

QUARTERLY CONNECTION



CRMU appreciates your business!

As a token of our appreciation, each quarter we will have small drawings for our wonderful 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!

- Audrey Olds
- Teresa Ankenbauer
- Dan Grove
- David Hoggatt
- Rachel Nees

**SERVING
COON RAPIDS
SINCE 1937**

Holiday Hours

CRMU will be closed:

- Dec. 24th at 11:00am
- December 25th (all day)
- Dec. 31st at 11:00am
- January 1st (all day)



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



WHAT'S NEW AT CRMU?

— Upcoming Plans and Projects —

Sanitary Sewer Rehabilitation



The Iowa Department of Natural Resources (IDNR) has identified deficiencies in CRMU's ability to comply with our permit limits that must be addressed.

The main issue is that CRMU's collection system is receiving way too much inflow and infiltration (I&I) which overloads our lagoon treatment system not allowing it to effectively treat the waste stream within IDNR limits.

The I&I is mainly due to the deterioration of our infrastructure (i.e. pipe and manholes) due to age—as a lot of CRMU's collection system is comprised of vitrified clay pipe laid in 5-foot sections almost 100 years ago.

CRMU is in the process of developing a comprehensive pipe rehabilitation program to address the issue.

Electric Vehicles—EVs



Electric Vehicles or EVs are coming! CRMU is staying up-to-date with the fast changing legislative and regulatory environment in Iowa that is being developed to accommodate EVs.

The Board of Trustees is also working very hard to address electric distribution system issues and to develop fair and equitable policies associated with charging station build-outs, transformer upgrades, service entrance upgrades, EV real-time rate structures, separate metering, etc.

Substation Upgrades



CRMU has hired DGR Engineering to develop the plans & specifications for the replacement of our east transformer at our main

substation located on the south-west corner of 7th Avenue and Park St.

CRMU will be going out for bids on the transformer in the spring of 2020, with installation to follow in the spring of 2021.

New 69-kV Transmission Tie



In the spring of 2020, work should be completed on a 2nd 69-kV transmission tie for CRMU.

The tie will be operated in a "normally closed" position such that CRMU will receive power from a "looped" grid which will increase CRMU's reliability and resiliency.

The new tie line will extend from the 69-kV line that currently ends at the POET Ethanol plant to ITC's new Railway Switching Station being constructed south-east of Bayard on Hwy 25.



Did You Know?

CRMU's Electric Utility is 100% Renewable!



REACH Alert is a broadcast system that enables CRMU to notify customers by text message, call, or email within minutes of any emergency, major outage or any significant unplanned event that affects most customers. It's simple, easy & free!

Registration for REACH Alert takes about 1 minute to complete. To register, follow these steps:

1. Go to www.reachalert.com and select "MY ACCOUNT."
2. Select "CREATE ACCOUNT."
3. Follow the prompt to enter your contact info.
4. To receive text alerts, enter your cell phone number when adding your contact info. You will immediately be sent a 4-digit validation code. Simply enter the code when prompted and click VALIDATE.

Let's Have Some Fun!

Can you find the hidden message in this newsletter? Find 8 **bold** words and arrange them to make a common holiday phrase! Give us a call (999.2225) or email us (office@crmu.net) with your guess! If you guess correctly, you will be entered to win a fun Christmas gift!



Good luck & Merry Christmas!

*One guess per person. One correct entry per person will be entered into the drawing. Drawing will be held 12/31/19.

{ Gift Idea }

Do you know someone struggling to make ends meet?

Help them out this holiday season by purchasing a

CRMU Gift Certificate!

You select the amount and we'll apply it to their account or allow them to use it at a later time!

Contact CRMU for more information or stop in and see us!



Energy Efficiency

Don't Forget!

CRMU has Energy Efficiency Rebates Available on:

- Lighting
- Refrigerators
- Water Heaters
- Freezers
- Clothes Washers
- Room Air Conditioners
- Dehumidifiers
- Furnaces
- Central Air
- Geothermal Heat Pumps

Rebate applications are available at the CRMU office or online at www.crmu.net!
2019 Rebate Deadline: 1/31/20



Project Care Program



Every month, there are people who struggle to pay their utility bill due to unexpected circumstances.

Project Care is supported entirely by voluntary contributions from you, our customers. 100% of donations stay in Coon Rapids! Contact CRMU to discuss 3 easy ways to contribute.

Every little bit helps! Thank You!



Keep Your Meters & Vents Clear

Snow and ice can damage or block natural gas meters and exhaust vents for appliances, especially following a major winter storm. Chimneys and vents on the roof or side of a building must be clear to allow proper venting, which prevents accumulation of carbon monoxide or equipment malfunction.

Carefully remove snow or debris using your hands or a broom. Kicking or using a shovel could cause damage. Safely remove icicles from overhead eaves and gutters so dripping water does not splash and freeze on the meter or vent pipe. If you need help, contact a professional.

From all of us here at CRMU, we want to say "Thank You" to each of you - our owners & customers. We enjoy talking to you and providing your utility and communication service needs!

We wish each of you a great 2020!

Q. What energy is the greenest?
A. The energy YOU DON'T USE.

USE LEDs

UNPLUG

SEAL LEAKS

GET SMART

Do you have a working Carbon Monoxide Detector?

Beat the Silent Killer! — Make sure YOUR household is safe from carbon monoxide poisoning!



Carbon Monoxide Alarm



Combination CO/Gas Alarm

Get a **\$10** credit on your CRMU Utility Bill!*

NOW AVAILABLE AT YOUR LOCAL **HARDWARE HANK**

*CRMU promo ends 12/31/19. Some restrictions apply. Max of one bill credit per CRMU natural gas customer. Hardware Hank proof of purchase required. Contact CRMU for more information.



CAN'T BE SEEN



CAN'T BE SMELLED



CAN'T BE HEARD



CAN BE STOPPED

Have you gotten your CO Detector yet?

Don't forget before the New Year!

Congratulations to our Service Award recipient: John Namanny - 25 Years! We appreciate all you do!!

Congratulations