

# 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.

WINNER OF CRMU T-Shirt Bundle

Paul Davis

WINNER OF CRMU Gift Pack

Jeremy Hofbauer

WINNER OF CRMU Gift Pack

Diana Johnston

 Coon Rapids EMT & Fire Dept. 4th of July Celebration  
July 4-6, 2014

Don't miss out on the Live Music, Fireworks, BBQ, and Beer Garden at the Coon Rapids City Park! Contact the City Clerk for more information at 999-7749!

### CRMU Contact Corner



123 3rd Avenue South  
Coon Rapids, IA 50058  
Monday-Friday: 7 am - 5 pm  
Phone: 712.999.2225  
Emergency / Outage After Hours: 877.999.4572  
E-mail: info@crmu.net  
Ch. 3 Ads: office@crmu.net  
On the Web: www.crmu.net

## Electric Underground Project Nears Completion

CRMU's electric overhead to underground hazard mitigation project will be completed this summer.

Contractors are finishing up with ground restoration, material removal, and general clean-up throughout the project area. Over 100 meters have been converted to the underground facilities. CRMU crews are completing

the installation of the street lights and the conversion of five existing lights to new electric service drops. As you can see below, the majority of the old structures have been removed. Some overhead lines still remain for telecommunication services. CRMU is making plans for converting our own telecommunication service lines underground, but Wind-

stream lines will remain for now.

As you may recall, CRMU received a FEMA Hazard Mitigation Grant for this project. Federal and state funds paid for 85% of the project (\$1.5 million), while CRMU is responsible for the remaining 15%. Funding for CRMU's share was used with reserve funds set aside for capital improvements.



Before



After

### COMING SOON!

### Increased Internet Speed



CRMU's new cable modem termination system (CMTS) will be arriving this month. The new CMTS and expansion of our internet transport pipe will be completed this summer and deployed to our customers as soon as testing is complete!

CRMU will be able to offer increased internet speeds and packages with the new equipment. The CRMU Board of Trustees approved new packages at the May Board meeting. Packages will be offered up to 100 Mbps downstream / 20 Mbps upstream!

Keep watching for more information! We will keep you updated!!

### President Obama Targets Coal with Proposed Environmental Regulations

On June 2, 2014, the Obama administration issued a proposed regulation that mandates a 30 percent cut in carbon emissions at fossil fuel-burning power plants by 2030.

The regulation has drawn praise from environmental groups. However, others claim the regulation will cost half a million jobs a year and force coal plants to close.

CRMU owns .521% of a coal-fired power plant and purchases energy from other coal-fired power plants. The estimated cost of this new regulation is unknown, but energy costs are expected to increase.



## Budget Billing Customers



If you are a budget customer (pay the same amount for your utilities each month), please take a few minutes to review the budget status on your bill.

A negative amount, in parentheses, indicates you are ahead on your budget before current charges are applied. A positive amount, no parentheses, indicates you are behind on your budget before current charges are applied.

Due to the cold winter, usages and the commodity cost of gas were higher than normal, resulting in higher utility bills. If you are behind on your budget, you may want to consider making extra payments toward your budget status or increase your monthly payment amount.

CRMU staff would be happy to assist you with your budget status. Please contact us if you have questions or concerns.

## Summer Energy-Saving Tips

- Keep the blinds and windows closed during the day and open at night.
- Wash clothes in cold water and clean the lint filter in the dryer after every use.
- Run the dryer and dishwasher at night on hot days to minimize indoor heat.
- Unplug appliances and electronics when not in use.
- Set water heater to 120°.

## COMPLAINT RESOLUTION NOTICE

The Iowa Utilities Board (IUB) requires that all utilities in the state publish an annual notice advising customers of their right to appeal on certain complaints and where a qualified utility representative can be reached. The following is a required notice to CRMU customers.

**Customers of Coon Rapids Municipal Utilities who desire assistance in the resolution of a complaint may ask for the customer service representative at Coon Rapids Municipal Utilities, 123 3rd Avenue South, Coon Rapids, Iowa, 50058.**

CRMU's telephone number is 712-999-2225. Business hours are 7:00 a.m. to 5:00 p.m., Monday through Friday. If your complaint is related to electric or natural gas service disconnection, safety or renewable energy, and Coon Rapids Municipal Utilities does not resolve your complaint, you may request assistance from:

**Iowa Utilities Board**  
**1375 E. Court Avenue, Rm. 69**  
**Des Moines, IA 50319-0069**  
**877-565-4450**  
 or email  
**iubcustomer@iub.state.ia.us**



Accessibility to your meter helps to ensure safe & reliable service!

To assure safe and reliable service, your utility meters must be accessible. If you are planning to do work on your property that will affect the location or accessibility of your meters, please call CRMU to arrange for us to evaluate your plans. Please make sure meters are clear of trees, shrubbery, fences, and other obstructions. Your cooperation is greatly appreciated!



## ELECTRIC SAFETY AWARD

WASHINGTON, D.C., February, 2014

Coon Rapids Municipal Electric Utility has earned the American Public Power Associations Electric Utility Safety Award for safe operating practices in 2013. CRMU earned a First Place Award in the category for utilities with less than 15,000 worker-hours of annual worker exposure.

"We're very proud of our safety record. It's a reflection of trained and skilled employees who are committed to the highest standards of public service," said General Manager Brad Honold. "CRMU will work to continue providing the community with safe and reliable electric service."

## THIRD GRADE STUDENTS TOUR CRMU

Every year, we are fortunate to have the 3rd Grade CR-B class tour CRMU facilities. Students see the water treatment plant, electric power plant, and communication facilities.



**ALWAYS CALL BEFORE YOU DIG**

