

# THE POWER OF LOCAL OWNERSHIP

Community Minded

Community Proud

Community Owned



December 2015

## As the year changes so does Rice Lake Utilities

After 28 years with Rice Lake Utilities and the past 16 years as our GM/CEO Scott Reimer has announced his retirement effective December 31st, 2015. Scott began his career with Rice Lake Utilities on September 22nd, 1987 as a journey line worker. He then progressed to the electric superintendent until being appointed the GM/CEO in 1999. Scott said "this has been a most rewarding professional career and I give thanks every day for the many opportunities that have made this career so enjoyable. The motivation of the customers of RLU for building and maintaining a vibrant business community and making Rice Lake a great place to live and to raise a family make us what we are today. This is one thing that kept me working harder to succeed every single day. I give thanks to them as well as the many co-workers and utility commission members that have helped us to be successful. Best wishes to all of you." Congratulations Scott and thank you for all of your hard work and for helping to make Rice Lake Utilities an icon in the state of Wisconsin!



Pictured above: Leo Diehl

## Rice Lake Utilities Implements its Succession Plan

Filling the General Manager/CEO position will be Leo Diehl, the current Electric Superintendent of Rice Lake Utilities. Leo has served as the Rice Lake Electric Superintendent for the past seven years.

Tim Aaby will be replacing Leo as the Electric Superintendent. Tim is currently a licensed journeyman and a master meter technician. He has worked for Rice Lake Utilities in this capacity for the last twelve years.



Pictured above: Tim Aaby

Succession planning is a type of planning where organizations identify internal employees as potential candidates for filling future vacancies that may arise within the organization and start training them well ahead of time to perform those roles. The key to future success lies in assessing and understanding the value of our employees we currently have and what resources we will need in the coming years. We believe that the future success of Rice Lake Utilities relies on our thoroughness and vigor in our succession planning.

At Rice Lake Utilities we believe that *failing to prepare is preparing to fail*. We also believe that with careful planning and preparation and by implementing our succession plan, we are able to manage this transition period with the least bit of disruption to our consumer/owners and fellow employees. It's not about having people...it's about having the right people, in the right place, at the right time. Internal employees already have a good understanding of the organization and its goals and have received hands-on training in their particular field related to the succession plan. So please help us in welcoming Leo and Tim in their new roles with Rice Lake Utilities!!

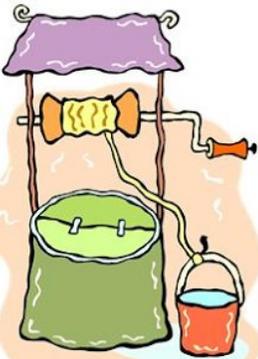
## Beware of the Grinch this holiday season as scammers target utility customers with threats of power shut-offs



Rice Lake Utilities will never call you and threaten immediate disconnection of service. A lengthy process takes place before any disconnection of service. Typically, multiple written notices are sent to the customer when the account is delinquent. We will never call and demand payment via a prepaid debit card. If you get a call like this — hang up. The caller might insist he/she is with Rice Lake Utilities and the caller ID on your phone might even display our name. HANG UP — it's a scam. If you're concerned about your account, call us at 715-234-7004. Don't use the number that's on your caller ID. Small businesses seem to be the most popular target. Fall for this scam and you will never see your money again. So slow down, think, and don't let some crook pressure you into handing over your hard-earned money.

## Well 6 update

We are working on development of Well 6 at the Hilltop Booster Station, to be a replacement of Well 4 which is located in Narrows Park. A test well was constructed at the site in September by CTW Corporation. The well is nearly 600 feet deep and draws water from the sandstone.



The test well that was constructed in September proved to be very fruitful. The water was tested for a full suite of compounds as required by WDNR and the EPA. The tests showed that the water is of very good quality and there is an abundance of water.

Demolition of the existing booster station building and construction of a new pump house was let for bids, with the contract awarded to Springlake Contracting of Elk Mound, Wisconsin. Demolition of the existing building and drilling of a permanent well are expected to take place over the winter and into early spring 2016. The former booster station site allows Well 6 to pump water to either of our pressures zones, and provides a second well pumping directly to the high pressure zone. Well 6 is planned to be online to pump water to our system for the peak demand months of summer 2016.



Rice Lake Utilities will be closed on Thursday, December 24th, Friday, December 25th, and Friday, January 1st to enjoy the holidays with our families. Thank you for allowing us to serve you in 2015. We look forward to providing another safe year of service for our consumer/owners in 2016.

## Community comes together

Rice Lake Utilities would like to say thank you to our consumer/owners for showing their compassion and generosity during our Public Power Week Celebration!! We collected a huge amount of supplies for the We Share Food Pantry. They were very appreciative of your generosity. We are so proud of our community and the people that reside in Rice Lake. Without you nothing would be possible!!



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