

# 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!**

- Jolene Johnston
- Kyle Musfeldt
- Carla Schaefer
- Julie Schroeder
- Joyce Webb

**Coon Rapids Fire & EMS Independence Day Celebration**

Don't miss out on the Penny Dive, Live Music, BBQ, and Beer Garden at the Coon Rapids City Park on Friday, July 1-4, 2016! The fun continues with Figure 8 Races on July 2nd, Golf Tournament on July 3rd, and Fireworks on July 4th! Contact the City Clerk for more information at 999-7749!

**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: crmuinfo@gmail.com  
Ch. 3: crmuoffice@gmail.com  
On the Web: www.crmu.net



## Electric Distribution System Improvements

CRMU works hard to maintain an up-to-date, reliable, and dependable electric distribution system. As part of our ongoing maintenance and improvement plan, we are replacing old facilities with new underground facilities in several areas throughout town. These areas include Upland Road, East Main Street, and a small portion of Sumpter Avenue. When this project is complete, approximately 97% of CRMU's electric distribution system will be underground. This is excellent for reliability purposes, as these lines will no longer be directly exposed to

the impact of weather events in our area.

You may have already noticed Schoon Construction vehicles in town. They have been hired to help with the project, but CRMU staff will ultimately convert all facilities. The conversion may require a brief outage. If so, CRMU will contact all affected customers in advance. The project is expected to be completed in June, 2016.

A few pictures are included of Schoon Construction working in the Coon Rapids project area.



CRMU has installed a new and user-friendly payment drop box! It is located on the south side of the CRMU Municipal Building.

A few tips to remember when using the drop box:

- To avoid confusion, submit your payment stub(s) and payment in an envelope.
- Make sure your check is signed.
- Cash payments via the drop box are not recommended.

### Email Discontinue Date Announced

➔ December 1, 2016 ◀



As many of you know, the current email service provided by CRMU (@crmu.net) is being discontinued. Most customers have made the switch to Gmail (or another free email provider). If you have not switched yet, please do so as soon as possible. Your current @crmu.net account will no longer be active as of December 1, 2016! If you need assistance with this process or have questions, please give us a call at 712.999.2225 and we'd be happy to assist you.

### ENERGY SAVING TIPS FOR SUMMER

The benefits of energy efficiency include saving money on your energy bill and reducing the demand on the natural resources needed to produce energy.

- Block the Sun**  
Shut out direct sunlight with shades or draperies.
- Let It Wait**  
Plan to use heat-generating appliances, like ovens, dishwashers and clothes dryers, during the cool of the late evening or early morning.
- Keep It Cool**  
Fans use less energy than air conditioners and can boost the efficiency of air conditioners.

### Fiber-to-the-Home Network

{ Planning, Design & Financing Begins }



The CRMU Board of Trustees is moving forward with the design of a fiber-to-the-home (FTTH) network for Coon Rapids. Our current HFC network is utilizing 98% of its total capacity. As internet bandwidth demand increases, we will quickly outgrow the HFC network. Preliminary estimates for a new FTTH network total approximately \$3 million. CRMU is currently working on a finance plan and hopes to begin the project in the Spring, 2017.

## Electric Safety Award



WASHINGTON, D.C.

Coon Rapids Municipal Electric Utility has earned the American Public Power Associations Electric Utility Safety Award for safe operating practices in 2015. CRMU earned a First Place Award in the category for utilities with 15,000–29,999 worker-hours of exposure.

“We’re very proud of our safety record. It’s a reflection of trained and skilled employees who are committed to the highest standards of public service,” said General Manager Brad Honold. “CRMU will work to continue providing the community with safe and reliable electric service.”

## 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! We appreciate you!*

## 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



## THIRD GRADE STUDENTS TOUR CRMU

Every year, we are fortunate to have the 3rd Grade CR-B class tour CRMU facilities. Students see the water treatment plant (which always seems to be their favorite), electric power plant, and communication facilities.



**ALWAYS CALL BEFORE YOU DIG**



Common Ground Alliance

