

# 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!**

- Steve Houp
- Randy O'Neill
- Virginia Mingus
- Mary Bonney
- Janice Headlee

**Mark Your Calendar!**

Support our local Fire & Ambulance Departments by attending the 11th Annual New Year's Eve Dinner & Dance!

**December 31, 2017**

**Coon Rapids American Legion**

**Starts at 5:00 pm!**

**Holiday Hours**

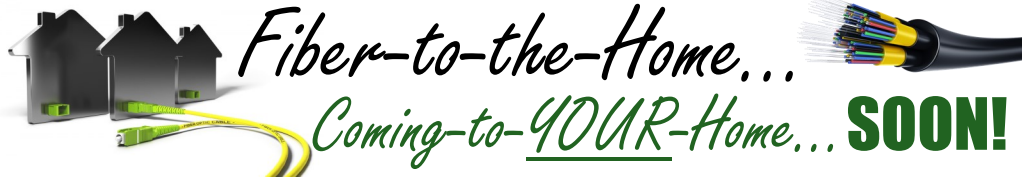
CRMU will be closed:

- Dec. 22nd at 11 a.m.
- December 25th (all day)
- Dec. 29th at 11 a.m.
- January 1st (all day)

**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  
 E-mail: info@crmu.net  
 Ch. 3: office@crmu.net  
 On the Web: www.crmu.net



We are pleased and excited to announce that our outside plant construction has been completed and CRMU is currently in the testing/verification phase of the project. During this phase, each fiber strand is optically "proofed" from our NOC building to the side of each customer's house/building. This testing verifies the integrity of the fiber connection through all connect-

ors/splices/etc. and serves as the network benchmark for optical power levels at various wavelengths.

Also during this testing period, all communication services are being verified to ensure all routing and configurations in the new equipment are working properly. After all testing has been completed, CRMU employees will start to convert custom-

ers over from our existing HFC network to the new fiber network. We hope to have this completed by the end of 2018.

Below are a few pictures of our contractors (JCS and Goldfield Telecom) testing the fiber strands and configuring the network equipment, as well as CRMU employees reviewing the map of the town for deployment.



*Looking for the Perfect Christmas Gift?*

Let CRMU's trained technicians handle the Wi-Fi worry for your loved ones when you give them the gift of a GigaCenter with Managed Wi-Fi for just \$9.95 per month! Customers receive the following great benefits:

- Local Service & Support
- Extended Range & Coverage
- Predictable Wi-Fi Performance
- Ease of Deployability & Scalability

**Let us make your internet experience GREAT!**

*Order by December 31st to receive FREE installation - a \$49.95 Value!*



**High Def TV - It's FREE!**

That's right - High Definition TV service is now included with all CRMU Cable TV offerings! If you haven't had this service before, just reprogram your TV(s) and watch your favorite shows with a crystal clear picture! Call CRMU at 999-2225 if you have questions!!

**YES!**



## Gift Idea

Do you know someone struggling to make ends meet? Help them out this holiday season by purchasing a

### CRMU Gift Certificate!

You select the amount and we'll apply it to their account or allow them to use it at a later date!

Contact CRMU for more information or stop in and see us!



## Energy Efficiency

### Don't Forget!

CRMU has Energy Efficiency Rebates Available on:

- Lighting
- Refrigerators
- Water Heaters
- Freezers
- Clothes Washers
- Room Air Conditioners
- Dehumidifiers
- Furnaces
- Central Air
- Geothermal Heat Pumps

Rebate applications are available at the CRMU office or online at [www.crmu.net](http://www.crmu.net)!  
2017 Rebate Deadline: 1/31/18



EnergySmart

## Project Care Program



Every month, there are people who struggle to pay their utility bill due to unexpected circumstances. Project Care is supported entirely by voluntary contributions from you, our customers. 100% of donations stay in Coon Rapids! Contact CRMU to discuss 3 easy ways to contribute.

**Every little bit helps! Thank You!**



## Caller ID Spoofing

You have probably received calls that look like they are coming from a local number on your caller ID - only to answer and find out it's some type of scam on the other end. This is called Caller ID Spoofing. The actual owner of the number and CRMU have nothing to do with this and have no control over it. The best thing a customer can do is to file a complaint with the FCC. For more information on this and how to file a complaint, go to the following link in your browser:

<http://transition.fcc.gov/cgb/consumerfacts/callerid.pdf>

## Keep Your Meters Clear



Snow and ice can damage or block natural gas meters and exhaust vents for appliances, especially following a major winter storm. Chimneys

and vents on the roof or side of a building must be clear to allow proper venting, which prevents accumulation of carbon monoxide or equipment malfunction.

Carefully remove snow or debris using your hands or a broom. Kicking or using a shovel could cause damage. Safely remove icicles from overhead eaves and gutters so dripping water does not splash and freeze on the meter or vent pipe. If you need help, contact a professional.

*Thank You!*

From all of us here at CRMU, we want to say "Thank You" to each of you - our owners & customers. We enjoy talking to you and providing your utility and communication service needs!

We wish each of you a great 2018!



From all of us at CRMU

From Left to Right: Harry Siegler, Board Member - Ron Brower, Board Member - Brad Honold, General Manager - Terry Ganes, Board Member - John Namanny, Electric Operations Manager - Kevin Dorpinghaus, Communications Tech - Doris Bass, Board Member - Julie Winnett, Accounting Assistant - Kari Woodard, Director of Finance & Accounting - Annie Rudolph, Customer Service Rep. - Chris Mohr, Gas, Water, & Sewer - Jon Esdohr, Gas, Water & Sewer Operations Manager - Brett Stangl, Communications Tech. Missing from photo: Isaac McAlister, Electric Lineman - Stephanie Schlepp, Customer Experience Manager - Mary Schwaller, Board Member.