

# QUARTERLY NEWSLETTER

**NEW**

**Winner Listing:**

CRMU appreciates your business! As a token of our appreciation, each quarter we will have small drawings for our communications customers. Please check the newsletter to see if you are a winner and **THANK YOU** for your business!

**WINNER OF FREE MONTH OF CALLER ID**

**Dale Miksch**

**WINNER OF FREE MONTH OF HBO**

**Lucas Richardson**

**WINNER OF FREE MONTH OF CINEMAX**

**Jim Long**



**Lighting Energy Saving Tips**

- Turn off lights off when not in room.
- Use daylight whenever possible.
- Keep fixtures and bulbs clean—dirty bulbs can absorb 50% of the light.
- Use fluorescent lights when possible. Compact fluorescent bulbs are up to 4 times more efficient than incandescent bulbs and up to 10 times longer lived.

## CRMU RECEIVES \$300,000 GRANT FROM USDA FOR THOMAS REST HAVEN ASSISTED LIVING PROJECT

WASHINGTON, May 7, 2007—Agriculture Under Secretary Thomas C. Dorr announced the award of \$19.75 million to create and retain jobs at rural businesses.

“These funds will help support local economic development agencies, finance infrastructure improvements, establish low-interest revolving loan funds, and help jurisdictions supplement regional business and community development plans,” Dorr said. “The funding announced today is expected to save or create more than 2,300 jobs in 20 states.”

The Coon Rapids Municipal Utilities sponsored an application for the Thomas Rest Haven’s Assisted Living Project



Dierk Halverson (CRMU Trustee), Bruce Nuzum (Iowa Area Development Group), Arnold Thomas and Randy Hildreth (USDA Rural Development) present Thomas Rest Haven Administrator Mary Jane Venteicher with a \$300,000 check at the ground breaking ceremony.

and was selected to receive Rural Economic Development Grant Funds in the amount of \$300,000.

The grant from the USDA will help establish a revolving loan fund which CRMU will administer. CRMU will initially loan \$300,000 to the Thomas Rest Haven at 0% interest over a ten-year term.

Another requirement of the USDA REDLG program was that CRMU had to contribute \$60,000 or 20%, into the revolving loan fund as seed money. This \$60,000, along

with the future payments from the initial loan to Thomas Rest Haven, will then be available to re-lend for local and regional development projects.

CRMU is very excited about receiving this grant. These additional financial resources will support increasing economic opportunity and improve the quality of life of our rural residents.

More information on rural programs is available on the USDA’s web site at:

[www.rurdev.usda.gov](http://www.rurdev.usda.gov)



## CRMU TO INSTALL NEW EMAIL SERVER AND TESTING WIRELESS ACCESS POINTS

CRMU will be installing a new email server this summer. This enhancement will improve customer service by reducing the time it takes to service email problems.

CRMU technicians will now have direct access to the email server to create and modify accounts and trouble shoot any problems that arise.

This service upgrade will

require CRMU to move all customers to CRMU’s new domain of: [crmumail.net](http://crmumail.net). (i.e. this means that everyone’s email address will now be [username@crmumail.net](mailto:username@crmumail.net), NOT [username@longlines.com](mailto:username@longlines.com).)

CRMU will provide detailed instructions and timelines to our customers as this project proceeds.

CRMU is also in the process

of testing wireless internet service in different parts of Coon Rapids. If deployed, CRMU customers will then have another convenient method of gaining access to the internet. Visitors and travelers will also be allowed to gain free access to the web for a limited amount of time.



## New Web Site Under Construction!

**COMMING SOON** — Coon Rapids Municipal Utilities is excited to announce that a new web site is currently under construction. CRMU's new web site will make it much easier for customers to find information about CRMU—including energy efficiency tips & tricks, rebate programs and much, much more!

### Product Feature

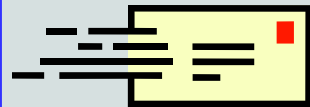
#### Voice Mail — GOLD

#### \* Email Notification

#### \* Web Interface

Did you know.....

with CRMU's Voice Mail Gold package that your digital voice messages are also sent to you in an email?



That's right, you can now store all your important voice messages along with your other text email messages. With this feature, you are also able to manage your voice mail services through a web interface. Delete unwanted voice mails with the click of a button and never pick up the phone again for voice mail.

**CALL TODAY!**

**Only \$3 per month —  
if you're bundled!**



## ELECTRIC SAFETY AWARD

WASHINGTON, D.C., April 16, 2007— Coon Rapids Municipal Electric Utility has earned the American Public Power Association's Electric Utility Safety Award for safe operating practices in 2006. CRMU earned a First Place Award in the category for utilities with less than 15,000 worker-hours of annual worker exposure.

"We're very proud of our safety record. It's a reflection of trained and skilled employees who are committed to the highest standards of public service," said General Manager Brad Honold. "CRMU will work to continue providing the community with safe and reliable electric service."



## NATURAL GAS SAFETY AWARD

WASHINGTON, D.C., The American Public Gas Association has awarded Coon Rapids Municipal Gas Utility with its "Outstanding Safety Over A Decade" Award.

Coon Rapids Municipal Gas Utility received the award from APGA due to its long-term commitment and success of operating its facilities in a safe manner.

"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."

## NOTICE: RATE INCREASE AND NEW RATE STRUCTURES FOR NATURAL GAS AND WATER UTILITIES

Effective with usage beginning July 1st, 2007, natural gas and water rates will increase and be calculated differently.

**Water:** For the past few years, CRMU's water utility has experienced an operating loss. In lieu of increasing rates proportionately over the past few years, the Board decided to utilize reserves to offset the losses. After review of the upcoming budget year, the Board determined it could no longer subsidize rates with reserves and that a rate increase was needed.

In addition, early this year the Board of Trustees approved a long term maintenance contract with Utility

Services Company to replace the interior lining, remove the interior dry area (due to high lead levels) and various other improvements to bring CRMU's 250,000 gallon tank into compliance with AWWA specifications. The cost for this maintenance contract alone computes to roughly 15% of CRMU's annual revenues; therefore, the Board found it necessary to increase rates to cover these expenses and to eliminate the ongoing operating loss.



CRMU has also changed the rate structure from tiered rates with a minimum billing, to a more industry standard rate structure which includes a customer charge and a flat rate per gallon for usage.

The net effect of the

water rate increase is expected to generate \$74,000 of revenue, which approximately equates to a 48% increase in annual revenues.

**Natural Gas:** CRMU's gas utility has experienced volatility in its operating revenues over the past years. To offset the years when operating revenues are negative, the Board has relied on interest income and reserves.

During the budgeting process, the Board decided to increase the natural gas base rates. As part of the rate restructuring, the GCA was also modified to include annual transportation costs.

While the rate increases will vary by customer class, the new residential rate should produce additional annual revenues of approximately \$15,000 or roughly a 3.3% increase.



Know what's below.  
Call before you dig.  
Common Ground Alliance



TRAVELERS

CRMU LOCALINK  
ONE COMPANY. ONE SOLUTION.

# ALWAYS CALL BEFORE YOU DIG

