

THE POWER OF LOCAL OWNERSHIP

Community Minded

Community Proud

Community Owned



December 2018

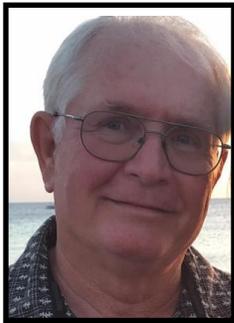
The employees and commissioners of Rice Lake Utilities would like to say thank you to our consumer/owners for the privilege and honor to serve you in 2018. We will continue to strive to maintain the high quality you have come to expect while keeping costs to a minimum in 2019. Happy Holidays!!

As we embark on another year we would like to share some of our more significant projects that we have worked on throughout 2018.

The electric department The crews started off the year by helping out with mutual aid in the Virgin Islands. The only hiccup was the utility truck arriving two weeks after our lineman arrived. The truck was loaded with material and many battery powered tools that the locals didn't have, so to say the least, they were very happy when the truck arrived on the island. Four linemen from Rice Lake Utilities were sent in staggered times. They worked 12-hour days seven days a week and even worked on Christmas. Working in remote jungle locations, they struggled with vegetation, terrain and heat. They worked diligently to restore power to the island and the people who were struggling. Meanwhile back at home, the electric utility also replaced 49 poles due to decay. Road construction projects were quite extensive this year as most of you know. They included; extended facilities for the Kern Ave extension, re-routed infrastructure on South St, re-routed infrastructure for the Main Street bridge project, and re-routed infrastructure for the Hwy 48 project. New services include: two in the Moullette addition, three in Eagle Ridge, seventy-three in the Swiderski apartment complex, eighteen to the Moon Lake twin homes, 1708 Scott Rd, 725 Burr Oak, 815 Allen, tennis courts at the high school, two stop lights, new Community Service Dept., and Prevea Rice Lake Health Center. The electric utility also achieved the Certificate of Excellence in Reliability Award from the American Public Power Association.

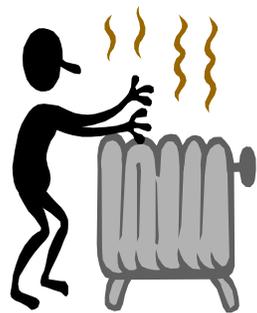
The water department The Department of Natural Resources performed a sanitary survey of the entire water system including the well house, water towers and pumping stations. We are happy and proud to say that there were no significant deficiencies found. We have successfully abandoned well 4 at Narrows Park which contained high amounts of naturally occurring manganese. We continue to contract with Hydrocorporation to perform our commercial and industrial cross-connection program while Rice Lake Utilities performs the residential cross-connection program along with the twenty-year water meter replacement requirement. The water towers on Hilltop and Coleman were cleaned and painted as part of the annual maintenance contract. We also replaced another pump at our well house which leaves only one pump out of 4 remaining to replace which is 30 years old. We also welcomed two new water employees, Zach Stuhr and Bryce Crago.

The wastewater department The wastewater department purchased a new sewer televising vehicle to help aid in the inspection of sewer collection. The new televising vehicle is used to locate roots, cracks, breaks and any other deficiencies in the system. As sewer system networks age, the risk of deterioration, blockages, and collapses become a major concern. As a result, Rice Lake Utilities decided to take proactive measures to improve the performance levels of our sewer system. Cleaning and inspecting sewer lines are essential to maintaining a properly functioning system; by doing this we are furthering our community's reinvestment into its wastewater infrastructure. The wastewater utility is also having a capacity study done to make sure we are operating at the maximum efficiency. We continue to process large amounts of hauled in commercial & industrial waste and continue to comply with the DNR requirements for discharge of effluent into the Red Cedar River. Mike Magee, Wastewater Superintendent, retired after 33 years of service. Corey Margetta has replaced Mike as the Wastewater Superintendent.



Longtime Rice Lake Utilities commissioner Richard Sandstrom retired from the Rice Lake Utilities Commission in November. We would like to say thank you for your years of service to Rice Lake Utilities and our consumer/owners.

Your dedication and knowledge, have helped shape Rice Lake Utilities into what we are today. Replacing Richard Sandstrom is community member Joe Huftel. We are excited to have Joe serve on the Rice Lake Utilities Commission. We are sure he will bring great knowledge and service to Rice Lake Utilities and our consumer/



Be Safe With Space Heaters This Heating Season

The U.S. Consumer Product Safety Commission (CPSC) estimates that more than 25,000 residential fires every year are

associated with the use of room (space) heaters and that more than 300 people die in these fires. Also, an estimated 6,000 people receive hospital emergency room care for burn injuries associated with contacting hot surfaces of room heaters, mostly in non-fire situations. The CPSC offers these suggestions:

- Select a space heater with a guard around the flame area or the heating element. This will help keep children, pets and clothing away from the heating source.
- When selecting a heater, look for one that has been tested and certified by a nationally recognized testing laboratory.
- Read and follow the manufacturer's operating instructions. Keep the owners manual in a convenient place to refer to when needed.
- Never leave a space heater on when you are asleep or leave the area.

For more information log onto the CPSC's website at www.cpsc.gov or call them at 1-800-638-2772.



Rice Lake Utilities will be closed on the following dates to celebrate the holidays with our families: December



24th-25th and December 31st-January 1st. Our phone lines will still be answered 24 hours a day by Gold Cross Services in Eau Claire who will dispatch personnel in an emergency. All non-emergency matters will be handled the following business day.

Sign Up For The Direct Payment Plan

You can have your utility payment deducted automatically from your checking or savings account. All you have to do is fill out an authorization form (available at Rice Lake Utilities or on our website) and attach a voided check. Your payments will be made automatically on the due date. You will still be mailed a detailed billing statement every month, which will indicate "paid by bank". By taking advantage of the direct payment plan you will save postage, not have to worry about due dates, and have fewer checks to write. For more information or to sign up for the direct payment plan stop by Rice Lake Utilities.

Plug into holiday safety!

Rice Lake Utilities wish you and your family a joyful holiday season. We hope you will celebrate with safety by following these simple rules:

- * Unplug lights before you go out or go to bed.
- * Keep lights away from water.
- * Don't overload electrical outlets.
- * Too many plugs in one outlet may create enough heat to start a fire.
- * When decorating outdoors, keep ladders away from overhead power lines.
- * Keep paper and tinsel away from hot lights.

RICE LAKE UTILITIES	
Electric * Water * Wastewater	
320 West Coleman Street	
Rice Lake, WI 54868	
Phone: 715-234-7004 Fax: 715-236-7934	
E-mail: info@ricelakeutilities.com	
Web Page: www.ricelakeutilities.com	
Commission President	Susan Dietz
Commission Secretary	Dr. Daniel Wolner
Commissioner	Dave Armstrong
Commissioner	Mark O'Brien
Commissioner	Joe Huftel
GM/CEO	Leo Diehl
Office Manager	Kristi Nelson
Electric Superintendent	Tim Aaby
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Editor	Janet Mahowald