

QUARTERLY CONNECTION



CRMU appreciates your business!

As a token of our appreciation, each quarter we will have small drawings for our customers. Please check the newsletter to see if you are a winner and THANK YOU for your business!

* Prizes can be picked up at the CRMU Office.

Quarterly Winners - CRMU Gift Pack!

Steve Bauer
Cindy Golay
Deb Smidt
Duane Klocke
Eric Hart



Call us to Avoid Disconnection!

If you're feeling overwhelmed by winter heating bills, call us at 712.999.2225 right away! We'll discuss a payment plan and advise of payment options and assistance eligibility. Don't wait for a disconnection notice to call! If services are disconnected, CRMU cannot guarantee same-day reconnection and fees will apply!

CRMU Contact Corner



123 3rd Avenue South
Coon Rapids, IA 50058
Monday-Friday: 7 am - 4 pm
Phone: 712.999.2225
Emergency / Outage After Hours:
877.999.4572
E-mail: info@crmu.net
Ch. 3: office@crmu.net
On the Web: www.crmu.net

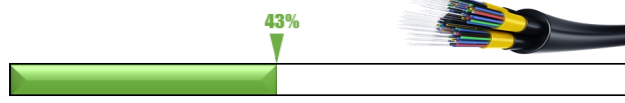
Hot Topics & Current Happenings at CRMU

We have so many things going on right now at CRMU! Here's a summary of what we're working on for **you**, what's coming soon to **you**, and what **you** should know in today's utility world. Check it out!

Fiber-to-the-Home Update

CRMU continues to make steady progress on the Fiber-to-the-Home project. Our two teams of A&J Connections contractors typically complete 26-30 conversions a week. We hope to have the majority of Coon Rapids converted by June.

We appreciate our customer's cooperation with scheduling appointments and making arrangements to complete the conversion! **If you have received a call for scheduling, please be sure to call back as soon as possible.**



Substation Transformer Replacement



At the February 22, 2018 CRMU Board Meeting, the Board of Directors approved a scope of services engineering agreement from DGR Engineering Company for our "Substation Transformer Replacement" project.

CRMU has two substation transformers—both of which are 40-50 years old. Both have performed very well over the years, but have started showing signs of declining performance. Because maintenance and repair is expensive and difficult, if not impossible due to the age of the units, we will be replacing one of the units. After engineering is complete and specs are determined, the lead time is nine months to a year. Estimated costs are \$650,000 - \$700,000. While certainly not cheap, a reliable and dependable substation transformer is necessary for electric service reliability in Coon Rapids. CRMU has tentatively scheduled a Spring, 2019 installation.

Quarterly Q&A

1. Sometimes a cable channel will go out (black screen, no signal, etc.). Why does this happen?

Good Question! First of all, thank you for letting us know when you notice an issue like this. Many different things can cause a channel outage, but receivers are just like any other electronic device and can lock-up from time to time, requiring a reset to clear the issue. During winter, ice and snow are a common cause. Just a little ice or snow on our satellite dishes can cause an outage, requiring us to clean snow off or break-up the ice from the dishes.

2. Can I write just 1 check for both my utility and communications payment?

Absolutely! In fact, we prefer it! Just make the check out to CRMU, add the 2 stubs together and write your check for that amount! Of course, including the stubs with your payment is always very helpful!



Welcome Back, Mark Winnett!

In late February, CRMU learned that Isaac McAlister decided to pursue other employment opportunities after graduation.

As a result, we are excited to announce that Mark Winnett is coming back to CRMU! After a short stint at a different utility, Mark has decided to return to his roots here in Coon Rapids! On April 9th, he will be joining John Namanny in the electric department.

Welcome home, Mark, welcome home!

The "811" Before you Dig

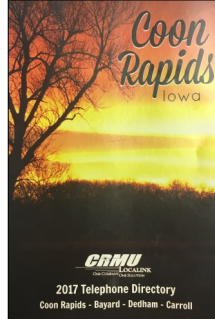


Planning a home improvement job? Planting a tree? Installing a fence or deck? WAIT! Here's what you need to know first:

Whether you're planning to do it yourself or hire a professional, smart digging means calling 811 before each job!

Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call—even small projects like planting trees and shrubs. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

Homeowners and non-professional excavators are required by law to notify Iowa One Call at least 48 hours prior to excavations. The Iowa One Call Center is open 24 hours a day 365 days per year.



CRMU Phone Book Updates Please contact CRMU with any changes by May 1st!

CRMU is in the process of reviewing and updating information for this year's directory which will be distributed this fall. If any customer would like to modify their listing (i.e. change name, change address, bold, italic, etc.) or advertising information, please call our office at 999-2225, or email us your changes at: office@crmu.net.

Also, if there is any additional information or content material that customers would like to see included in the directory, please let us know.

Round It Up with Project Care!



Every month, there are people in Coon Rapids who struggle to pay their utility bill due to unexpected medical emergencies, unemployment, or life circumstances. Project Care is a program developed by CRMU for our own customers. It is supported entirely by voluntary contributions from you, our customers. ALL funds donated are managed by a committee of local community members for distribution once a year to CRMU customers who need assistance with their bills.

100% of donations stay in Coon Rapids!

3 Easy and Convenient Ways to Contribute

- 1. Project Care Round-Up** - Round your bill up to the next whole dollar and contribute the rounding amount to the Project Care program. For example, a bill of \$125.76 would be \$126.00 under Round-Up and the extra \$.24 would go directly to the Project Care Program! (Not applicable to budget customers. Budgets are already rounded to the nearest dollar.)
- 2. Project Care Monthly Pledge** - Choose a flat amount you'd like to donate (\$.50, \$.5, \$20...whatever you want it to be) and that amount will be added to your bill every month. This is a great option for budget customers!
- 3. Project Care Donation** - Make a flat donation to Project Care. We can either add it to your next bill or you can just write a check and the funds will go directly into the Project Care fund.

Simply fill out the form to the right to sign-up!

Project Care is a simple way to make a big difference in someone's life!

Thank you to those of you who have already signed-up for this program!

Yes, I'd like to contribute to Project Care!

Name: _____
 Address: _____
 City / State: _____
 Phone / Email: _____
 Customer #: _____

I would like to enroll in:

- Project Care Round-Up** - Round my bill up to the next whole dollar and contribute the rounding amount to Project Care. (Not applicable to budget customers.)
- Project Care Monthly Pledge**
 \$ _____ added to my bill each month.
- Project Care Donation** - I would like to make a flat donation of \$ _____ to Project Care.
 Add to my next bill. Check enclosed.

Signature: _____

Date: _____

**Drop this enrollment off at CRMU or mail to:
 CRMU - PO Box 207 - Coon Rapids, IA 50058**

Thank You!!



ALWAYS CALL BEFORE YOU DIG

