

QUARTERLY NEWSLETTER

Thanks!

Winner Listing:

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

WINNER OF CRMU GIFT PACK

Maurice Long

WINNER OF CRMU GIFT PACK

Ryan Yager

WINNER OF CRMU COAT

Alice Drake

2014 Energy Efficiency Rebates!

Contract CRMU or go online at www.crmu.net to download our 2014 energy efficiency rebate applications for:

- Lighting
- Refrigerators
- Water Heaters
- Freezers
- Air Conditioners
- Furnaces
- Clothes Washer, etc., etc.

CRMU INTERNET Upgrades Coming....

At their January Board meeting,, the CRMU Board of Trustees authorized staff to obtain proposals for a new DOCSIS 3.0 cable modem termination system (CMTS). A new CMTS will allow CRMU to "bond" RF channels together enabling much higher speed packages to be offered to customers.

During the meeting, staff discussed CRMU's existing traffic patterns, network throughput and transport pipe capabilities, which together indicate that CRMU needs to upgrade our CMTS equipment to continue to provide the quality and level of our existing service before it becomes noticeable by network users. The Board also reviewed detailed growth projection statistics for the next five years on internet traffic and projected broadband speeds as developed by CISCO's VNI Forecast.

CRMU is currently evaluating various CMTS vendors and is hopeful to make a selection soon. CRMU anticipates that the installation of the CMTS and the expansion of our transport pipe will be completed this summer.

CRMU to Test LED Street Lights for City

Due to declining prices, CRMU will be retrofitting approximately 26 High Pressure Sodium (HPS) street light fixtures to LED or light emitting diode street light fixtures in the northwest part of Coon Rapids.

The LED fixtures should improve street safety with more effective illumination, and use anywhere between 50% to 65% less energy than the high pressure sodium fixtures being replaced, depending on the selected configuration.

LEDs should also last up to three to four times as long, greatly reducing maintenance costs and the annual number of burned out street lights. CRMU will utilize the data it collects to present a retrofit financial analysis to the City to help determine if a more formal program should be developed.



Pictured above is the decorative post top Solid State LED Luminaire that CRMU will be retrofitting on existing poles. Notice the LED LightBAR™ in the top and the absence of any side glass in the fixture.

CRMU Local Channels 3 & 4 to Transition to High Definition in Near Future

CRMU has been notified by the company that provides our Channel 4 Weather equipment that they will no longer be providing or supporting their analog equipment as all their new offerings will be in High Definition.

CRMU also currently broadcasts our local Channel 3 in analog—but we expect

this channel to transition to High Definition as well when new equipment is purchased.

We are providing this advanced notice to customers so that you can prepare for this transition ahead of time by making sure you have a High Definition television if you want to keep viewing these channels.

NEW EMPLOYEE



CRMU's newest employee is Brett Stangl. Brett accepted the position of

Communications Technician and started working for CRMU on September 25, 2013.

Prior to joining CRMU, Brett worked for EDF-RE in Carroll, Iowa as a Senior Wind Technician.

The "811" Before you Dig



Planning a home improvement job? Planting a tree? Installing a fence or deck? WAIT! Here's what you need to know first:

Whether you are planning to do it yourself or hire a professional, smart digging means calling 811 before each job!

Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call—even small projects like planting trees and shrubs. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

Homeowners and non-professional excavators are required by law to notify Iowa One Call at least 48 hours prior to excavations. The Iowa One Call Center is open 24 hours a day 365 days per year.



CRMU Phone Book Updates

Please contact CRMU with any changes by May 1st!

CRMU is in the process of reviewing and updating information for this year's directory which will be distributed this fall. If any customer would like to modify their listing (i.e. change name, change address, bold, italic, etc.) or advertising information, please call our office at 999-2225, or email us your changes at: info@crmum.net.

Also, if there is any additional information or content material that customers would like to see included in the directory, please let us know.

REPORT SUSPECTED NATURAL GAS LEAKS



Natural gas customers are reminded to report any possible natural gas odors!

Coon Rapids Municipal Utilities has trained gas service personnel available at all times to respond to

customer calls and to investigate any suspected natural gas leaks. The 24-hour service number is 999-2225.

Customers and public safety are always given first priority in the operation of the CRMU natural gas system. Gas odor calls are treated as service emergencies at CRMU and the response is immediate. In most cases, the problem will be minor and easily corrected, or the offensive odor will be from another source. Regardless of the situation, CRMU is always willing to make a quick response.

IF YOU SMELL GAS...

- Do not turn electric switches on or off.
- Do not use the doorbell or phone.
- Do not smoke.
- Extinguish all open flames.
- Evacuate all residents and notify CRMU.



WASTEWATER RATE INCREASE

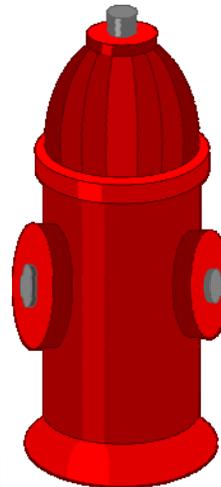
Effective with usage beginning July 1, 2014, wastewater rates will increase. The rate increase is projected to increase annual revenues by approximately \$14,000. The estimated impact to a customer with average usage will be \$1.97/month. Below is the "General Service Rate Schedule" that will apply to all customers:

Monthly Rate*	
Customer Charge.....	\$7.00
Usage.....	\$.30 per 100 gallons

* 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).

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, so please check your water before doing laundry.



ALWAYS CALL BEFORE YOU DIG

