

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 CRMU.

Quarterly Winners - CRMU Gift Pack!

- Katherine Howell
- Dorothy Beyerink
- Rich Stoffers
- Arlene McDaniel
- Duane O'Tool



Have you used watchTVEverywhere provided FREE by CRMU yet?

(Must be a CRMU cable TV subscriber)

Access your favorite video content through your smartphone, tablet, laptop or gaming console anywhere in the USA!

Need Help? - Call CRMU



WHAT IS CRMU'S MANAGED WI-FI SERVICE?



Wi-Fi is no longer an optional "extra" for most homes and businesses. It has become a critical component of connectivity. Just think about the number of wireless devices being used by your employees or family members including laptops, tablets, smart TVs, Apple watches, smartphones, gaming systems, etc. You need a wireless connection that is reliable and secure, and **consumer-grade Wi-Fi access points are no longer adequate** to meet the needs of most environments.

Managed Wi-Fi Service from CRMU is your local answer to the challenges of wireless connections in homes, retail stores, office buildings and more. CRMU will install a "Carrier-

Class" router and connect the devices you would like to access with Wi-Fi. Once the managed Wi-Fi network is installed, you will have a CRMU technician at your fingertips!



You can also download CRMU's app - NetValet where you will be able to control and monitor your home network from anywhere in the world through your mobile device.

Managed Wi-Fi Service through CRMU is a secure and cost-effective solution. Our team manages equipment firmware updates to keep up with the latest enhancements and security for you! There is no huge investment in Wi-Fi equip-

ment. **We maintain the equipment for you - so there are no surprise costs for maintenance, upgrades or replacements.**

The flexible infrastructure can grow as the needs of your business or family grows. Need additional coverage? No problem. We can easily add additional (*small form factor*) Wi-Fi mesh units for a low monthly fee.

Your wireless network is at our fingertips with our cloud-based management portal. This gives our technicians real-time data to analyze and resolve any interference or connectivity issues that may arise.

You can also easily add a guest network to keep your personal and visitor traffic separate and highly secure.

CRMU will install and optimize your wireless network, ensuring that your router and mesh units are placed in the best location(s) which will give you the most effective and reliable connection to the wireless devices you use.

Call our office today at 999-2225 to schedule a consultation to see how CRMU's Managed Wi-Fi Service can benefit you!

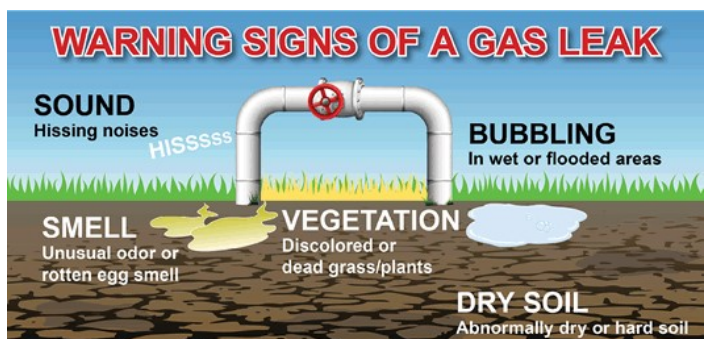
NATURAL GAS LEAK SURVEY

Natural gas is a vital component of the world's supply of energy. It is one of the cleanest, safest, and most useful of all energy sources. In its pure form it is colorless, shapeless, and odorless.

CRMU maintains very high safety standards to ensure that preventable accidents are avoided, and problems with the distribution system are remedied in a timely fashion. One proactive measure that CRMU takes is to conduct annual leak surveys over our distribution network.

CRMU has very sophisticated leak detection equipment designed to detect leaks of natural gas at very miniscule levels.

CRMU employees Jon Esdohr and Chris Mohr recently completed leak surveys at every home and business.



Safety Award



WASHINGTON, D.C., On August 14, 2018 The American Public Gas Association (APGA) awarded Coon Rapids Municipal Gas Utility with a 2017 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.

2018-2019 IOWA HOME ENERGY ASSISTANCE PROGRAM

ATTENTION: RESIDENTIAL CUSTOMERS NEED HELP WITH YOUR HEATING BILL?

The 2018-2019 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 visit <https://humanrights.iowa.gov/dcaa/where-apply> to contact your local community action agency, or write to:

LIHEAP
 Iowa Department of Human Rights
 Capitol Complex
 Des Moines, IA 50319

**Call New Opportunities at
712-792-2832**

INCOME MAXIMUMS

<u>Household Size</u>	<u>Annual Gross Income</u>
1	\$21,245
2	\$28,805
3	\$36,365
4	\$43,925
5	\$51,485
6	\$59,045
7	\$66,605
8	\$74,165

For households with more than eight members, add \$7,560 for each additional member.

WHEN TO APPLY:

- **Elderly (60 & over) and/or disabled:** October 1, 2018 to April 30, 2019
- **All other households:** November 1, 2018 to April 30, 2019

WHAT TO TAKE:

- **Proof of Income (for all household members age 19, and over)**
Check stubs from the previous 30 days, award letter from Social Security or 2017 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 30-day 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 check stubs from the previous 30 days.

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.