

QUARTERLY CONNECTION



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!

* Prizes can be picked up at the CRMU Office.

Quarterly Winners - CRMU Gift Pack!

- Mary Klein
- Jennifer Woolsey
- Nick Warnke
- Bonnie Wailes
- Hap Hilgenberg

Coon Rapids Fire and EMS Independence Day Celebration



Don't miss out on the Penny Dive, Live Music, BBQ, and Beer Garden at the Coon Rapids City Park on Monday, July 1-4, 2017

July 3! The fun begins with Figure 8 Races on July 1st and Golf Tournament on July 2nd. Of course, don't miss the fireworks on July 4th! Contact the City Clerk for more information at 999-7749!

CRMU Contact Corner



123 3rd Avenue South
Coon Rapids, IA 50058
Monday-Friday: 7 am - 4 pm
Phone: 712.999.2225
Emergency / Outage After Hours:
877.999.4572
Email: info@crmu.net
Ch. 3: office@crmu.net
On the Web: www.crmu.net



Fiber-to-the-Home Project Update

The construction phase of CRMU's Fiber-to-the-Home (FTTH) Project is nearing completion as NCS should be finishing up with the installation of the duct work in June.

The fiber splicing subcontractor JCS has also made significant progress as all the main line fiber cable routes

heading north out of our Network Operations Center have been pulled into the duct. JCS has also completed various field splices allowing them to begin testing and proofing of the fiber network on some of the cable routes.

CRMU has completed the configuration and design de-

tails for the distribution fiber electronics as well as the transport equipment, which will be ordered in June.

Below are pictures of the construction progress showing the pulling of the fiber cable, as well as the trucks and equipment involved in the project.



Thank You...



A HUGE thank you to everyone who took the time to respond to our cable TV product evaluation survey! We had more than 120 responses! Ultimately, the results told us how important price, customer service, and channel offerings are to our customers! Based on the information gathered, CRMU has decided to keep our current RF product with the new fiber system. Converting to IPTV (set-top boxes) will always be an option in future years. Again, thank you for your participation!!

Congratulations to the winner of the \$150 in Coon Bucks... *Joe Trecker*

3rd Grade CR-B Students Tour CRMU

Every year, we are fortunate to have the 3rd Grade CR-B class tour CRMU facilities. Students see the water treatment plant and water tower (which always seems to be their favorite), electric power plant, and communication facilities.



watchTVEverywhere

Make sure to check out the billing insert to learn about this **FREE** service! (CRMU cable subscribers only!)



Budget Billing Customers



If you are a budget customer (pay the same amount for your utilities each month), please take a few minutes to review the budget status on your bill each month.

A negative amount, in parentheses, indicates you are ahead on your budget before current charges are applied. A positive amount, no parentheses, indicates you are behind on your budget before current charges are applied.

If you are behind on your budget, you may want to consider making extra payments toward your budget status or increase your monthly payment amount.

CRMU staff would be happy to assist you with your budget status. Please contact us if you have questions or concerns.

Thank you for your business and continued patronage. We appreciate you.

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 4:00 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

1375 E. Court Avenue, Rm. 69
Des Moines, IA 50319-0069
877-565-4450

or email

iubcustomer@iub.state.ia.us



Natural Gas Rate Increase



Effective with usage beginning July 1, 2017, a new natural gas rate structure will be implemented. The new rates will be phased in over a 3-year period.

The decreased usage seen over the past 3 years has necessitated this increase. For the average residential customer, the monthly increase will be approximately \$7.70. The full rate structure can be found at: www.crmu.net/Rates.html.

Electric Rate Rule Change



Effective with usage beginning July 1, 2017, the designation between General Service 1 and General Service 2 rate structures will change. Previously, general service customers who used less than 2,000 kwh per year were put on the GS2 rate. This cut-off amount is changing from 2,000 to 10,000. The CRMU Board feels like this is something we can do to help our small businesses!

More Info Online @ www.crmu.net

Energy Saving Tips for Summer

The benefits of energy efficiency include saving money on your energy bill and reducing the demand on the natural resources needed to produce energy.



Block the Sun

Shut out direct sunlight with shades or window coverings.



Let it Wait

Plan to use heat-generating appliances, like ovens, dishwashers and clothes dryers, during the cool of the late evening or early morning.



Keep it Cool

Fans use less energy than air conditioners and can boost the efficiency of air conditioners.



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



TRAVELERS

CRMU LOCALINK
ONE COMPANY. ONE SUCCESS.

ALWAYS CALL BEFORE YOU DIG

