

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!

Charlie Nixon
Elizabeth Larscheid
Tammy Bates
Dale Lengemann
Hayes Charles



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!

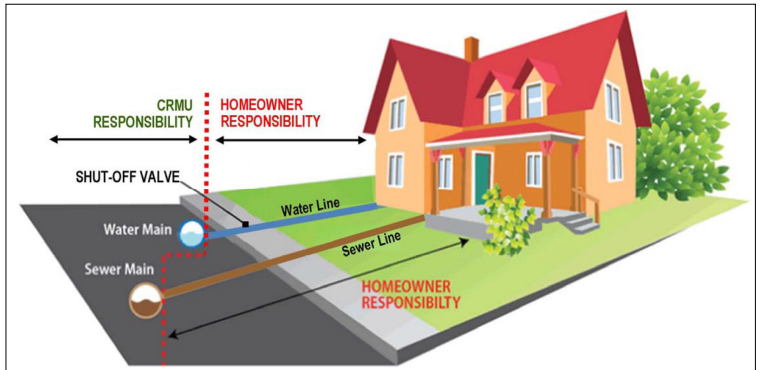
CRMU Contact Corner



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

Reminder: Water & Sewer Service Line Information

As with anything, it's important to be informed of your responsibilities as a property owner. With that in mind, CRMU wants to remind you of these responsibilities - specifically as it relates to water and sewer service lines. Below is a brief overview of what you need to know!



	CRMU's Responsibility	Property Owner's Responsibility
Water	<ul style="list-style-type: none"> Provide water to our customers and maintain the water mains required to deliver water to homes and businesses. Owns the water meter used to measure how much water a customer uses. 	<ul style="list-style-type: none"> Connection (tap) to the water main and piping (service line) that carries water from the water main to the water meter. Protect and provide access to the water meter. This includes not allowing the meter to freeze in the winter.
Wastewater (Sanitary Sewer)	<ul style="list-style-type: none"> Maintain the sanitary sewer mains required to collect wastewater from homes and businesses. 	<ul style="list-style-type: none"> The connection (tap/saddle/wye) to the sanitary sewer main and the piping (service line) that carries wastewater from the property to the main.

More information on service line rules can be found on CRMU's website (www.crmu.net). It is also important to note that insurance carriers offer insurance to protect against damage, wear and tear, deterioration, etc. CRMU strongly encourages you to check with your local insurance agent to make sure you understand your coverage options and limitations available to you, as they can be different for commercial and residential property.

Sanitary Sewer Rehabilitation Project Continues



CRMU continues to develop a comprehensive rehabilitation program for our nearly 100-year old wastewater system - in an effort to mitigate structural integrity and inflow and infiltration (I&I) issues. Over the past few months, Hydro Klean has been in Coon Rapids cleaning and televising our collection system—the first step of the multi-year process. In May of this year, the cleaning, televising, evaluation, and manhole inspections will be complete.

From May - October, 2020, CRMU will work towards developing a facility plan and apply for grant / low-interest loans to finance necessary improvements. In December of 2020, plans and specs will be finalized and submitted to the Iowa Department of Natural Resources (IDNR) for permit approval. Bidding for rehabilitation will begin in January, 2021. The construction portion of the project is expected to commence in March, 2021, with an estimated completion date of August, 2022. This will be a very comprehensive improvement plan and is necessary to meet IDNR permit limits and compliance with state law. While this will be a significant improvement and necessitate a rate increase, it will provide for many years of collection system reliability and dependability.



Water Rate Increase

Effective with usage beginning July 1, 2020, the per unit cost component of water rates will increase approximately 11%. Based on an average customer who uses 39 units per month, the average monthly impact will be an increase of \$3.14 (or \$0.10/day).

The "811" Before you Dig

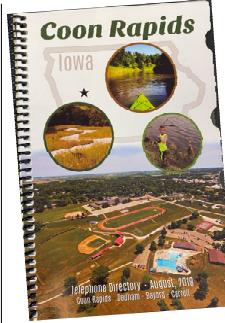


Planning a home improvement job? Planting a tree? Installing a fence or deck? WAIT! Here's what you need to know first:

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@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

