

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!

Grant Cadwallader
Larry Cady
Kelly Hayes
Jon Heydon
Taylor Hart

Friendly Reminder

Please detach payment stubs from bills and return with payment.

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
Email: info@crmum.net
Ch. 3: office@crmum.net
On the Web: www.crmum.net



CRMU Adds More Renewables to Our Portfolio



CRMU is committed to providing reliable, sustainable and affordable energy to our customers.

Since 2016, 100% of CRMU's customer's energy needs have been provided from carbon-free, renewable energy resources.

With two of CRMU's existing renewable agreements set to expire in 2022, the CRMU Board of Trustees recently approved a purchase power agreement (PPA) for additional clean wind energy for a 10-year term. CRMU will be receiving power from Willow Creek Wind in Butte County, South Dakota (pictured to the left).



Summer Energy Efficiency Tip

Using your ceiling fan will allow you to raise the thermostat setting a few degrees with no comfort reduction. Just make sure it's turning counterclockwise to create a cooling downdraft!



Major Electric Substation Improvements Underway

CRMU is making significant capital improvement investments to ensure the continuation of reliable, uninterrupted electric service to our customers. Specifically, we are replacing our main substation transformer located at the intersection of Park Street and 7th Avenue. In addition to the transformer, CRMU will also be installing 2 sets of new gang-operated air-break switches, fused knife

switches, new bus work and lightning arresters.

In the picture on the left, you can see the new distribution transformer being lifted into place. The transformer will have twice the capacity of the existing transformer, as well as being dual voltage. In the future, the dual voltage capability will allow the transformer to have its voltage "raised" - thereby increasing our distribution system's capacity three-fold.

Additionally, CRMU is updating / replacing components of our Iron Hills substation. This substation feeds the Hartung Facilities south of Hwy 141.

In the picture to the right, the old 69-kV stack pole, which terminates

the transmission line into the substation is being replaced. Inside the substation, CRMU will be replacing the gang-operated air-break switches, the fused knife switches, along with installing a new secondary riser structure and metering cabinet.

The total cost of this project is estimated to be \$1.3 million and CRMU expects the project to be completed mid-summer.



Sewer Rate Increase

A sanitary sewer rate increase is necessary to pay for the rehabilitation project (discussed below). The overall project cost is estimated at \$2.7M. CRMU was fortunate to be awarded a \$500,000 Community Development Block Grant (CDBG), as well as a low interest loan through the State Revolving Fund (SRF) for this project.

Effective with usage beginning July 1, 2021, the per unit cost component for sewer rates and the flat customer charge per month will increase. These adjustments will result in a total projected revenue increase of 25% for FY 2022, 65% for FY 2023, 1.5% for FY2025, and 1.5% for FY 2027.

Welcome, Lance Clayburg!



Lance will be working part-time in the CRMU Natural Gas / Water / Wastewater departments this summer. This is his first summer with CRMU and we're happy to have him on board!

Budget Billing Customers



If you are a budget customer (pay the same amount for your utilities each month), please take a few minutes to review the budget status on your bill each month.

A negative amount, in parentheses, indicates you are ahead on your budget before current charges are applied. A positive amount, no parentheses, indicates you are behind on your budget before current charges are applied.

If you are behind on your budget, you may want to consider making extra payments toward your budget status or increase your monthly payment amount.

CRMU staff would be happy to assist you with your budget status. Please contact us if you have questions or concerns.

Thank You for your
business and continued
patronage.

Complaint Resolution Notice

The Iowa Utilities Board (IUB) requires that all utilities in the state publish an annual notice advising customers of their right to appeal on certain complaints and where a qualified utility representative can be reached. The following is a required notice to CRMU customers.

Customers of Coon Rapids Municipal Utilities who desire assistance in the resolution of a complaint may ask for the customer service representative at Coon Rapids Municipal Utilities, 123 3rd Avenue South, Coon Rapids, Iowa, 50058.

CRMU's telephone number is 712-999-2225. Business hours are 7:00 a.m. to 4:00 p.m., Monday through Friday. If your complaint is related to electric or natural gas service disconnection, safety or renewable energy, and Coon Rapids Municipal Utilities does not resolve your complaint, you may request assistance from:

Iowa Utilities Board
1375 E. Court Avenue, Rm. 69
Des Moines, IA 50319-0069
877-565-4450
or email
iubcustomer@iub.state.ia.us



100-Yr Old Sanitary Sewer Rehabilitation to Begin

The vast majority of CRMU's sanitary sewer collection system is comprised of vitrified clay pipe—some over 100-years old! As can be seen in the photo to the right, many sections of the pipe have deteriorated to a state such that if something isn't done soon, it will be necessary to dig up each street to replace them—which is the most costly and inconvenient option.



CRMU is pursuing a much more economical solution with a trenchless technology called cured in place pipe or (CIPP). This process involves inserting and running a felt lining into the existing pipe. The resin within the liner is then exposed to a curing element to make it attach to the inner walls of the pipe. Once fully cured, the line now acts as a new pipe with full structural integrity.

CRMU awarded a contract to Visu-Sewer to perform this work. Visu-Sewer will begin work in June. They will first focus on the rehabilitation of the manhole structures throughout town. This is expected to be completed in 2021. Beginning in the spring of 2022, Visu-Sewer will begin the lining process one block at a time throughout Coon Rapids. During the lining process, Visu-Sewer will place door hangers on customer's doors letting you know the date/time that your block will be worked on and ask for your cooperation in not using water during the stated date/date. CRMU apologizes for this inconvenience and asks for your future cooperation during this rehabilitation project. This project is vital to the long-term operations of CRMU's sanitary sewer system.



**ALWAYS CALL
BEFORE YOU DIG**

