

# QUARTERLY CONNECTION

**Thanks!**

**Winner Listing:**

CRMU appreciates your business! As a token of our appreciation, each quarter we will have small drawings for our communications customers. Please check the newsletter to see if you are a winner and THANK YOU for your business!

**WINNER OF FREE CRMU Gift Pack**

*Ann Johnson*

**WINNER OF FREE CRMU T-Shirt**

*Kraig Reis*

**WINNER OF FREE CRMU Gift Pack**

*Sheila Dentlinger*

**CRMU HELPS CUSTOMERS SAVE MONEY THROUGH ENERGY EFFICIENCY REBATES**

Since its inception in 2010, CRMU is proud to announce that we have issued over **\$74,000** in rebates back to our Customers / Owners / Partners!

## CRMU Board Expands to Five Members



*Trustees: Ron Brower, Mary Schwaller, Harry Siegler, Doris Bass and Dierk Halverson*

At the general city election in November of 2012, the measure to expand the CRMU Board of Trustees from three members to five members passed, and at the August Board Meeting, the CRMU Board of Trustees welcomed two new members: Harry Siegler and Mary Schwaller.

Generally, the terms of Board members are staggered

six year terms; however, due to the expansion of the Board to five members, Harry's initial term will expire in June, 2015 and Mary's in June, 2017 so that the entire Board is staggered over the six year period.

The newly expanded Board is also in compliance with Iowa's gender equity mandate that went into effect in 2012 which requires a bal-

anced number of men and women on all appointed boards and commissions.

To find information related to Board Member terms, contact information for board members and staff, meeting minutes, past audits, board member history, etc. go to:

[http://www.crmu.net/board\\_staff.html](http://www.crmu.net/board_staff.html)



## In-Home Networking: CRMU to Assist Customers Upon Request

Just as CRMU continues to make improvements to our communications network, we want to make sure that customers have the right equipment in their homes and businesses to optimize internet performance. Many customers have setup a wireless network using a wireless router. A wireless router allows multiple devices to share your internet service without the need to run a physical connection to each device. This wireless router is part of your "in-home" network and not part of CRMU's internet service.

A wireless router is no different than any other piece of electrical communications equipment in that it can occasionally "lock-up" or "freeze" leaving your wireless devices connected to each other, but not to the internet. This issue is usually resolved by simply power cycling your router. If this condition is frequent, customers should consider upgrading and replacing your wireless router.

Starting in September, CRMU will continue to provide free technical support of in-home networks via the phone, but will begin charging for support when a customer requests that a communications technician be dispatched to trouble shoot in-home networking issues.

## Safety Award



WASHINGTON, D.C., On August 14, 2013 The American Public Gas Association (APGA) awarded Coon Rapids

Municipal Gas Utility with a 2012 Safety Award for its outstanding safety record over the past year.

"Safety doesn't happen by accident," said General Manager Brad Honold. "We work very hard to provide a safe work environment for our employees, and they in turn are very committed to providing safe and reliable service to our customers."



## PROJECT SHARE

**"Add a PS To Help A Neighbor"**

**Project Share** is a plan, created by your municipal utility, to assist needy households in paying their wintertime energy bills.

You can help by adding a regular **Project Share** contribution to your monthly utility payment, or by making a direct donation to **Project Share**. These funds will then be distributed to neighbors in need for wintertime energy costs.

A local committee will oversee **Project Share** to guarantee all contributions are handled equitably and efficiently.

So please, add a **PS - Project Share** to your utility payment each month. It's a simple way to share some warmth with those who need it.

### Project Share - "PS"

I'd like to help a neighbor in need with a tax-deductible contribution to Project Share.

Name \_\_\_\_\_

Address \_\_\_\_\_

City / State \_\_\_\_\_

Phone \_\_\_\_\_

I will contribute \$\_\_\_\_\_ per month to Project Share. I understand this amount will be billed to me monthly.

I have enclosed a \$\_\_\_\_\_ donation to Project Share.

Please cut this section out and mail it to:

Coon Rapids Municipal Utilities

Attention: Project Share

P.O. Box 207

Coon Rapids, IA 50058

## 2013-2014 IOWA HOME ENERGY ASSISTANCE PROGRAM

### ATTENTION: RESIDENTIAL CUSTOMERS NEED HELP WITH YOUR HEATING BILL?

The 2013-2014 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season.

The assistance is based on household income, household size, type of fuel, and type of housing.

If you are not sure where to apply, please write to:

**LIHEAP**

Iowa Department of Human Rights

Capitol Complex

Des Moines, IA 50319

or, call your local community action agency. at 712.792.2832.

INCOME MAXIMUMS		
Household Size	Three Month Gross Income	Annual Gross Income
1	\$ 4,309	\$ 17,235
2	\$ 5,816	\$ 23,265
3	\$ 7,324	\$ 29,295
4	\$ 8,831	\$ 35,325
5	\$ 10,339	\$ 41,355
6	\$ 11,846	\$ 47,385
For households with more than six members, add \$1,508 per three months, or \$6,030 annually for each additional member.		

**WHEN TO APPLY:**

- **Elderly (60 & over) and/or disabled:**  
October 1, 2013 to April 30, 2014
- **All other households:**  
November 1, 2013 to April 30, 2014

**WHAT TO TAKE:**

- **Proof of Income** (for all household members age 19, and over)  
Most recent 3 months' check stubs, award letter from Social Security or 2012 tax return
- **Social Security numbers for all household members** (documentation required)
- **Recent heat bill**
- **Recent electric bill**

**WAGE EARNERS:**

Please bring copies of your check stubs for the three-month period preceding the date of application, or a copy of your federal income tax return.

**FIXED INCOME:**

This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your most recent 3 months' check stubs.

**SELF-EMPLOYED/FARMERS:**

Please bring a copy of your most recent federal income tax return.

**FIP RECIPIENTS:**

Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.

If you receive alimony or child support, it will also need to be verified.