

THE POWER OF LOCAL OWNERSHIP

Community Minded

Community Proud

Community Owned



March, 2008

If you plan to do a lot of outside watering this summer like putting in a new lawn or filling a pool, you might consider purchasing a subtract meter. You will save on water that does not enter the sanitary sewer system.

Rice Lake Utilities will subtract from your sewer bill usage measured by the meter! (In order to receive a sewer adjustment you will need to have a subtract meter or purchase one from us).

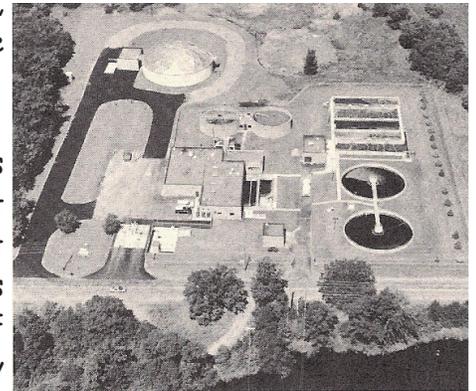
To purchase a subtract meter contact Rice Lake Utilities at 715-234-7004.

Nothing goes to waste at Rice Lake Utilities Wastewater Treatment Facility.....



From the methane gas that's used to heat the building in the winter, to the water that is discharged back into the Red Cedar River, close to 100% of everything that enters the Rice Lake Wastewater Treatment Facility is recycled.

To understand how the recycling process works you will first have to understand a little bit about the treatment process; wastewater treatment usually takes place in two steps. The first process removes 40 to 50 percent of the solids by way of bar screens, grit chambers and a primary sedimentation tank. The second process removes 85 to 90 percent of pollutants by way of aeration and sedimentation tanks and by using a disinfectant such as chlorine.



After treatment the water is de-chlorinated and returned to the Red Cedar River (cleaner than the water in the river itself!). The sludge that remains is moved to an anaerobic digester (*which is an enclosed tank that excludes oxygen and through which organic matter is passed and broken down by naturally occurring bacteria, producing biogas*) and heated to 95°F, this process stabilizes the sludge and produces methane gas as a byproduct.

The methane that is produced is used in the heat exchanger to heat the building and also the sludge. The leftover sludge is then spread agriculturally (*the sludge is an excellent soil conditioner and provides nutrients in the form of nitrogen, phosphorus and potassium*).

Mother Nature has been cleaning up water naturally for as long as there has been an earth. At the treatment plant we mimic Mother Nature only we can speed the process up. What would take years for Mother Nature to do we can do in about 9 hours.

If you would like a tour of the wastewater treatment facility please contact the Rice Lake Utilities office at 715-234-7004 and we will gladly arrange a tour time for you.

Rice Lake Utilities
prepares for
disconnection of
residential electric
service effective
April 15th, 2008

If you have fallen behind in
your utility payments, Rice
Lake Utilities may be able

to offer you a deferred payment plan that will help
you pay your current bill and any past due amounts
owed. You also may be eligible for emergency fuel
assistance. To find out, please contact the Barron
County Energy Assistance office at 537-5691.

Don't let the ground frost
frost you

Every winter Rice Lake Utilities water personnel
respond to calls for frozen water pipes. The calls range
from no water to broken water pipes. In the winter
months when the temperatures drop (which makes water
pipes vulnerable to freezing), Rice Lake water personnel
start checking manholes at various locations throughout
the city for frost levels. The inside of the manhole, also
known as the "chimney" will have a frost line on the inside
indicating where the frost is located. When frost levels
reach four feet in depth the frost now has a potential
for causing shallow water pipes to freeze. When this
happens, Rice Lake Utilities water personnel will issue a
notice to our consumer/owners to run their water (most
water services are buried at a depth of five to eight
feet). Running a small pencil stream of water will
prevent the water from freezing in the pipes because it
is continually moving. Our consumer/owners' monthly
water usage is adjusted to their average use during this
period (residents living in Camelot Mobile Home Park and
Lakeshore Terrace Mobile Home Park need to contact
the park office to get authorization to let the water
run). We have issued a notice effective February 14th,
2008 for our customers to run a small pencil stream of
water to prevent a freeze up or a broken pipe. This
notice will be in effect until mid to late April. We will
notify local radio stations as well as put a notice in the
Chronotype informing our customers to discontinue
letting their water run when this occurs.



Know what's below.
Call before you dig.

Planning yard work this
summer? Remember to call
Diggers Hotline at 811.
Diggers will mark the
underground utilities at no
fee. You can also email in
your locate by logging onto
www.diggershotline.com.

Stamps are set to increase
on May 12th

For your convenience Rice Lake Utilities offers
drop boxes at the following locations: Rice Lake
Utilities, City Hall, Marketplace Foods, US Bank,
Bank Mutual, Royal Credit Union and 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 Utility office Monday-Friday
from 7:00 a.m. to 4:00 p.m. We currently
accept checks, money orders and cash.
- You can also pay your utility bills with your
credit/debit card (Visa, American Express,
MasterCard or Discover) 24 hours a day by
contacting Official Payment Corporation at 1-
800-272-9829 or www.officialpayments.com
(You will be prompted to enter a jurisdiction
code. Rice Lake Utilities jurisdiction code is
5947). A convenience fee will be charged by
Official Payment Corp.

RICE LAKE UTILITIES

Electric * Water * Wastewater

320 West Coleman Street

Rice Lake, WI 54868

Phone: 715-234-7004

Fax: 715-236-7934

E-mail: rlu@ricelakeutilities.com

Web Page: www.ricelakeutilities.com

Commission President

Thomas Moullette

Commission Secretary

Richard Moe

Commissioner

Susan Dietz

Commissioner

Greg Leach

Commissioner

Richard Sandstrom

GM/CEO

Scott Reimer

Office Manager

Kristi Nelson

Water/Wastewater Mgr.

Wally Thom

Editor

Janet Mahowald