

QUARTERLY NEWSLETTER

Thanks!

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!

* Prizes can be picked up at the CRMU Office.

WINNER OF FREE CRMU T-SHIRT

John Waddle

WINNER OF FREE CRMU WATER BOTTLE

Lyle Knight

WINNER OF FREE CRMU COFFEE MUG

Jan Cretsinger



Earth Saving Tip

Bring your own cloth or fabric bag when you shop! If you grocery shop once a week, you will have kept about 250-1000 grocery bags out of our landfills. When 1 ton of plastic bags are reused or recycled, the energy equivalent of 11 barrels of oil is saved! Earth-wise reusable bags are a great alternative!

Coon Rapids Water Tower Maintenance Underway

CRMU Appreciates Your Patience While We Make Improvements!

As you may have noticed, CRMU's water tower is getting a new look!

In 2006, CRMU signed a contract with Utility Services Co. to comply with current sanitation guidelines, safety and security regulations, and guidelines in accordance with AWWA, OSHA, EPA, and the US Department of Homeland Security. In this third year, the company is removing and replacing the interior "Wet Area" coating system and painting the outside of the water tower (the pictures below show progress made over recent weeks).

Because of these improvements, CRMU had to drain the water tower. During this time, customers may experience a decrease in water pressure. We appreciate your patience during this process. The interior maintenance should be complete by the middle to end of June.

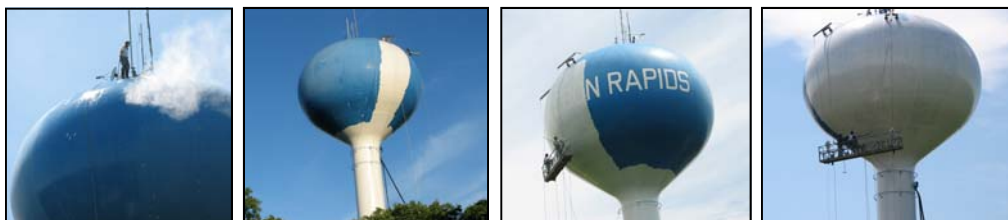
Utility Services Co. also recommended that CRMU paint the water tower a lighter color to reduce heating of the water.

CRMU decided to paint the tower white with the new

Coon Rapids logo on the exterior. We hope this will provide a professional and attractive look for Coon Rapids.



Again, we appreciate your patience during this time. Please do not hesitate to call us if you are experiencing a drastic change in water pressure.



WHAT YOU NEED TO KNOW ABOUT THE JUNE 12 SWITCH TO DTV

3 Channels Left: ABC (Ch. 5), CBS (Ch. 8), & IPTV (Ch. 11)

WHO'S AFFECTED?

If you subscribe to CRMU's cable television service—this switch to DTV will not affect you. Non-CRMU cable television customers who receive over-the-air signals through antennas on television sets with analog tuners will be affected.

WHAT CHANNELS ARE AFFECTED BY THE SWITCH?

The switch to DTV only applies to channels that can be received over-the-air. In Coon

Rapids, there are only six channels affected and three have already made the switch to DTV. ABC on Channel 5, CBS on Channel 8, and IPTV on Channel 11 are the only remaining channels to make the switch on June 12, 2009. All other channels are unaffected by this switch.

DO I NEED TO GET A NEW TV?

No. If you subscribe to CRMU's cable television service nothing will change. Presently, the FCC rules permit CRMU to convert the over-



the-air digital signals to analog so that CRMU customers will not have to do anything.

HOW CAN I FIND OUT MORE INFORMATION?

To keep updated on the latest information about the switch to DTV, simply call the CRMU office or visit the following web sites:

www.dtvanswers.com

www.dtv.gov

COMPLAINT RESOLUTION NOTICE

The Iowa Utilities Board (IUB) requires that all utilities in the state publish an annual notice advising customers of their right to appeal on certain complaints and where a qualified utility representative can be reached. The following is a required notice to CRMU customers.

Customers of Coon Rapids Municipal Utilities who desire assistance in the resolution of a complaint may ask for the customer service representative at Coon Rapids Municipal Utilities, 123 3rd Avenue South, Coon Rapids, Iowa, 50058.

CRMU's telephone number is 712-999-2225. Business hours are 7:00 a.m. to 5:00 p.m., Monday through Friday. If your complaint is related to electric or natural gas service disconnection, safety or renewable energy, and Coon Rapids Municipal Utilities does not resolve your complaint, you may request assistance from:

Iowa Utilities Board
350 Maple St.
Des Moines, IA 50319
877-565-4450

or email

iubcustomer@iub.state.ia.us



SEWER LIFT STATION PROJECT BID AWARD

At their regular May Board meeting, the CRMU Board of Trustees awarded the construction contract for the Lift Station and Force Main Improvement Project to King Construction, LLC. King Construction's base bid was \$287,045.46 with the bid for alternate No. 1 in the amount of \$2,500. This project includes the expansion of the existing lift station including: the construction of a new wet well and pump, construction of a new force main to parallel the existing force main from the lift station to the lagoons, and the installation of a standby generator for the lift station facility. This project will increase the pumping capacity of CRMU's plant and provide operational redundancy for services.

THIRD GRADE STUDENTS TOUR CRMU FACILITIES



ELECTRIC SAFETY AWARD

WASHINGTON, D.C., March 23, 2009 -

Coon Rapids Municipal Electric Utility has earned the American Public Power Association's Electric Utility Safety Award for safe operating practices in 2008. 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."



COMMUNICATION RATE INCREASE

Effective July 1, 2009, the long distance rate will be \$.13/minute. This change will take place on long distance calls placed after July 1.

Effective with service starting July 1, 2009, communication bundle rates will be:

- Basic Bundle - \$54.95
- Family Choice Bundle - \$84.95

These rate changes are necessary to help offset an increase in wholesale long distance costs and increased programming costs from cable television networks.

We appreciate your business!



ALWAYS CALL BEFORE YOU DIG

