

QUARTERLY CONNECTION

THANK YOU!

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!

- Char Schlepp
- Emily Perrien
- Mary Hughes
- Patricia Clark
- Dustin Mason

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Please detach payment stubs from bills and return with payment.
Thank you!

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
Email: info@crmu.net
Ch. 3: office@crmu.net
On the Web: www.crmu.net



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We understand the concern and uncertainty you may be experiencing surrounding the coronavirus (COVID-19). As an essential service, we remain focused on all activities that continue to provide safe and reliable utility services to our customers. At CRMU, safety is a core value. Protecting our workforce ensures we can continue serving our customers and provide the reliable service you depend on. As of June 1, 2020, we have re-opened our offices to walk-in traffic. However, we respectfully ask that, if you have any symptoms of COVID-19 or are not feeling well, you do not enter our offices. We are also limiting our exposure by encouraging employees to stay out of homes or businesses, unless absolutely necessary. We will be glad to conduct business with you over the phone or via email (office@crmu.net). Thank you for understanding. Stay safe and healthy!



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Thank you for 35 years of dedicated service!



The year was 1985. A 20-inch color TV cost about \$500. An IBM computer with two disk drives and a whopping 10-megabyte hard drive set a person back \$4,395. The popular Sony Walkman cost about \$80. And, Kevin Dorpinghaus started his career at Coon Rapids Municipal Utilities. Since

1985, Kevin worked in multiple CRMU departments—electric, water, wastewater, eventually settling into the communications utility. For 35 years, Kevin watched the industry change significantly. “The addition of internet” was the biggest adjustment, according to Kevin. “The (coax) cable system was only 3 years old when I started. In 1998, we started building its replacement—a hybrid fiber coax system. In 2018, we built a third system—fiber to the home. Each system required more training and advanced knowledge to keep them running. The ever-changing technology was challenging at times!”



Kevin unlocks the door for the last time on May 8, 2020.

For those that know, work, and deal with Kevin, he is always patient and always took the time to help a customer when it was needed—whether that meant a communications service call or changing a light bulb for someone after hours. In fact, his best memory of his time at CRMU was “seeing the smile on a customer’s face after restoring an outage of some sort—or just simply programming a TV.”

Later in his career, Kevin became an ambulance volunteer—one that would drop everything to help

the sick / injured individual. In fact, his retirement plans include “more volunteering, camping, golfing, dedicating more time to my business, and maybe get back into woodworking. But most importantly, I plan to spend more time with family and friends.” It’s hard to imagine “more volunteering” than what he currently does with the Coon Rapids Ambulance crew, Coon Rapids Lions Club, Coon Rapids Senior Housing Board, Coon Rapids Medical Board, Annunciation Catholic Church and the church’s Men’s Club, Coon Rapids Trails Committee, and—most likely—a host of other volunteer positions we don’t even realize because the last thing he ever wants is recognition for his many service hours and dedication. Yet, knowing Kevin and his “above and beyond mentality,” he’ll add something else in there somewhere—and continue to make Coon Rapids even better!



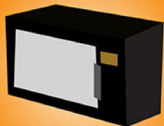
Retirement potluck!

CRMU will certainly miss his positive attitude and dedication to customers! When asked if he wanted to say any final words, Kevin replied, “I would just like to thank my coworkers and customers for their kindness...over the years. I will miss everyone, but I will definitely not miss the 11.5 years I spent on-call!” After 35 years, we say “thank you and see you around!” The year is now 2020. A 19” LED TV with a built-in DVD player costs around \$90. A laptop computer can be purchased for just \$700 (on average). And, well, the Sony Walkman isn’t made anymore. Although much has changed throughout Kevin’s 35 year career, much remains the same. Kevin was and is an incredibly dedicated, hard-working, patient, and trustworthy individual. There are some things time can’t change...and we’re grateful for that. Congratulations, Kevin Dorpinghaus! On behalf of all of us at CRMU, thank you! You will be missed!

Summer Energy Efficiency



Fill your fridge. Having lots of food in your refrigerator keeps it from warming up too fast when the door is open.



Nothing is more energy efficient for cooking than your microwave. It uses two-thirds less energy than your stove.



Your dishwasher uses less water than washing dishes by hand.



Set your water heater to 120°F. You will save money and not suffer from burns.

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 each month.

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.

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.

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 4:00 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



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In Case You Missed It!



The CRMU electric department helped hang all of the senior class banners on Main Street, 4th, and 5th Avenues.



Lane Namanny
 is working with the electric department again this year. This is his 4th summer with CRMU. Lane just wrapped-up his first year at Northwest Missouri State University.

Aaron McAlister
 is working for the electric department this summer. This is his second summer with CRMU. Aaron just finished his Junior year at CR-B High School.



Coon Rapids has a 67.3% response rate to the 2020 Census. The Iowa average is also 67.3%. We need everyone to do their part & respond! Just go to 2020census.gov TODAY! It's quick & easy!



ALWAYS CALL BEFORE YOU DIG

