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.





FROM DEVASTATION TO OPPORTUNITY

Reflecting on the March 14th tornado - One Year Later



March 14, 2025 is a day Rolla residents remember well. An EF2 tornado touched down within the City of Rolla beginning around South Side Shoppers World on South Bishop and continued ripping a path northeast through the city. The general trajectory of the tornado bisected RMU's electric grid breaking or damaging poles and associated lines. At the height of the storm, 80% of RMU customers were without power, and some customers experienced extended outages depending on their location within Rolla.

RMU crews began power restoration immediately. Due to the significant damage, RMU activated a mutual aid response which helped make tremendous progress quickly. RMU staff and crews worked diligently during the following weeks and the outpouring of support from our community boosted morale along the way. Within two weeks of the tornado, power was restored to all but a few RMU customers - a major feat considering the damage RMU sustained.



This anniversary is not just a reminder of what we've lost, but also a celebration of how we've transformed adversity into an opportunity to rebuild stronger than before. In the face of such devastation last March 14, 2025, it would have been easy to lose hope, but Rolla has shown the true meaning of resilience. The devastation turned into opportunity. This past year, RMU planned to not only restore what was lost but to proceed with a long-term vision to enhance our community, ensuring that our actions today will create a better tomorrow.



