

# 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!

Marilyn Winnett  
Auston Carter  
Tim Young  
Codi Willenborg  
Marissa Schmidt



## 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

## ATTENTION: CRMU Cable TV Customers!



We want YOUR input on the future of Ch. 4!

Scan the QR code or enter the website below!

<https://www.surveymonkey.com/r/9BSWVK2>



## Energy Efficiency Rebates



We are pleased to announce that the CRMU energy efficiency rebate program will continue again this year! **NEW this year is an added perk - if applicable appliances, lights, etc. are purchased from a Coon Rapids business, you may qualify for a higher rebate amount!** We're still working out the kinks, but stay tuned...shopping local is not only good for Coon Rapids, but may also put more money back in your pocket through the CRMU energy efficiency rebate program! We'll make sure to let you know the details as soon as they are finalized! You can also stay up-to-date by checking out our website @ [www.crmu.net](http://www.crmu.net) and/or our Facebook page!



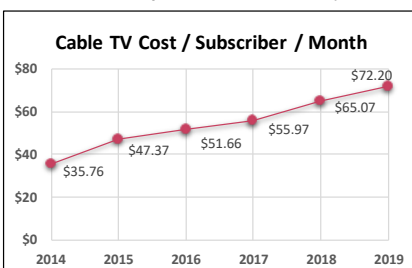
## Cable TV Programming Costs Continue to Climb

Rates to Increase, but Package Speed Increases!

Effective July 1, 2019, cable tv rates will increase \$5 per month. **From 2014 to 2019, programming costs from cable tv networks have increased over 100%** (see graph)! This has been seen across the industry and shows no sign of slowing down, as network giants continue to purchase more networks and require cable providers to carry most, if not all, of their channel offerings. Additionally, the once free off-air channels (channels 5, 8, 13, and 17) now charge significant retransmission fees. Yet, an individual can still get channels free "off the air" if the signal is strong enough.



As an offset to the rate increase, CRMU will be increasing the internet speed in the Family Choice Package from 30/5



Mbps to 50/15 Mbps. The speed increase will also be effective July 1, 2019.

Please feel free to contact us if you have questions or concerns!

## Quarterly Q&A

**1. I voluntarily contribute to CRMU's Project Care program. What happens to those contributions?**

Great question! In December of 2018, the Project Care committee met and distributed an average of \$201 to 9 customers. Several recipients called in to say "Thank You" for the assistance! CRMU customers can contribute to this fund in a variety of ways. For more information, please see the back side of this newsletter!

**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!**

**3. Can anyone advertise on Channel 3?**

Absolutely! Give us a call or stop in to discuss your options! Or, you can email us anytime at [office@crmu.net](mailto:office@crmu.net).



## Water Rate Increase

Effective with usage beginning July 1, 2019, the monthly customer charge component of all water rates will increase by \$1.00/month.

## 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 nonprofessional 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@crmumet.net](mailto:office@crmumet.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

