

# 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!

- Dawn Cady
- Abby Hoffman
- Joe Stitz
- Kaleb Reis
- Jake Shirbroun

## FRIENDLY REMINDER

Please detach payment stubs from bills and return with payment.  
**Thank you!**

## 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@crmu.net  
Ch. 3: office@crmu.net  
On the Web: www.crmu.net



## What is watchTVEverywhere?

WatchTVEverywhere streams most of your favorite channels and programming on your smart TV, tablet, smartphones, laptop, and other devices from **anywhere** you have an internet signal: inside your house, at the office, hotel, airport, vacation home and **everywhere** — at **ANY time!** It's super easy to setup and the BEST part . . . **It's FREE to CRMU cable TV subscribers!**

[www.wtve.net](http://www.wtve.net)

## Here's How to Register... watchTVEverywhere

1. Go to: [watchteverywhere.com](http://watchteverywhere.com)
2. Look for the "Select your TV provider" drop down box and select "Coon Rapids Municipal Utilities."
  - The CRMU logo should now be in the upper, right-hand corner of the screen.
3. Click "Register"
4. On the "Registration" screen:
  - Enter the Account Number from your bill.
  - Enter the last name on your billing statement.
  - Enter the Verification Code displayed on your screen.
  - Complete the "New User Information."
  - Click "Register"
5. A message will pop-up. Click "Create Account."
6. An activation link will be sent to your email address.
7. Make sure you click the link in the email from watchTVEverywhere.
8. Your account should now be activated!

Statement Date	May 10, [REDACTED]
Billing Number	(712)684-[REDACTED]
Account Number	0000389
Past Due After	May 31, [REDACTED]
Total Amount Due	\$74.76

## SCHOOL TOURS

## 3rd Grade CR-B Students Tour CRMU

Every year, we are fortunate to have the 3rd Grade CR-B class tour CRMU facilities. Thanks for visiting!



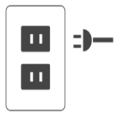
## Summer Energy Saving Tips & Tricks



Close your blinds to keep out the afternoon heat

Give your dryer a break and hang-dry your clothes instead

Use power strips for your home electronics and turn the power strips off when not in use



Unplug your electronic devices and chargers when not in use



Cook with your grill or microwave to keep your home cooler



Set your thermostat to 78 degrees when you are home

**Energy Efficiency Rebates available at CRMU!**

## 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



**WELCOME!**

## CRMU Summer Employees!



### Lane Namanny

is working with the electric department again this year. This is his 3rd summer with CRMU. Lane recently graduated from CR-B and will be headed to college this fall.



### Isaac Leighty

recently completed his Junior year of high school at CR-B. This summer is his first at CRMU. He will be working with the gas, water, and wastewater department.



### Aaron McAlister

is working for the electric department this summer. This is his first summer with CRMU. Aaron just finished his Sophomore year at CR-B High School.



**ALWAYS CALL BEFORE YOU DIG**

