

QUARTERLY NEWSLETTER

Thanks!

Winner Listing:

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!

WINNER OF CRMU PULLOVER

Randy Hart

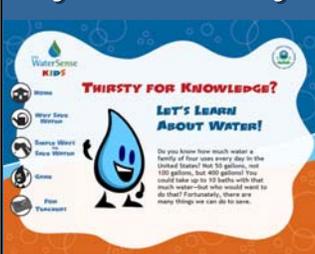
WINNER OF CRMU T-SHIRT

Linn Flook

WINNER OF CRMU COAT

Brandi Culbertson

Try This Today!



Follow "Flo," a water drop, through a pipe maze - and test your family's water knowledge along the way!

epa.gov/watersense/kids

No Place Like Home for Low Electric Rates



Homeowners in the upper Midwest (shown below in light blue) pay the nation's lowest average residential electric rates, and both Iowa and Coon Rapids are among the national leaders in affordable power. That's according to information recently published by the federal Energy Information Agency (EIA). The map below shows residential electricity costs by region for year-to-date through December, 2011.

Average costs in the 50 states range from a low of 7.45 cents per kilowatt-hour in Idaho to a high of 36.21 cents in Hawaii.

Why do rates vary so widely by region? One reason is natu-

ral resources. For example, Washington state benefits from abundant, low-cost hydroelectric power. The cost of complying with environmental regulations also varies from state to state.

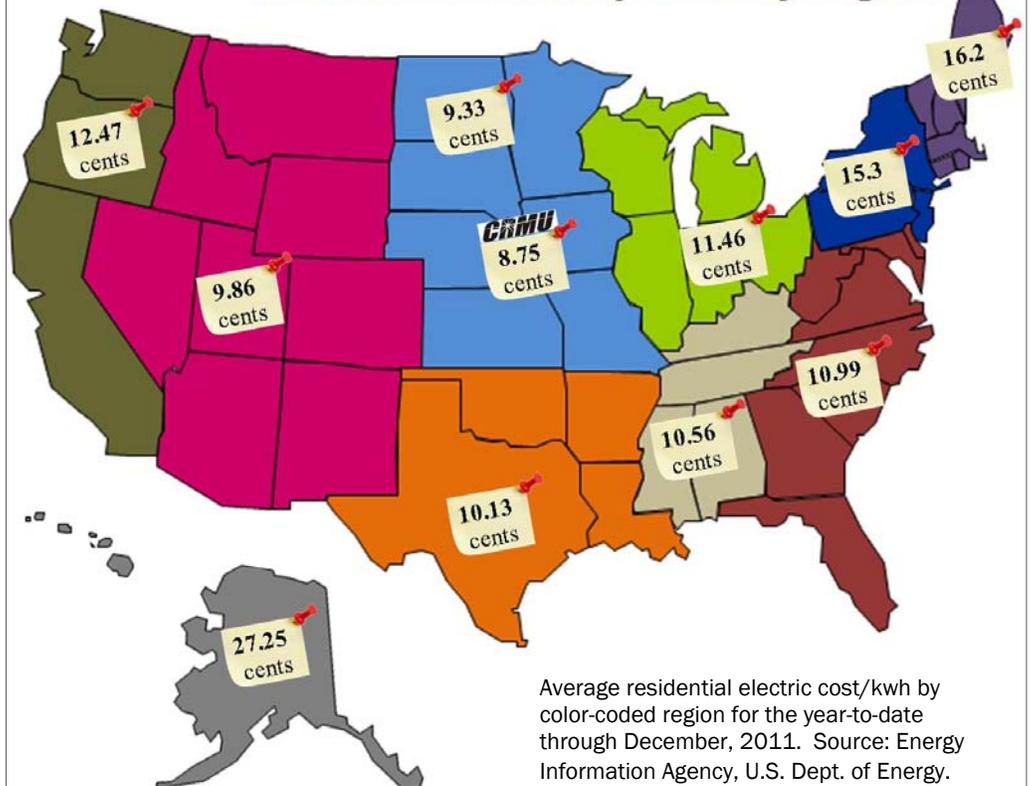
Iowa is among the states that benefit from a significant public power sector. Public power utilities like CRMU are owned by the communities they serve. It's our mission to provide reliable services that bring the best value to the community.

Some states have denied permits for new generating stations, including coal and nuclear plants, hydroelectric dams and wind farms. The

resulting supply shortage has pushed wholesale electric costs up in some areas. CRMU is fortunate to own a share of a coal power plant, as well as receive more than half of our energy from hydro-power on the Missouri River via the Western Area Power Administration. CRMU also secures enough capacity for future needs through its membership in NIMECA, a joint action agency, that combines power resources of 13 Iowa towns.

While power costs continue to rise across the country, CRMU works hard to keep rates affordable for our customers.

Residential Electricity Costs by Region



The "811" Before you Dig



Planning a home improvement job? Planting a tree? Installing a fence or deck? WAIT! Here's what you need to know first:

Whether you are planning to do it yourself or hire a professional, smart digging means calling 811 before each job!

Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call—even small projects like planting trees and shrubs. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

Homeowners and non-professional excavators are required by law to notify Iowa One Call at least 48 hours prior to excavations. The Iowa One Call Center is open 24 hours a day 365 days per year.



CRMU Phone Book Updates

Please contact CRMU with any changes by May 1st!

CRMU is in the process of reviewing and updating information for this year's directory which will be distributed this fall. If any customer would like to modify their listing (i.e. change name, change address, bold, italic, etc.) or advertising information, please call our office at 999-2225, or email us your changes at: info@crmu.net.

Also, if there is any additional information or content material that customers would like to see included in the directory, please let us know.



WATER RATE INCREASE

Effective with usage beginning July 1, 2012, water rates will increase. The rate increase is projected to increase annual revenues by approximately \$25,000. The estimated impact to a residential customer with average usage will be \$2.93/month.

The increase is a direct result of increased chemical and maintenance costs over the last five years.

Actual rate schedules vary on the water meter size and customer class. All rate schedules are available online at www.crmu.net.



WASTEWATER RATE INCREASE

Effective with usage beginning July 1, 2012, wastewater rates will increase. The rate increase is projected to increase annual revenues by approximately \$11,000. The estimated impact to a customer with average usage will be \$1.46/month. Below is the "General Service Rate Schedule" that will apply to all customers:

<u>Monthly Rate*</u>	
Customer Charge.....	\$6.30
Usage.....	\$.28 per 100 gallons

* To accommodate for the summer watering of lawns, gardens, etc. that doesn't utilize the sanitary sewer system—During the months of April through October, CRMU will bill the lesser of the actual usage in the month or the winter average usage (November through March).



COMMUNICATION RATE INCREASE

Effective July 1, 2012, cable television rates will increase by \$5.00. New rates are as follows:

Residential & Business Basic Service - \$49.95
Basic Bundle - \$59.95
Family Choice Bundle - \$89.95
HBO - \$15.95
HBO / Cinemax Combo - \$24.95

These rate changes are necessary to help offset increased cable programming costs from cable television networks. Since the last rate adjustment, cable programming costs have increased \$5.75 per subscriber.

CRMU works hard to keep your rates low and affordable. We appreciate your business!

Don't Forget!

CRMU has Energy Efficiency Rebates Available on:

- Lighting
- Refrigerator
- Water Heaters
- Freezers
- Clothes Washer
- Room Air Conditioners
- Dehumidifiers
- Furnaces
- Central Air
- Geothermal Heat Pumps

Rebate applications available online at www.crmu.net or from the CRMU Office!



ALWAYS CALL BEFORE YOU DIG

