ROCK RAPIDS MUNICIPAL UTILITIES

OFFICE HOURS: MON-FRI 8:00AM - 4:30PM • PHONE: 712-472-2511 • 24HRS: 712-472-2513



OCTOBER 2026

Likely by the time you are reading this, we've already been through the planned power outage on **October 24th.** I want to thank all of the citizens, businesses, and county partners for their understanding as we worked to make substation repairs. Our **electric reliability is well over 99%** so when Rock Rapids is without power it's a rarity! This outage serves as an important reminder for all of us to prepare for the winter season and ensure we are ready to respond in the event of a weather related outage.

-Jennifer Wippert
GENERAL MANAGER

POWER OUTAGE!

Did you know.... our website **www.rockrapids.net** is your best source for information regarding the utilities. It has information on services, rates, available rebates for energy efficient appliances, Board of Trustees minutes and agendas, as well as other news and updates. Be sure to check our website regularly for the latest information on your public utility! You can also find us on Facebook!

FOLLOW US

BE PREPARED FOR POSSIBLE POWER OUTAGES

***Reminders courtesy of Public Health of Lyon County**

- Fully charge medical devices, phones, and other electronic devices.
- Have flashlights readily available.
- Ensure backup batteries for medical equipment are fully charged.
- If you use oxygen equipment, ensure backup oxygen tanks are available and accessible, or contact your oxygen supplier to obtain a backup oxygen tank.
- Keep refrigerator and freezer doors closed as much as possible during outages.
- Check on neighbors, family members, and friends who may need assistance.

GENERATOR SAFETY

- Always operate generators outdoors in a well-ventilated area.
- Never plug a generator directly into a wall outlet, as this can create a dangerous electrical hazard.

AVOID UTILITY SCAMS!

Scammers have been contacting our customers and threatening to disconnect utility services unless immediate payment is made. Please be aware of these fraudulent calls and know how to protect yourself. We typically mail utility bills around the 25th of each month, with disconnect notices mailed around the 16th of the following month. If your account remains unpaid, you will receive notification by mail, phone, and a notice posted at your door before service is disconnected.

- **Never share personal information** with an unknown caller.
- **Be cautious of unusual payment requests.** Demands for immediate payment using gift cards, wire transfers, reloadable debit cards, third-party payment apps such as Venmo or Cash App, or cryptocurrency are major red flags.
- **Don't let urgency pressure you into acting**. Scammers often try to create panic so you will make a payment without verifying the request. If you are unsure whether a call is legitimate, hang up and contact our office directly.
- **Report suspicious calls.** If you believe someone is impersonating the utility company, please call 712-472-2511 to let us know.

WASTEWATER TREATMENT PLANT



The Board of Trustees recently awarded **West Branch Construction, Inc** of Boyden, Iowa the contract to build a new wastewater treatment facility at a total bid price of **$21,273,000.** West Branch was the low bidder among six bids received for this project. Construction on this project is scheduled to start later yet this year, with completion anticipated by mid-2028.

The Board of Trustees has spent the past several years carefully evaluating options to keep construction costs as low as possible while ensuring the new facility meets the current Iowa Department of Natural Resources standards. The project has been in development since 2022, but it wasn't until July of 2024 that the Iowa Department of Natural Resources approved the plan to keep the project moving forward. In March of 2025, the Board of Trustees approved DGR Engineering to design the new facility. Once the design plans were finalized and approved, the project was opened for bidding. The existing wastewater treatment plant has reached an age where ongoing maintenance and repairs have become increasingly difficult. The new facility will be designed to meet Rock Rapids' current wastewater treatment needs while providing room for future expansion. DGR Engineering has been working with the Board of Trustees to help secure grant funding from the State Revolving Fund and a low interest loan from USDA – Rural Development. This project would not be possible without the support of local community banks providing interim construction financing to help keep moving it forward.

More updates will come as the project continues.

This institution is an equal opportunity provider.

To view the full USDA Nondiscrimination statement, visit www.rockrapids.net.