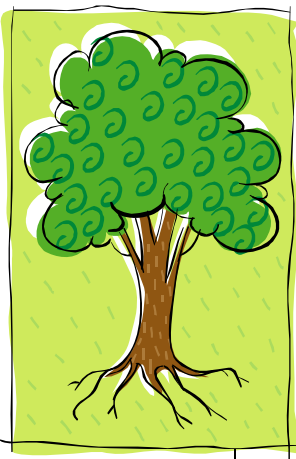


**Temperatures Break Below Zero – Along with Water Main**



*Above: CRMU employees work to uncover a 4-inch water main break in front of the fire hall on January 16th. As you can see from the clock in front of the Garst offices...the temperature was 10 below zero.*

**FREE TREES**



This year the following stock will be available:

- 25 Autumn Blaze Maple**
- 25 Bradford Flowering Pear**
- 25 Royal Star Magnolia**
- 25 Thundercloud Flowering Plum**

CRMU is committed to being environmentally responsible and to enhancing the quality of life within Coon Rapids through energy conservation.

CRMU pledged to plant one tree for every electrical meter in the community. CRMU completed the program a few years ago, but due to the various benefits derived from the program, CRMU has decided to continue with this very effective program. CRMU will provide the trees at no cost to any CRMU electric customer. Tree delivery is scheduled for April. Customers will need to call Iowa One-Call to ensure safe digging.

**To place your tree order, simply call the CRMU Office at 999-2225.**

## WHEN DO I USE IOWA ONE CALL?

Anytime you plan to excavate, including digging. Whether it's a small or large construction project or homeowner project, call Iowa One Call 48 hours prior to excavating (excluding weekends and/or holidays). Iowa One Call will notify the owners/operators of underground facilities who participate in Iowa One Call.

The various underground facility operators will dispatch "locate" personnel to the area to mark the underground facility locations with flags and paint markings, showing where underground facilities are located so the excavator can avoid damaging the facilities.

Iowa law applies to professional contractors as well as homeowners, and encompasses a wide array of outdoor projects including:

- Installing a fence
- Planting trees or shrubs
- Building a patio, addition, deck, garage, outdoor shed or any structure that requires any form of digging.
- Putting in a new driveway
- Installing a septic system
- Terracing or landscaping

Remember, Iowa law states that if you are excavating, including digging, you must call Iowa One Call at least 48 hours in advance in order to minimize the risk of damaging any type of underground facilities.

The service is free, and so is the phone call. Making the phone call can help eliminate the risk of disrupting service, and greatly reduce the potential risk of serious personal injury.



## 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 **PS** 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.

### 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 \$ \_\_\_\_\_ donation to Project Share.

Please cut this section out and mail it to:

Coon Rapids Municipal Utilities  
P.O. Box 207  
Coon Rapids, IA 50058

Those qualifying for help will be carefully identified by an area social service agency. A local committee will oversee **Project Share** to guarantee all contributions will be handled equitably and efficiently.

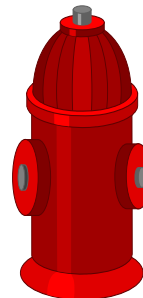
So please, add a **PS - Project Share** - to your utility

payment each month. It's a simple way to share some warmth with those who need it.

## COMPLAINT PROCEDURES

If you are having problems with your electric, gas or telephone service, please call our business office at 1-712-999-2225. Our service representatives will work with you to resolve any problems you are having with our company.

If CRMU does not resolve your complaint, the service may be subject to state regulation. You may contact the Utilities Division, Department of Commerce, 350 Maple Street, Des Moines, Iowa 50319, (515) 281-3839 or toll free (877) 565-4450 or by e-mail at iubcustomer@iub.state.ia.us.



## HYDRANT FLUSHING

During the spring and fall, CRMU conducts a hydrant flushing program.

The main purpose of this ongoing maintenance program is to circulate the water in the underground mains and to exercise the hydrants. Water which is allowed to sit in mains or hydrant risers for extended periods of time can grow stagnant.

During the flushing procedure, water to your home may become temporarily discolored, which could stain clothes being laundered. If clothes do happen to be washed in discolored water, keep them wet and call CRMU at 999-2225. A cleaning chemical is available to customers at no cost.



# Call Before You Dig! 1-800-292-8989

Notification service for locating underground