



City of River Falls News Release



For Immediate Release:

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For More Information Contact:

RFMU Customer Service Department

(715)425-0906

NEW UTILITY CUSTOMERS MAY NOW APPLY ONLINE For New Residential and Business Service

The River Falls Municipal Utilities has added applications for new residential and business service to its website at www.rfmu.org under the Customer Services tab. New customers are no longer required to appear in person at City Hall to apply for utility service, although that option is still available. By offering applications for new service online, RFMU hopes to enhance customers' experience in working with the Utility.

Feel free to complete the online application at any time. New service connections will be made during our normal working hours, which are Monday through Friday, 8 a.m. and 5 p.m. Expect a 24 hour turnaround time on service connects after the application has been submitted.

New customers are encouraged to join their neighbors and voluntarily purchase 300 kWh blocks of renewable energy for \$3.00 per month, per block. Currently, over 6% of our customers elect this option. Customers can elect this option on-line by adding their preferred number of renewable blocks to the comment section of the new service form.

After you submit the web form, a Customer Service Representative may contact you to verify any or all of the information provided.

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