

THE POWER OF LOCAL OWNERSHIP

Community Minded

Community Proud

Community Owned



September, 2012



RICE LAKE UTILITIES BILLING AND DUE DATES ARE CHANGING



Rice Lake Utilities has successfully implemented the Automatic Meter Reading System (AMR). Implementing AMR has allowed us to obtain meter readings in a matter of minutes instead of days. This has shortened the billing process considerably and will improve our customer service delivery by providing our consumer/owners with their billing charges closer to the actual usage date. Reading dates of the 1st of each month will remain the same. However, utility billings will now be mailed out on the 15th of each month and will become due on the 5th of the following month.

There will be a two month transitional period starting with the November 2012 billing statement. This statement will be mailed on the 20th of November and will become due on December 10th, 2012. The second transition will occur with the December bill being mailed on the 15th and would become due on the 5th of January. After that all billings will be mailed out on the 15th of the month or the closest working business day to the 15th and will be due the 5th of the following month.

Rice Lake Utilities does offer a deferred payment plan to our customers that feel this transition may cause a hardship. All customer accounts with automatic drafting instructions will now see their bank Accounts charged on the 5th of each month. If you have any questions, do not hesitate to contact Rice Lake Utilities at 715-234-7004.



Rice Lake Utilities would like to invite our Consumer/Owners in helping us celebrate Public Power Week October 7th-13th.

Public Power systems like ours provide safe, reliable service, at not-for-profit rates. Because we are locally owned & controlled, we are accountable only to you, our consumer owners. In addition to providing our consumer/owners with reliable service at low rates, Rice Lake Utilities help business and residential customers in our community prosper by keeping revenues local. Rice Lake Utilities knows how vital electricity is for our consumer/owners and we continue to find ways to deliver it reliably, safely and with special attention to the environment. Our community's best interests are at the heart of everything we do. Please stop by during the week of October 7th-13th for a chance to win door prizes and to have some refreshments as we celebrate you-our consumer/owner.

Attention Small business owners...

Do you want to receive a FREE energy assessment that shows your buildings energy use as well as recommendations for energy efficiency improvements that can reduce your operating costs? Call and ask Scott about the FREE ENERGY SAVINGS PACKAGE.

RICE LAKE UTILITIES EXTENDS WHOLESALE POWER AGREEMENT

The Rice Lake Utilities Commission extended its Wholesale Electric Power Supply contract with American Electric Power (AEP) through 2017.

The current contract with AEP begins on January 13, 2013 and runs through 2015 and allows for a flat rate which will reduce current rates by as much as 20%. A previous agreement locked in 2016 with lower energy costs and now that trend continues through 2017 by the most recent action.

"Based on today's rates we will be saving over \$15 million on those energy costs"

We have the goal of reducing or mitigating energy costs to our customers and the commission is committed to that. Our customers should know that for the next 5 year period we have successfully negotiated the best rates available with little or no risk in the market and based on today's rates we will be saving over 15 million on those energy costs.

Rice Lake Utilities Commission President Tom Moullette says, "It is and always will be the Rice Lake Utilities Commissions goal to provide our customers with the safest, most reliable and cost effective service available. That goal is paramount to being a leader in our community and ensuring future economic viability here in Rice Lake".

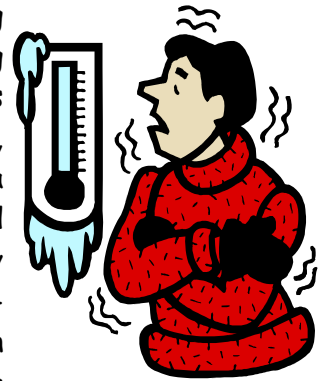
The initial three year fixed price contract, now coupled with the two year extension, will allow Rice Lake Utilities to provide our customers with a stable electric rate and help minimize price spikes such as that experienced in August of 2010. Thanks....
Scott Reimer, General Manager.

Rice Lake Utilities contributed \$436,017 in tax equivalent payments to the City of Rice Lake in 2011. The Electric Utility portion was \$256,988 and the Water Utility portion was \$179,029. Tax equivalent payments made by Rice Lake Utilities helps to lower Rice Lake citizen's property taxes.

PUTTING OFF THAT NEW HEATING SYSTEM?

You could get left out in the cold.

Focus on Energy's enhanced Cash-Back Rewards can help you upgrade your heating system *now*. If your existing heating system is over 10 years old or needs frequent repairs, it's time to consider a replacement. Save energy and enjoy lower utility bill costs by installing a qualified, high-efficiency model. The Focus on Energy Home Heating Assistance Program offers qualified customers enhanced Cash-Back Rewards for purchase and installation of eligible equipment. Don't wait until it's too late! To find out if you qualify visit focusonenergy.com or contact them at 1-800-762-7077. If you do not qualify for the Home Heating Assistance Program you may still qualify for other Home and Water Heating Cash-Back Rewards!



Don't forget to stop by Rice Lake Utilities and pick up your free trick or treat bag.

Rice Lake Utilities will be reading all submeter meters the first week of October. For our consumer/owners who have a grandfathered outside sub-meter on a hose - please place the sub-meter(s) by your electrical meter to obtain a credit for outdoor watering.

RICE LAKE UTILITIES

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