

# QUARTERLY CONNECTION



**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 GIFT PACK**

Janice Bielenberg

**WINNER OF CRMU GIFT PACK**

Paige Huntley

**WINNER OF CRMU COAT**

John Meshek

## 2015 Energy Efficiency Rebates!

Contract CRMU or go online at [www.crmu.net](http://www.crmu.net) to download our 2015 energy efficiency rebate application for:

- Lighting
- Refrigerators
- Water Heaters
- Freezers
- Air Conditioners
- Furnaces
- Clothes Washer, etc., etc.

## CRMU To Add New Cable Television Programming and to Increase the Internet Speed for the Family Choice Bundle to **30 Mbps!!!**

**Beginning in May**, CRMU will complete the addition of new network programming to our basic cable television lineup and to our High Definition lineup and increase the "Family Choice Bundle" subscribers' internet speeds to 30 Mbps downstream and 5 Mbps upstream.

Below are the new networks that CRMU will be adding and their "future" channel locations:



Channel 28

FX is a Fox Entertainment Network with programming focused on original and acquired comedy series, some dramatic programs, and feature films.



Channel 29

Fox Sports 2 is a Fox Sports Media Group network focusing on the culture of extreme sports, including skateboarding, snowboarding, wakeboarding, motocross, surfing, BMX and FMX. The network's prominence expanded further with the introduction of UFC mixed martial arts programming to its lineup in 2012.



Channel 41

National Geographic Wild is a cable channel focused on animal-related programming. It is a sister network to the National Geographic Channel. Featured shows include *The Incredible Dr. Pol*, *Cesar 911* and *Wild Australia*.



Channel 50

Investigation Discovery is a Discovery Communications Network that features documentary-style programming dealing with true crime subjects, including criminal investigations (primarily homicides), forensics, and other crime-related documentaries.



Channel 92



With new contract negotiations, CRMU will now be able to offer the Discovery Channel in HD along with ID.

You can already watch these new networks in HD at their temporary channel locations listed below which may change in May when the channel lineups are finalized.



Channel 88



Channel 89



Channel 94

Starting with May communication services, CRMU will be implementing a \$10/mo. rate increase to our basic cable television packages to help offset the continuously rising wholesale charges from programmers.

## 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.

## REPORT SUSPECTED NATURAL GAS LEAKS



Natural gas customers are reminded to report any possible natural gas odors!

Coon Rapids Municipal Utilities has trained gas service personnel available at all times to respond to

customer calls and to investigate any suspected natural gas leaks. The 24-hour service number is 999-2225.

Customers and public safety are always given first priority in the operation of the CRMU natural gas system. Gas odor calls are treated as service emergencies at CRMU and the response is immediate. In most cases, the problem will be minor and easily corrected, or the offensive odor will be from another source. Regardless of the situation, CRMU is always willing to make a quick response.

### IF YOU SMELL GAS...

- Do not turn electric switches on or off.
- Do not use the doorbell or phone.
- Do not smoke.
- Extinguish all open flames.
- Evacuate all residents and notify CRMU.



## WASTEWATER RATE INCREASE

Effective with usage beginning July 1, 2015, wastewater rates will increase. The rate increase is projected to increase annual revenues by approximately \$14,000. The estimated impact to a customer with average usage will be \$1.94/month. Below is the "General Service Rate Schedule" that will apply to all customers:

**Monthly Rate\***

Customer Charge.....	\$7.50
Usage.....	\$.35 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).



## NATURAL GAS RATE INCREASE

Effective with usage beginning July 1, 2015, natural gas rates will increase by roughly 3%. While the rates will be different between the various classes, the rate increase is projected to increase annual revenues by approximately \$21,000. The estimated impact to a residential customer will be \$2.50/month.



## CABLE TELEVISION RATE INCREASE

Effective with service beginning May 1, 2015, the rate for basic cable television (including bundles) will increase by \$10/mo. HBO & CINEMAX rates will increase by \$2/mo. and the HBO/CINEMAX combo pack will increase by \$4/mo.



# ALWAYS CALL BEFORE YOU DIG

