

# 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 Grettenberg, Sr.**

**WINNER OF FREE CRMU WATER BOTTLE**

**Gano Smith**

**WINNER OF FREE CRMU COFFEE MUG**

**Jane Crisman**



**Did You Know?**

Hanging wet clothes on the clothesline outside rather than tossing them in the dryer can save you \$100 a year!

When you open the oven to peek at tasty treats, the oven temperature drops 25 to 50 degrees. Use the oven light to check on food instead!

**Save Money with these Tips!**

## CRMU Launches Energy Efficiency Rebate Program

*Save Energy, Save Money!*

CRMU recently launched an Energy Efficiency Rebate Program available to electric and natural gas customers. The program is designed to encourage customers to purchase and install energy efficient appliances, HVAC systems and other devices which use electricity, natural gas and water wisely. The eligible products must be either Energy Star qualified or meet certain energy ratings.

To receive a rebate for the 2010 program, eligible items must be purchased and installed between January 1, 2010 and December 31, 2010 to qualify. The rebates are on a first come, first serve basis. CRMU reserves the right to cancel or change these rebate programs at any time.

To learn more about CRMU's programs, you can go to CRMU's website at [www.crmu.net](http://www.crmu.net) and download the rebate forms. You may also call 999-2225 or stop by our office for more information!

### CRMU Rebate Programs

#### Energy Star Appliance Program

- Refrigerator - \$50
- Freezer - \$25
- Clothes Washer - \$50
- Dishwasher - \$20
- Room Air Conditioner - \$25
- Dehumidifier - \$10

#### Air Conditioning & Heat Pump Program

- Air Conditioner Seer  $\geq 14.5$  - \$100
- Air Conditioner Seer  $\geq 16$  - \$100
- Air Source Heat Pump  $\geq 14.5$  - \$200
- Air Source Heat Pump  $\geq 16$  - \$400

#### Geothermal Heat Pump

- Open, Closed or Direct Expansion - up to \$200/ton

#### Water Heater Program

- Electric Water Heater EF  $\geq .93$  - \$50
- Heat Pump Water Heater EF  $\geq 2.0$  - \$100
- Gas Water Heater  $\geq .62$  - \$50
- Gas Tankless Water Heater EF  $\geq .82$  - \$100

#### Furnace & Boiler Program

- Gas Furnace AFUE  $\geq 90\%$  - \$200
- Gas Furnace AFUE  $\geq 94\%$  - \$325
- Gas Furnace AFUE  $\geq 96\%$  - \$400
- Gas Boiler AFUE  $\geq 85\%$  - \$150
- Gas Boiler AFUE  $\geq 90\%$  - \$400
- Programmable Thermostat - Up to \$25



## Bridge Pipeline Crossings Replaced

For many years, CRMU has delivered natural gas and water to residents on the southeast side of Coon Rapids through pipes that were attached to the bridge on the east end of Main Street. Having these facilities above

ground (especially water) and attached to a bridge requires additional maintenance activities to protect against external damage, corrosion and freezing. Due to the deteriorating condition of the pipes and because of the additional

annual maintenance costs, in April, CRMU had the natural gas and water pipes bored underneath the Middle Racoon River - replacing the existing facilities.

The pictures below show work during the project.



## 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



## E-MAIL PROTECTION UPGRADE



On June 22nd, CRMU's e-mail protection and filtering service will be upgraded. Customers will receive a daily e-mail with possible spam e-mails listed. If customers see an e-mail listed they believe to be valid, they can click on that e-mail, log-in, and access the information. There will be no additional cost to the customer for this service. CRMU appreciates your cooperation during this switchover. Please contact the CRMU office for more information at 999-2225.

## 3RD GRADE ENERGY EFFICIENCY COLOR CONTEST

CRMU's 1st Annual Energy Efficiency Poster Contest was a success! Below are the results:

### Local Results:

- 1st Place - Annah Heck
- 2nd Place - Katelyn Winnett
- 3rd Place - Taylor Hofbauer

### State of Iowa Finalists:

- Katelyn Winnett
- Carson Hilgenberg
- Taylor Hofbauer

### State of Iowa Honorable Mention:

- Jada Thompson
- Tianna Janssen

**Great job to all participants!!**



Above: CR-B 3rd Grade Class



Above: Local winners (left to right) - Annah Heck - 1st, Katelyn Winnett - 2nd, Taylor Hofbauer - 3rd



Above: State of Iowa Finalists (left to right) - Katelyn Winnett, Carson Hilgenberg, Taylor Hofbauer



Above: State of Iowa Honorable Mention (left to right) - Jada Thompson, Tianna Janssen



## ELECTRIC SAFETY AWARD

WASHINGTON, D.C., February 22, 2010

Coon Rapids Municipal Electric Utility has earned the American Public Power Association's Electric Utility Safety Award for safe operating practices in 2009. 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."



## WASTEWATER RATE INCREASE

Effective with usage beginning July 1, 2010, wastewater rates will increase. The proposed rate increase is projected to increase annual revenues by approximately \$10,000. Below is the "General Service Rate Schedule" that will apply to all customers:

### Monthly Rate<sup>(1)</sup>

Customer Charge ..... \$6.00  
 All gallons..... \$0.25 per 100 gallons

<sup>(1)</sup> To accommodate for the summer watering of lawns, gardens, etc. that doesn't utilize the sanitary sewer system—During the months of April through October, CRMU will bill the lesser of the actual usage in the month or the winter average usage (November through March).



# ALWAYS CALL BEFORE YOU DIG

