

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!

- Michelle Beyer
- Travis Hart
- Mark Kennedy
- Shirley Simmons
- Erica Williams



Call us to Avoid Disconnection!

If you're feeling overwhelmed by winter heating bills, call us at 712.999.2225 right away! We'll discuss a payment plan and advise of payment options and assistance eligibility. Don't wait for a disconnection notice to call! If services are disconnected, CRMU cannot guarantee same-day reconnection and fees will apply!

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: crmuinfo@gmail.com
Ch. 3: crmuoffice@gmail.com
On the Web: www.crmu.net



Channels Coming Soon to CRMU's Cable TV Lineup!!

Over the past few months, CRMU has been in intense contract negotiations with our cable networks. Historically, cable providers (CRMU) could "pick and choose" what channels to carry. Today, networks are merging together and demanding providers carry all of their channels or none at all. CRMU has been able to avoid significant changes over the years because our contracts were "locked-in." As contracts have expired, we have been forced to meet network demands (this not only has significant monetary implications, but also puts a strain on our relatively small HFC network) or elect to not renew our contract with them. The CRMU Board of Trustees has worked hard to determine what the majority of our customers want to maintain a desirable cable product. Below is a summary of recent negotiations:

AMC - CRMU was not able to come to reasonable terms with AMC Networks for the continued carriage of American Movie Classics. AMC was demanding a 300% rate increase per subscriber this year and another 17% increase each year for the following years. This was a very difficult decision for the Board to make, considering the popular "Walking Dead" series.

NBCU - CRMU currently carries the following NBCU networks: USA, SYFY, CNBC, Golf Channel. To continue carriage of these 4 four networks, NBCU is requiring that we also carry the following five new networks: Bravo, MSNBC, NBCSN (NASCAR races carried on this network), Oxygen, and E!

NBCU is also requiring that we carry all 9 of their networks in HD as well (Golf Channel is already carried in HD). After extensive discussions, the CRMU Board voted to renew this contract. We will be adding these 5 new analog and 8 new HD channels as soon as the equipment arrives and can be installed. Thank you to the many customers (and NASCAR fans) who requested NBCSN. Your persistence and requests for this channel were heard by the CRMU Board!

Discovery Network - CRMU's contract with the Discovery Network requires the addition of Discovery Life and OWN (Oprah Winfrey Network). CRMU will be adding these channels as soon as equipment is received and installed.

Fox Network - According to our contract with Fox, CRMU is required to add Fox Movie Channel by January, 2017.

A new channel lineup is listed to the right. We are still waiting on a few pieces of equipment so watch Channel 3 for the official launch date. After we have launched all channels, you may have to re-program your TV to get the channels.

COON RAPIDS	
◆ Analog Basic Channels ★ High Definition (HD)	■ Premium "Pay" Channels ★ Standard Definition (SD)
2 ◆ Outdoor Channel	62 ◆ Headline News
3 ◆ Local Origination	63 ◆ CNBC
4 ◆ Local Weather	64 ◆ Fox News
5 ◆ ABC (WOI 5)	65 ◆ CSPAN
6 ◆ EWTN	66 ◆ CSPAN2
7 ◆ ABC Family	112 ◆ OWN
8 ◆ CBS (KCCI 8)	113 ◆ Bravo
9 ◆ WGN	114 ◆ E!
10 ◆ Hallmark	115 ◆ Oxygen
11 ◆ IPTV (KDIN 11)	116 ◆ MSNBC
12 ◆ Lifetime	5.1 ★ ABC-HD
13 ◆ NBC (WHO 13)	8.1 ★ CBS-HD
14 ◆ Cartoon Network	8.2 ★ MeTV-SD
15 ◆ RFD-TV	8.3 ★ H&I-SD
16 ■ HBO	11.1 ★ IPTV-HD
17 ◆ FOX (KDSM 17)	11.2 ★ IPTV-SD1
18 ◆ Disney Channel	11.3 ★ IPTV-SD2
19 ◆ TV Land	13.11 ★ NBC-HD
20 ■ HBO-HD	13.12 ★ Weather-SD
21 ◆ Nickelodeon	13.13 ★ AntennaTV-SD
22 ■ CINEMAX	17.11 ★ FOX-HD
23 ◆ CW (KCWI 23)	17.12 ★ GetTV-SD
24 ◆ TNT	17.13 ★ Grit-SD
25 ◆ TBS	19.1 ★ KDMI-SD
26 ◆ Fox Movie Ch.	23.11 ★ CW-HD
27 ◆ FX Network	78 ★ Golf Channel HD
28 ◆ FX Network	79 ★ Big Ten HD
29 ◆ Fox Sports 2	79 ★ Fox Sports 2 HD
30 ◆ Fox Sports 1	80 ★ Fox Sports 1 HD
31 ◆ FSN Midwest	80 ★ FSN Midwest HD
32 ◆ ESPN	81 ★ SEC Network HD
33 ◆ ESPN-U	82 ★ ESPN HD
34 ◆ SEC Network	83 ★ ESPN 2 HD
35 ◆ ESPN Classic	84 ★ ESPN U HD
36 ◆ ESPN 2	85 ★ NBC Sports HD
37 ◆ The Golf Channel	85 ★ Outdoor CH HD
38 ◆ Big Ten Network	86 ★ Velocity HD
39 ◆ NBC Sports	87 ★ AXS.TV HD
40 ◆ Nat. Geographic	87 ★ HDNet Movies
41 ◆ Nat. Geo Wild	88 ★ Nat. Geo HD
42 ◆ Do It Yourself	88 ★ Nat. Geo Wild HD
43 ◆ HGTV	89 ★ FX HD
44 ◆ Food	89 ★ FXX HD
45 ◆ Travel Channel	90 ★ HGTV HD
46 ◆ TLC	90 ★ Food Net HD
47 ◆ History Channel	91 ★ A&E HD
48 ◆ A&E	91 ★ History HD
49 ◆ Discovery	92 ★ Discovery HD
50 ◆ ID	92 ★ ID HD
51 ◆ Discovery Life	93 ★ Fox News HD
52 ◆ CMT	93 ★ CNBC HD
53 ◆ VH1	94 ★ Travel HD
54 ◆ MTV	94 ★ Lifetime HD
55 ◆ Comedy Central	100 ★ USA HD
56 ◆ Spike	100 ★ SYFY HD
57 ◆ SciFi	101 ★ Bravo HD
58 ◆ TCM	101 ★ Oxygen HD
59 ◆ USA	108 ★ E! HD
60 ◆ Home Shopping	108 ★ MSNBC HD
61 ◆ CNN	

Channel Lineup—Analog & High Definition

The "811" Before you Dig

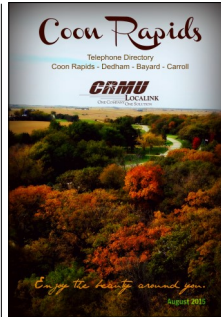


Planning a home improvement job? Planting a tree? Installing a fence or deck? WAIT! Here's what you need to know first:

Whether you're 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: crmuoffice@gmail.com.

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

Round It Up with Project Care!



CRMU Launches New and Improved Project Care Program!

Every month, there are people in Coon Rapids who struggle to pay their utility bill due to unexpected medical emergencies, unemployment, or life circumstances. Project Care is a program developed by CRMU for our own customers. It is supported entirely by voluntary contributions from you, our customers. ALL funds donated are managed by a committee of local community members for distribution once a year to CRMU customers who need assistance with their bills. **100% of donations stay in Coon Rapids!**

3 Easy and Convenient Ways to Contribute

- 1. Project Care Round-Up** - Round your bill up to the next whole dollar and contribute the rounding amount to the Project Care program. For example, a bill of \$125.76 would be \$126.00 under Round-Up and the extra \$.24 would go directly to the Project Care Program! (Not applicable to budget customers. Budgets are already rounded to the nearest dollar.)
- 2. Project Care Monthly Pledge** - Choose a flat amount you'd like to donate (\$.50, \$5, \$20...whatever you want it to be) and that amount will be added to your bill every month. This is a great option for budget customers!
- 3. Project Care Donation** - Make a flat donation of \$_____ to Project Care. We can either add it to your next bill or you can just write a check and the funds will go directly into the Project Care fund.

Simply fill out the form to the right to sign-up!

Project Care is a simple way to make a big difference in someone's life! Thank you to those of you who have already signed-up for this program!



Water Rate Increase

Effective with usage beginning July 1, 2016, water usage (per 100 gallons) rate will increase. The rate increase is projected to increase annual revenues by approximately \$6,900. The estimated impact to a customer with average usage will be \$.86/month. To summarize the changes, please review the below chart:

Rate Class	Usage Rate prior to 7/1/16	Usage Rate as of 7/1/16
Residential	\$.50	\$.52
Rural	\$.65	\$.67
General	\$.50	\$.52

Yes, I'd like to contribute to Project Care!

Name: _____
 Address: _____
 City / State: _____
 Phone / Email: _____
 Customer #: _____

I would like to enroll in:

- Project Care Round-Up** - Round my bill up to the next whole dollar and contribute the rounding amount to Project Care. (Not applicable to budget customers.)
- Project Care Monthly Pledge** of \$ _____ added to my bill each month.
- Project Care Donation** - I would like to make a flat donation of \$ _____ to Project Care. Add to my next bill. Check enclosed.

Signature: _____

Date: _____

Return to: CRMU - PO Box 207 - Coon Rapids, IA



ALWAYS CALL BEFORE YOU DIG

