

Winter Moratorium

The Wisconsin Public Service Commission's (WPSC) winter moratorium on utility disconnections is in effect from Nov. 1 through April 15. Wisconsin law prohibits utilities from disconnecting electric customers who are behind on their bill during this time.

Energy Assistance

The utility encourages eligible residents to apply for the state's low-income bill payment assistance programs to reduce the burden of utility bills this winter.

Consumers may qualify for assistance in paying their heating bills through the Wisconsin Home Energy Assistance Program (WHEAP), which provides financial assistance to low-income residents. Where to apply for the WHEAP:

- **Pierce County Residents** (administered by Pierce County Dept. of Human Services) 715-273-6788 or www.co.pierce.wi.us
- **St. Croix County Residents** (administered by West CAP) 715-265-4271 or www.westcap.org/services

Medical Need Customer

Medical need customers requiring electricity for emergency medical and life-support equipment, should contact River Falls Municipal Utilities (RFMU) to obtain a medical needs request form. With a completed form and a physician certification, medical need customers may qualify for priority attention when restoring electricity as a result of a power outage. To learn more call 715-425-0906.



Electric and Water Bill of Rights: For a copy of your rights as a utility customer, visit rfmu.org and search "bill of rights" or stop by City Hall (222 Lewis Street) for a copy.

Public Service Commission of Wisconsin (WPSC)
PO Box 7854 Madison, WI 53707-7854 • 608-266-5481 • www.psc.wi.gov



Happy Holidays from all of us at River Falls Municipal Utilities

Convenient Ways to Pay Your Bill

Have you considered an automatic monthly deduction for your utility bill?

It is easy through our Pre-authorized Payment Program (PAP). Your payment is automatically withdrawn from your checking or savings account on the 25th of each month. Enrollment is easy; just fill out the PAP form found on our website at rfmu.org.

Payment Options through Payment Services Network (PSN)

- **Online:** www.rfmu.org - click "pay your bill" to setup your ecare account. Once your ecare account is created you may log in at anytime to make payments by e-check, credit or debit card.
- **By phone:** Call 877-885-7968 (24/7). You will need your RFMU ten digit account number and payment information.

Note: credit and debit card payments will be charged a 2.75% processing fee.



Cold or drafty house?

Our Home Energy Assessment can help

- We'll test your house for leaks, insulation levels, and combustion safety.
- You will receive a detailed report with infrared images and a list of priorities.
- You can do the work yourself or leave it to the pros.
- You may receive incentives of up to \$4,800.

Contact Mike Noreen at 715-426-3467 to schedule an appointment.

Holiday Closure Schedule

Friday, Dec. 23 - Christmas Eve observed
Monday, Dec. 26 - Christmas Day observed
Monday, Jan. 2 - New Year's Day observed

Garbage and Recycling Service



The City of River Falls is under a five year contract with Advanced Disposal (AD), our trash and recycle hauler.

Effective Jan. 1, 2017, the residential monthly fee will increase from \$13/month to \$13.50/month.

This past year, the fee went from being a separate quarterly bill from AD to being included on the City of River Falls monthly utility bill. This will continue in 2017.

As a customer of RFMU, you will continue to enjoy curbside weekly trash and recycle pickup with the container size of your choice, week-long spring and fall cleanup, and year-round leaf and branch dropoff at the City's compost site.

For service and billing inquiries, call the City of River Falls at 715-425-0900.

Christmas Tree Pickup

Advanced Disposal will pick up your Christmas tree free of charge during the first two weeks in January. Please place it near your regular garbage and recycling pickup location. If you would rather recycle your tree, you can drop it off at the City compost site (901 W Locust Street) seven days a week during daylight hours.

Leaving for the Winter Months?

If you are out of town for more than three months this winter, you may be eligible for a credit on your utility bill for garbage services not used. Upon your return, please stop by City Hall and complete a request for the garbage credit.

The City will verify your home's vacancy based on water usage for the period and issue garbage credits for customers using less than 100 gallons of water per month for up to three months.

Winter Maintenance Tips and Information

For the City's winter maintenance crews to be successful keeping our roadways safe, we ask for your cooperation with the following:



- Please clear outdoor play equipment from any surface that will be plowed, including alleys and cul-de-sacs.
- Remember to shovel around your mailbox and any fire hydrant on your property.
- When shoveling, please include sidewalks in the right-of-way as well as pedestrian curbs/ramps on corner lots. With odd-even parking, snowplows may deposit snow in these areas more than once, so stay vigilant! Please do not shovel snow from your driveway or sidewalk into the streets.
- During snowstorms, do not place garbage cans in the street or blacktop area in your alley.
- Winter is a good time for the City to prune trees. Crews will notify you with a door hanger if work is planned for your neighborhood.

Questions? Please contact Mike Stifter, Operations Director, at mstifter@rfcity.org or 715/426-3406.



River Falls Municipal Utilities
City Hall, 222 Lewis Street
Office Hours:
M-F 8 a.m. - 5 p.m.
www.rfmu.org
Emergency Service 24/7
715-425-0906



2016 Utility Projects: Wastewater Treatment Facility (top and left) and Sycamore Water Tower rehabilitation.



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