

QUARTERLY CONNECTION



CRMU appreciates your business!

As a token of our appreciation, each quarter we will have small drawings for our wonderful 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!

- Ruth Cook
- Rachel Nees
- Duane Klocke
- Terri Reineke
- Michelle Clinton

DON'T FORGET TO "LIKE" US ON FACEBOOK!

Holiday Hours

CRMU will be closed:

- Dec. 24th at 11:00am
- December 25th (all day)
- Dec. 31st at 11:00am
- 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

Major Capital Improvements Slated for 2021

New Higher Capacity Dual-Voltage Transformer



CRMU's main substation located on the SW corner of 7th Avenue and Park Street will see a significant upgrade next Spring with the replacement of the East Transformer!

The new transformer will have almost double the capacity in addition to being dual voltage (i.e. 2.4 / 4.16 kV to 7.2 / 12.5 kV). In the future, the dual voltage capability will allow the transformer to have its voltage raised thereby increasing our distribution system's capacity three-fold.

CRMU continues to make preparations for the future when old equipment is replaced as our country continues the transition away from fossil fuels towards renewables. This substation upgrade will ensure that our electric distribution network is positioned well for future load growth and the electrification of the transportation sector.

100-Yr Old Sanitary Sewer Lines to be Rehabilitated

The vast majority of CRMU's sanitary sewer collection system is comprised of vitrified clay pipe—some over 100-years old! As can be seen in the photo to the right, many sections of the pipe have deteriorated to a state such that if something isn't done soon, it will be necessary to dig up each street to replace them—which is the most costly option. CRMU is pursuing a much more economical solution with a trenchless technology called cured in place pipe or (CIPP). This process involves inserting and running a felt lining into a preexisting pipe. The resin within the liner is then exposed to a curing element to make it attach to the inner walls of the pipe. Once fully cured, the line now acts as a new pipe with full structural integrity.



MAGNOLIA NETWORK

We are – risk takers, course changers, path makers, creators, dreamers, storytellers.

COMING SOON ...

Are you a fan of Chip & Joanna Gaines? If so, this news is for YOU! The Do It Yourself (DIY) Network will become the Magnolia Network in 2021. The official launch date has not been set yet. You can follow the progress of this network on social media — @magnolianetwork.

Let's Have Some Fun!



Can you find the hidden message in this newsletter? Find 7 bold words and arrange them to make a holiday phrase!

Give us a call (999.2225) or email us (office@crmu.net) with your guess! If you guess correctly, you will be entered to win a fun Christmas gift!

Good luck & Merry Christmas!

*One guess per person. One correct entry per person will be entered into the drawing. Drawing will be held 12/31/20.

{ 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 time!

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!
2020 Rebate Deadline: 1/31/21



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!

Q. What energy is the greenest?
A. The energy YOU DON'T USE.

USE LEDs

UNPLUG

SEAL LEAKS

GET SMART

Congrats to our Service Award recipients:

Kevin Doringhaus - 35 Years (since retired)
Julie Winnett - 30 Years Mark Winnett - 30 Years
Chris Mohr - 20 Years Kari Woodard - 15 Years

Thank you for your dedication!

Keep Your Meters & Vents 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 tree 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.

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 2021!

Do you have a working Carbon Monoxide Detector?

Beat the Silent Killer! — Make sure YOUR household is safe from carbon monoxide poisoning!



Combination CO/Gas Alarm

Carbon Monoxide Alarm



Get a **\$10** credit on your CRMU Utility Bill!*



CAN'T BE SEEN



CAN'T BE SMELLED



CAN'T BE HEARD



CAN BE STOPPED

NOW AVAILABLE AT YOUR LOCAL **HARDWARE HANK**

*CRMU promo ends 12/31/20. Some restrictions apply. Max of one bill credit per CRMU natural gas customer. Hardware Hank proof of purchase required. Contact CRMU for more information.

Have you gotten your CO Detector yet?

Don't forget before the New Year!