the thermostat as low as comfortable while awake (health permitting) and then lower the temperature while asleep or away from home to lower your energy usage.

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



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.

