

QUARTERLY NEWSLETTER

Thanks!

Winner Listing:

CRMU appreciates your business! As a token of our appreciation, each quarter we will have small drawings for our communications customers. Please check the newsletter to see if you are a winner and THANK YOU for your business!

WINNER OF FREE CRMU T-Shirt

John Nielson

WINNER OF FREE CRMU Water Bottle

Dwaine Duncan

WINNER OF FREE CRMU Pullover

Brent Jorth

Energy Saving Tip

**Furnace Maintenance
Get Ready for Winter!**

You can save money and increase your comfort by properly maintaining your furnace!

- Have a contractor clean and tune your furnace system annually. This will increase operating efficiency and may prevent costly emergency repairs.
- Clean or replace filters on your furnace once a month!

CRMU Board Approves Final Contracts — Construction to Begin On Electric Retrofit Project—Other Improvements Also Planned

At the August Board Meeting, the CRMU Board of Trustees awarded the final bid on CRMU's project which will retrofit overhead electric distribution lines to underground as well as installing modern switchgear and digital protective relaying equipment.

The project was divided into two main contracts: switchgear replacement and outside distribution work. H.K. Scholz from Ralston, N.E. was awarded the switchgear contract and Mid Plains Power, LLC. from Grand Island, N.E. was awarded the outside distribution work contract.

To minimize costs, CRMU directly purchased the major

equipment items for the project such as primary wire, switches, transformers and meters. CRMU staff will also be responsible for the "meter cutover" of customers from our old distribution lines to the new facilities.

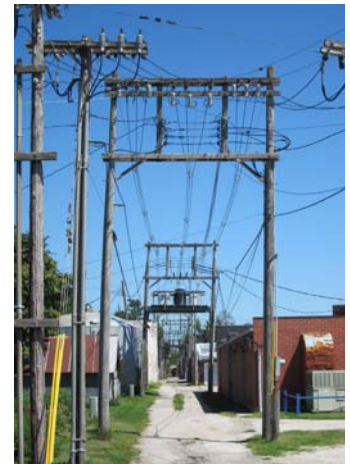
While the outside distribution construction will get started this month, much of the project will most likely be constructed next year—with substantial completion scheduled for October 1, 2013.

The installation of the new switchgear and relaying equipment will be conducted in two phases to minimize disruptions in service. This work is scheduled to begin in early January.

After the retrofit is completed, the overhead facilities (i.e. pole top transformers, overhead primary wires, overhead secondaries and services) will be removed; how-

ever, most of the poles will remain until accommodations can be made for the telecommunications attachments.

Another significant improvement that will be visible to customers will be the replacement of the substation and antiquated switchgear located at the entrance into the City Park below the High School with a new switch.



New Trustee Doris Bass

On August 30, 2012, Doris Bass took the Oath of Office and joined the Board of Trustees at Coon Rapids Municipal Utilities! Doris will serve a 6-year term ending in June, 2018.



Neal 4 Power Plant Factoids

Did you Know???

Did you know that Coon Rapids Municipal Utilities is an owner in the 644 MW— George Neal Energy Center Unit 4 Power Plant in Sioux City, IA.?

Did you know that CRMU owns 0.521% of Neal 4?

Did you know that CRMU's original cost to purchase 0.521% of Neal 4 was approximately \$1.85M?

Did you know that Neal 4 is currently installing a scrubber and baghouse to help reduce emissions and that CRMU's cost for our 0.521% of the project is estimated to be \$1.3M?

Safety Award



WASHINGTON, D.C., On August 20, 2012 The American Public Gas Association (APGA) awarded Coon Rapids

Municipal Gas Utility with a plaque congratulating CRMU on winning the APGA Safety Contest for 5 consecutive years.

"Safety doesn't happen by accident," said General Manager Brad Honold. "We work very hard to provide a safe work environment for our employees, and they in turn are very committed to providing safe and reliable service to our customers."



PROJECT SHARE

"Add a PS To Help A Neighbor"

Project Share is a plan, created by your municipal utility, to assist needy households in paying their wintertime energy bills.

You can help by adding a regular **Project Share** contribution to your monthly utility payment, or by making a direct donation to **Project Share**. These funds will then be distributed to neighbors in need for wintertime energy costs.

A local committee will oversee **Project Share** to guarantee all contributions are handled equitably and efficiently.

So please, add a **PS - Project Share** to your utility payment each month. It's a simple way to share some warmth with those who need it.

Project Share - "PS"

I'd like to help a neighbor in need with a tax-deductible contribution to Project Share.

Name _____

Address _____

City / State _____

Phone _____

I will contribute \$_____ per month to Project Share. I understand this amount will be billed to me monthly.

I have enclosed a \$_____ donation to Project Share.

Please cut this section out and mail it to:

Coon Rapids Municipal Utilities
Attention: Project Share
P.O. Box 207
Coon Rapids, IA 50058

2012-2013 IOWA HOME ENERGY ASSISTANCE PROGRAM

ATTENTION: RESIDENTIAL CUSTOMERS NEED HELP WITH YOUR HEATING BILL?

The 2012-2013 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season.

The assistance is based on household income, household size, type of fuel, and type of housing.

If you are not sure where to apply, please write to:

LIHEAP

Iowa Department of Human Rights
Capitol Complex
Des Moines, IA 50319

or, call your local community action agency at 712.792.2832.

INCOME MAXIMUMS

Household Size	Three Month Gross Income	Annual Gross Income
1	\$ 4,189	\$ 16,755
2	\$ 5,674	\$ 22,695
3	\$ 7,159	\$ 28,635
4	\$ 8,644	\$ 34,575
5	\$ 10,129	\$ 40,515
6	\$ 11,614	\$ 46,455

For households with more than six members,
add \$1,485 per three months,
or \$5,940 annually for each additional member.

WHEN TO APPLY:

- **Elderly (60 & over) and/or disabled:**

October 1, 2012 to April 30, 2013

- **All other households:**

November 1, 2012 to April 30, 2013

WHAT TO TAKE:

- **Proof of Income** (for all household members age 19, and over)
Most recent 3 months' check stubs, award letter from Social Security or 2011 tax return
- **Social Security numbers** for all household members (documentation required)
- **Recent heat bill**
- **Recent electric bill**
- **Recent telephone bill**

WAGE EARNERS:

Please bring copies of your check stubs for the three-month period preceding the date of application, or a copy of your federal income tax return.

FIXED INCOME:

This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your most recent 3 months' check stubs.

SELF-EMPLOYED/FARMERS:

Please bring a copy of your most recent federal income tax return.

FIP RECIPIENTS:

Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.

If you receive alimony or child support, it will also need to be verified.