Along the Lines

A Publication of Rolla Municipal Utilities

A LEAKING TOILET IS NOT JUST A NUISANCE



Do you think a leaking toilet is just a nuisance? It's a lot more than that! Your toilet could be robbing you of a sizable sum of money. Toilets are by far the main source of water use in the home, accounting for nearly 30 percent of an average home's indoor water consumption.

One of the most costly household wastes of water is a leaky toilet which often goes unnoticed. Toilet leaks can range from small to large, constant to random, or from being heard to completely silent. But they all cause wasted water. Even a small leak can add up to a lot of wasted water and money over time. And the last thing anyone needs is an unexpected water bill increase.

Our experience has shown that many high consumption bills are due to a leaking toilet. To easily check if a toilet has a leak, perform a dye test. Place a dye tablet or several drops of food coloring in the tank of the toilet but DO NOT FLUSH. Dye tablets are available for FREE at the RMU Business Office. Let stand for 30 minutes. Now check the toilet bowl. If you see colored water, you have a leak. If the water is clear, water is not leaking from the tank to the bowl.

	Gallons Per Day	RMU Water Usage Rate $4.65/1000 gallons (30 days)	City Sewer Rate $6.75/1000 gallons
Small Leak (steady drip)	100	$13.95	$20.25
Medium Leak 1 gallon/minute	1440	$199.95	$290.25
Large Leak (Constant)	4300	$599.85	$870.75





MoDNR may offer grant funding available for plugging old wells that are inactive. To access these funds, the application must be submitted by a qualifying entity, such as RMU. Any owners within the City of Rolla who have a well no longer in use and are interested in participating in the program, please contact us as soon as possible by contacting Chad Davis with Rolla Municipal Utilities at (573) 364-1572. RMU will assess the level of interest to determine whether to proceed with an application. The application deadline is December 31st. Please note that expressing interest does not guarantee funding.

ROLLA MUNICIPAL UTILITIES EARNS CUSTOMER SATISFACTION AWARD



At the recent American Public Power Association Customer Connections Conference, RMU was recognized as one of only 15 utilities in the country to receive an APPA Customer Satisfaction Award for providing excellent service to the community. RMU was recognized in with a Silver award which means that RMU received an average customer satisfaction rating of 90% or better in the following categories: Customer Service, Field Personnel, Communication, Reliability, Value, Outage Response, Innovation and Overall Satisfaction. What makes this award truly special is that it was really given to us by you, our customers. This award is based on the results of the survey that you, our customers, participated in during March 2025. We want to thank our customers for the feedback. We also want to recognize and thank our staff for their hard work. While this award is from APPA, it isn't just an electric award. The questions mostly focused on the utility as a whole and how the community views us. Congratulations to our entire staff.

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.



JB Bronson - Christmas 1971