

# THE POWER OF LOCAL OWNERSHIP

Community Minded



Community Proud

Community Owned

March, 2018

A statewide tornado drill will be held on April 12th at 1:00 p.m. in conjunction with Tornado and Severe Weather Awareness Week April 9th-13th, 2018

Staying safe during the spring and summer storm season is about more than taking shelter in rough weather. It also means avoiding hazards a violent storm leaves behind. For example, nearly every severe storm manages to bring down power lines. To stay safe, stay away. **DO NOT APPROACH ANY DOWNED LINES.** You cannot tell if a line is live simply by looking at it. Report downed lines by calling Rice Lake Utilities or 911. It is especially important to immediately report sparking lines because they pose a fire hazard. It's difficult to tell electric lines from telecommunications lines, which often share a common pole. Lines that normally do not carry dangerous current can become conductors when entangled with power lines. **TREAT ANY FALLEN LINE AS DANGEROUS.**



The City of Rice Lake has five outdoor weather warning sirens: one at the Barron County Fairgrounds, one on the water tower on Augusta Street, one in Camelot Acres, one on Colan Boulevard, and one on Macauley Avenue. The sirens are all linked together; thus, all five sirens sound at the same time.

The sirens are activated primarily in two types of instances: monthly testing (April through September), and when a severe weather warning has been issued by the National Weather Service for Barron County with Rice Lake listed in the path of the storm.

## Outdoor Warning System

The Rice Lake weather warning sirens are an outdoor warning system intended to alert people who are outdoors to severe weather conditions. The sirens are not intended to awaken people from their sleep. A weather alert radio can be a useful tool for that purpose. Families can purchase a weather alert radio as an additional resource for emergency preparedness.

The sounding of outdoor sirens is your cue to listen to your local radio and/or television for information concerning severe weather in the area. You must make an informed decision on your safety and the safety of your family and take immediate action. **DO NOT CALL 911** to ask for weather information. Report dangerous weather conditions to the Rice Lake Police Department.

**DON'T GET CAUGHT IN THE DARK!!  
DISCONNECTS ARE SCHEDULED  
FOR APRIL 19TH, 2018**

**URGENT**

*Effective April 19th 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 a.m. -4:00 p.m. M-F at 715-234-7004.*

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 free of charge. We also accept credit & debit card payments with a service fee of 3% of your payment.

## **CONSUMER/OWNERS CAN MANAGE THEIR UTILITY ACCOUNT ONLINE**

Consumer/owners can view their bill due date, payment history, current balances and consumption history by service, just by accessing our online bill payment website at [www.municipalonlinepayments.com/ricelakeutilitieswi](http://www.municipalonlinepayments.com/ricelakeutilitieswi) or by following a link on our web page [www.ricelakeutilities.com](http://www.ricelakeutilities.com). The first time logging on you will need to know your utility account number as well as the last payment amount that was made. If you do choose to use this as a payment method please keep in mind that there will be a small transaction fee imposed. For other bill pay options please refer to the back of your billing statement.



## **Remember to always call before digging**

Planning yard work this summer? Remember to call Diggers Hotline at 811. Their locaters will mark the underground utilities at no fee. You can also request a locate by logging onto [www.diggershotline.com](http://www.diggershotline.com).



**Know what's below.  
Call before you dig.**



In observance of Good Friday, Rice Lake Utilities will be closed on Friday, March 30th. Our phone lines will still be answered by Gold Cross Services in Eau Claire who will dispatch personnel in an emergency. All non-emergency matters will be handled on Monday, April 2nd during regular business hours.

### **Crisis Assistance**

A household may be eligible for crisis assistance if you have received a disconnect notice from your utility provider. In order to be eligible you will have had or will have to fill out a regular energy assistance application available from Barron County Energy Services. The deadline to do this is May 15th, 2018. Crisis assistance is intended to provide emergency and/or proactive services to assist eligible households experiencing an energy crisis. For more information please contact Barron County Energy Assistance at 715-537-5691.

#### **RICE LAKE UTILITIES**

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