



City of River Falls News Release



For Immediate Release:

August 13, 2013

For More Information Contact:

RFMU Customer Service Department

(715)425-0906

UTILITY CUSTOMER SERVICE POLICIES ARE NOW ONLINE Policies & Procedures Manual Easily Accessible To Public

The River Falls Municipal Utilities Customer Service staff has posted its policies and procedures manual to its website at www.rfmu.org under the Customer Services tab. Staff recently reviewed and updated this information and the manual was approved by the Utility Advisory Board on July 15, 2013.

The manual provides guidance on the Utility's policies for disconnects and reconnects, budget payment plans, deferred payment agreements, credits, and other customer service issues. RFMU takes great pride in its customer service and takes seriously its responsibility to its customers as a municipal utility. Please check it out if you are interested in learning more about the policies and procedures governing the Utility and Customer Service team.

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