

FROM THE DESK OF THE UTILITY DIRECTOR

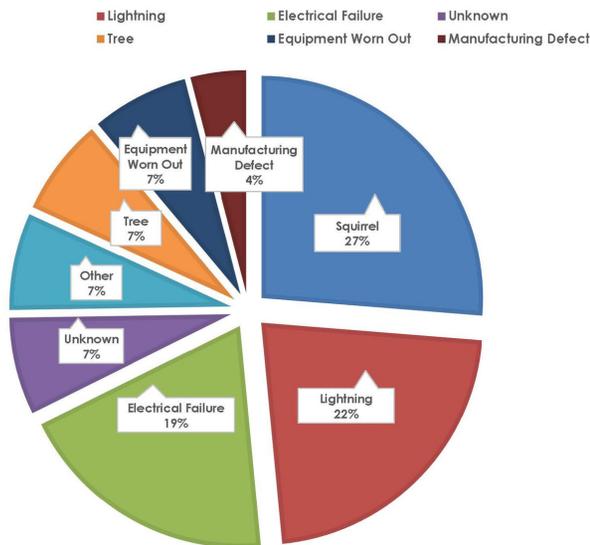
Another summer has come and gone and from an electric utilities perspective; it was a great summer. There were no big storms or large equipment failures to disrupt the flow of electricity to our residential and commercial customers for extended periods of time and air conditioners were able to keep humming.



While electricity has flowed to our customers at a 99.996% reliability rate, we still did have the occasional short outage due to a few different causes. The largest contributor to our outages continue to be squirrels. Even though squirrel guards are in place on most of our equipment; the rodents still find ways to short circuit our system by climbing on our poles, wires, and transformers.

Below is a chart that shows electric outage causes over the past 5 months. Of the 27 outages our system encountered over this time period, we were able to restore power on the average within 111 minutes of the outage being reported. For each outage, the average was 14 customers out of power. The "electric failures" category (19%) are mainly due to faulty underground electric cable.

ELECTRIC OUTAGE CAUSES



Thank you for being a customer of River Falls Municipal Utilities; our dedicated crews take great pride in serving you. Enjoy the fall!

Sincerely,
Utility Director Kevin Westhuis

RIVER FALLS MUNICIPAL UTILITIES

City Hall, 222 Lewis Street

Office Hours: M-F 8a.m. - 5p.m.

www.rfmu.org

715-425-0906

After Hours utility emergency outage number:
715-852-1715

Pay your bill by phone:
877-885-7968

PUBLIC WORKS

950 Benson Street

Office Hours: M-F 8a.m. - 5p.m.

www.rfcity.org

715-425-0900

After Hours emergency contact RFPD:
715-425-0909

HOLIDAYS: CITY HALL AND ADVANCED DISPOSAL SCHEDULE

- Labor Day (September 3rd)

City Hall will be closed. Advance Disposal garbage and recycling will have a one-day pickup delay.

FALL CLEAN UP WEEK OCTOBER 15TH-19TH, 2018

Fall Clean Up is October 15-19 at the City Public Works Garage (950 Benson Street) for Advanced Disposal customers.

Hours of operation:
Monday through Friday, from 4 to 8 p.m.
Saturday from 8 a.m. to 1 p.m.

CONTACT UPDATE

If we do not have your up-to-date phone number(s), please contact us so that we can contact you about important utility and garbage services information. Submit your updated telephone number via email at rfmu@rfcity.org or call us at 715-425-0906.



CITY OF RIVER FALLS MUNICIPAL UTILITIES AND PUBLIC WORKS NEWSLETTER

Fall 2018



INSIDE:

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FALL ROADWAY SAFETY

For the City's Public Works crews to be successful keeping our roadways safe for the Fall season, we ask for your cooperation with the following:



- Please refrain from raking leaves and grass clippings into the streets, which contribute to clogging and blocked storm sewers during the Fall. This blockage prevents properly drained roadways.
- You may want to consider marking your boulevard edges in the Fall with markers which will give the snowplow drivers a visual for curb edges in the Winter.
- The leaves will be falling off the trees soon. Please be patient as the crews make their way around the City to pick up leaves. Please do not hesitate to check on the status of the leaf pickup in your neighborhood at the contact information listed below if you have any questions or concerns.
- Fall is a good time to plant trees. The City will be planting a number of boulevard trees again this year. If you feel you may have been missed during the Fall season, please contact us so that plans can be made still for the Fall or next Spring.

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

CITY TREE SALE

The 2018 Tree Power Program has a wonderful opportunity for River Falls Municipal Utility customers within the city limits to purchase trees at \$25 per tree (tree limit purchase is 2 trees per household).

Properly placed trees can save you money and energy by providing shade in the summer and sunlight in the winter. Additional benefits include beautifying your property and cleaning the air. Tree species this year were selected for their resilience and aesthetics. Supplies are limited and the deadline is soon, so order a tree for \$25 today!

Visit rfmu.org/treepower for further details about the Tree Power Program.



Come to City Hall to order, pay and receive a marking flag for diggers hotline.

RESIDENTIAL PARKING INFORMATION

The City of River Falls Residential Parking Ordinance 12.06 goes into effect on September 1, 2018 through May 31, 2019 for most residential parking zones. These zones will be enforced from 7 a.m. - 4 p.m., excluding Saturdays, Sundays and legal holidays. Zone C in the Residential Parking Zone is in effect from September 1, 2018 through August 31, 2019. Zone C is enforced during the hours of 7 a.m. - 7 p.m., also excluding Saturdays, Sundays and legal holidays.

Please visit our website at: <http://www.rfcity.org/335/Residential-Parking-Permit-System> for more information and a map which reflects the different zones.

To save time in obtaining your permit at the Police Department you can print the form off from the website and fill it out prior to coming in.

2018-2019 PERMIT SEASON

Permits for the 2018-2019 permit season will be issued at the Police Department, 125 East Elm Street on the following dates and times:

- Tuesday, September 4th: Noon - 4 p.m.
- Wednesday, September 5th: 10 a.m. - Noon

After the initial issuance of permits the regular schedule will be as follows:

- Mondays: 2 - 4 p.m.
- Wednesdays: 10 a.m. - Noon

If you are unable to obtain a permit during the designated times, you may call the Police Department at 715-425-0909 to make an appointment between the hours of 9 a.m.-5 p.m., Monday - Friday.

KINNI CORRIDOR PROJECT OPEN HOUSE

The public is invited to attend a Kinni Corridor Project Open House on Sept. 27, 2018, from 6:30-8 p.m. at the River Falls Public Library (lower level), 140 Union Street. A short program will begin at 6:45 p.m.

Participants will view preliminary corridor concept plans and share their feedback and ideas.

Visit kinnicorridor.org for the latest information about the Open House and project activities. Questions? Contact Buddy Lucero at blucero@rfcity.org or 715-426-3423.

CUSTOMER APPRECIATION EVENT

Because of you, our wonderful customers and neighbors, the Customer Appreciation Event on August 16 was a success. We appreciated the opportunity to serve you on such a wonderful day. We look forward to continuing to help make River Falls a great place to work, visit and live.

