

THE POWER OF LOCAL OWNERSHIP

Community Minded

Community Proud

Community Owned



March, 2016

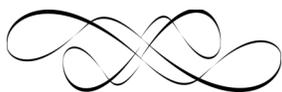
Fluoride Meeting is scheduled for May 12th

Rice Lake Utilities would like to invite our consumer/owners to voice their opinion once again on whether or not fluoride should or should not be added to the city's water supply. Back on November 13th, 2014 Rice Lake Utilities initially discussed the option of eliminating fluoride to the city water supply (the last time a discussion took place was in 1995). After a number of meetings and discussions with the public at our normal commission meetings, it was decided to hold a much bigger discussion at City Hall so more people would be allowed to voice their opinion.

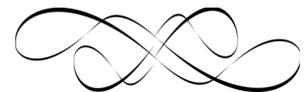


So, on May 14th, 2015 Rice Lake Utilities held a special meeting at City Hall and invited our consumer/owners to voice their opinion on the matter. After many hours of public input and discussion it was decided by a 3-2 commission vote to keep fluoridating the water supply. However, it was with this vote that a caveat was included to bring the fluoride issue back in one year's time to be discussed and another similar meeting be held for the public to voice their opinion. That meeting will be held at the Rice Lake City Hall at 5:30 p.m. on May 12th. We invite the public who are directly impacted by this decision to come and share their opinion.

*We will follow the same format as we did at the last meeting, asking those present who wish to speak to fill out a form and presentations will be limited to 3 or 5 minutes each depending on the number of people wanting to speak. If you have any questions please feel free to contact us. We will also issue another reminder with the May billing.



Lessons to live by



The following is an excerpt of an article that was published in the March 2016 edition of the League of Wisconsin Municipalities by Jerry Deschane, Executive Director regarding the lessons we can learn from Flint Michigan.

"As we go to print in mid February, we've been saturated with bad news from Flint, Michigan, where a tragic string of misjudgments resulted in thousands of citizens being poisoned by their city-supplied water. There is a blizzard of finger-pointing going on, so we'll let others decide who is the most at fault, and focus on what we can learn from it. Two important lessons come to mind:

Lesson one: *do your job so well that nobody notices. Citizens put a lot of trust in you. On any given day, they don't give a second thought to the quality of the water that comes out of the tap. You will not get a medal for this, but it is your most important job. Feedback that local governments should expect is complete silence. That's how we roll.*

Lesson two: *Mistakes will happen. No matter how good you are, you'll make the wrong decision from time to time and something will break, malfunction or go way wrong. When things break, fix them NOW! The right way, the first time. Don't take any shortcuts. Don't hide anything and don't make any excuses. There may be complaints and unfair criticism; suck it up and do the job. Citizens will (eventually) forgive errors. They'll never forgive or forget lies."*

**DON'T GET CAUGHT IN THE DARK!!
DISCONNECTS ARE
SCHEDULED FOR APRIL 2016**

URGENT

Effective April 15th Rice Lake Utilities will be enforcing Public Service Commission Rules Chapter 113 for disconnection.

You can pay your past due utility bills with your credit/debit card 24 hours a day by logging onto www.municipalonlinepayments.com/ricelakeutilitieswi - a convenience fee is charged. We also have a link available on our website at www.ricelakeutilities.com. For more information please call us between 7:00-4:00 M-F at 715-234-7004.

**Tornado and Severe Weather
Awareness Week
April 11-15, 2016.**

When severe weather strikes, along with it comes a possibility of downed power lines and outages. The best defense is to know what to do. Here are a few simple things that you can do to prepare:

- If your power goes out, check your circuit breakers, see if your neighbors have lost power, too, then call us.
- Have an extra supply of fresh batteries and flashlights on hand.
- Have a battery-powered radio.
- Keep your refrigerator and freezer door closed as much as possible. A closed refrigerator will stay cold for up to 12 hours.
- If you see a downed power line stay away and call Rice Lake Utilities.



Rice Lake Utilities will be closed on Good Friday, March 25th. We will re-open at 7:00 a.m. on Monday, March 28th. Our phones will still be answered 24 hours a day by Gold Cross Services in Eau Claire for emergencies.



Save your postage stamps

For your convenience Rice Lake Utilities offers drop boxes at the following locations: Rice Lake Utilities, City Hall, Marketplace Foods & Dairy State Bank.

- We also offer automatic payment. Payments can be taken directly out of your savings or checking account each month, all you have to do is fill out a form (available at RLU and on our website) and attach a voided check.
- In person transactions are also accepted at the Rice Lake Utilities office Monday-Friday from 7:00 a.m. to 4:00 p.m. We currently accept checks, money orders and cash. We also accept credit & debit card payments with a service fee of 3% of your payment.
- You can also pay your utility bills with your credit/debit card (Visa, American Express, MasterCard or Discover) 24 hours a day via www.municipalonlinepayments.com/ricelakeutilitieswi - a convenience fee is charged.

What happens when a sewer backs up and are you covered???

Rice Lake Utilities has approximately 70 miles of sanitary sewer lines. Each year we clean 90% of these lines by high pressure water jetting and root cutting equipment. The first thing you need to do if you experience sewer problems is to call Rice Lake Utilities. Our phones are answered 24 hours a day seven days a week.



Utility personnel will then be dispatched to inspect our main. If nothing is found to be the cause of the problem in the main the homeowner would then need to contact a licensed plumber at the homeowner's expense to have the sewer inspected.

The utilities is not automatically liable for blockages in the city's sanitary sewer system. The utility is only liable for those damages if the backup was caused by our negligence.

Many homeowner's insurance policies exclude damage resulting from sewer backups. However, some insurance companies do provide sewer backup coverage. If you are concerned about the possibility of a sewer backup and want to ensure that you are covered, we urge you to check with your home insurer regarding the availability of sewer backup insurance.