

# 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!

- Lori Smith
- Gentry Sheer
- Marilee Collier
- Larry Jensen
- Tyler Tomaszewicz

### CRMU Email Discontinue Date December 1, 2016



As many of you know, the current email service provided by CRMU (@crmu.net) is being discontinued. Most customers have made the switch to Gmail (or another free email provider). If you have not switched yet, please do so as soon as possible.

**Your current @crmu.net account will no longer be active as of December 1, 2016!**

If you need assistance with this process or have questions, please give us a call at 712.999.2225 and we'd be happy to assist you.

## Utility Installations on Ballpark Drive

CRMU crews began installing natural gas, electric and communications at the Coon Rapids Development Group's (CRDG) 3rd Subdivision in August after the site was leveled to final grade.

The natural gas installation was completed in mid-August and in the picture below and to the right are CRMU crews installing underground electric and communication distribution facilities.

The orange duct in the picture to the right is for our upcoming fiber-to-the-home network which is scheduled to begin next spring.

The subdivision contains 11 new lots, of which two are already sold with home construction to start this fall.



## CRMU Proceeds with Fiber-to-the-Home (FTTH) Network Design / Construction Bids

CRMU's current HFC Network was built at 750 MHz of capacity in the late '90s and we are currently utilizing almost 100% of that spectrum.

CRMU also has many existing network components that are at the end of their production life and need replaced.

For example, the equipment that delivers our voice services (e.g. Cornerstone HDT, AFC) are both manufacturer discontinued. In fact, Arris doesn't even offer technical support for their Cornerstone product any longer.

Our Cable Modem Termination System (CMTS) which delivers our internet services—also has limitations for throughput and capacity which will soon be limited based upon bandwidth growth projections.

Due to the totality of the equipment replacement needs, the limited bandwidth of our HFC plant, and the desire to build capacity to meet our customer's future needs—CRMU has determined that constructing a FTTH network would be the most economical and least

cost per bit distribution platform.

Oak Hill Consulting has developed a preliminary design that home-runs fiber from every home and business back to our NOC building so that we can deploy either a PON or Active Ethernet solution.

CRMU will be sending out plans and specifications to bidders this fall with construction to begin in the spring of 2017—to take advantage of the slow economy and low interest rates. The preliminary estimated cost is approximately \$3MM.

## Safety Award



WASHINGTON, D.C., On August 12, 2016 The American Public Gas Association (APGA) awarded Coon Rapids

Municipal Gas Utility with a 2015 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 CARE PROGRAM

## HELPING THOSE IN NEED

Every month, there are people who struggle to pay their utility bill due to unexpected medical emergencies, unemployment, or life circumstances. Project Care 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 utility bills.

**100% of donations stay in Coon Rapids!!**

**Yes, I'd like to contribute to Project Care to help others in Coon Rapids!!**

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City / State: \_\_\_\_\_

Please return to CRMU:  
 Coon Rapids Municipal Utilities  
 PO Box 207 - Coon Rapids, IA 50058

**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.

*Project Care is a simple way to make a big difference in someone's life. Thank you for contributing.*

## 2016-2017 - IOWA HOME ENERGY ASSISTANCE PROGRAM

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

The 2016-2017 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**.

**WHEN TO APPLY:**

- **Elderly (60 & over) and/or disabled:**  
 October 1, 2016 to April 30, 2017
- **All other households:**  
 November 1, 2016 to April 30, 2017

**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 2015 tax return
- **Social Security numbers for all household members (documentation required)**
- **Recent heat bill**
- **Recent electric bill**

**INCOME MAXIMUMS**

<u>Household Size</u>	<u>Three Month Gross Income</u>	<u>Annual Gross Income</u>
1	\$5,198	\$20,790
2	\$7,009	\$28,035
3	\$8,820	\$35,280
4	\$10,631	\$42,525
5	\$12,443	\$49,770
6	\$14,254	\$57,015
7	\$16,069	\$64,278
8	\$17,889	\$71,558

For households with more than eight members, add \$1,820 / \$7,280 for each additional member.

**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.