

# 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!

**WINNER OF CRMU WATER BOTTLE**

Roger Shaw

**WINNER OF CRMU RED PULLOVER**

Dan Seidl

**WINNER OF CRMU T-SHIRT**

Chris McKenney

**Energy Saving Tip**



**TURN DOWN YOUR THERMOSTAT**

Turn your thermostat down several degrees when leaving the house for the day or extended periods of time.

One easy way to do this is to purchase a programmable thermostat.

## CRMU Making Plans for Removal of Sludge from Lagoons

CRMU's wastewater is treated by facultative waste stabilization ponds, sometimes referred to as lagoons, located southeast of town.

While the facultative lagoon concept is land intensive, it offers a reliable and easy-to-operate process that is very attractive to small, rural communities.

Although simplistic in appearance, the reactions in a facultative pond system are as complicated as any other treatment process. Facultative lagoons accumulate sludge and inert materials as a natural byproduct of anaerobic digestion. This dead microbial material "sludge" which accumulates over many years in the bottom of lagoons, periodically must be removed from the lagoons.

CRMU's lagoons were constructed in 1977 and have never had the sludge removed yet. As a rule of thumb, the IDNR typically recommends cleaning of lagoons when the solids are approaching 30% of design capacity—which CRMU has obtained.

CRMU is currently evaluating cost effective options for the removal of the sludge. The two primary options for removal are dredging and/or pumping of the solids, and draining the lagoons and mechanically removing the material with excavation equipment.



**Attention Customers: Starting the week of January 7th, 2013, garbage will be picked up on Wednesdays!**



## CRMU Holiday Special

**Sign-Up for High Speed Internet -  
Receive a Free Modem &  
Free Installation!**

**Save over \$70!**

*Offer expires 12/31/12. One year service agreement required.*

*Great Gift Idea for Friends & Family!*

*We appreciate your business!!*



## Gift Idea

Do you know someone struggling to make ends meet?

Help them out this holiday season by purchasing a

### CRMU Gift Certificate!

You select the amount and we'll apply it to their account or allow them to use it at a later date!

Contact CRMU for more information or stop in and see us!



## Energy Efficiency

### Don't Forget!

CRMU has Energy Efficiency Rebates Available on:

- Lighting
- Refrigerators
- Water Heaters
- Freezers
- Clothes Washers
- Room Air Conditioners
- Dehumidifiers
- Furnaces
- Central Air
- Geothermal Heat Pumps

Rebate applications are available at the CRMU office or online at [www.crmu.net](http://www.crmu.net)!



EnergySmart

## Make Your Life Easier!



### Sign-Up for Automatic Bank Deduct at CRMU!

With automatic bank deduct, you'll never have to worry about making your payments on time! Utility and communication payments are deducted from your account on the first day of every month.

### It's Easy, Convenient, and Free!

Just fill out the form and send it in!  
Please attach a voided check or deposit slip!

#### Authorization Agreement for Direct Payments (ACH Debits)

I hereby authorize Coon Rapids Municipal Utilities, hereinafter called COMPANY, to initiate debit entries to my:

Checking Account       Savings Account

indicated below at the depository financial institution named below, hereinafter called DEPOSITORY, and to debit the same to such account. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of US law.

Depository Name: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Routing Number: \_\_\_\_\_ Account Number: \_\_\_\_\_ Please attach a VOIDED check.

This agreement is effective for my (Check all that apply):  Communication Account       Utility Account

This authority is to remain in full force and effect until COMPANY has received written notification from me of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

NOTE: All written debit authorizations must provide that the receiver may revoke the authorization only by notifying the originator in the manner specified in the authorization.



We are on the web! Check out the CRMU website at: [www.crmu.net](http://www.crmu.net)

## CRMU Switches to Google App Email Platform

**Google** On November 21st, 2012,

CRMU completed its switch-over to Google Apps for our new email and calendar platform to provide our customers the **best** email technology on the market! Google provides our email customers with a solution of less spam, more online storage, and all the Google applications, such as Docs, Calendar, Talk, and more...at no extra cost! Additionally, CRMU customers' addresses did not change.

If you are a CRMU customer who uses an "@crmum.net" email address and you have not made the required changes to your account, please contact us or refer to the letter sent to you at the beginning of November. If you use Outlook, Windows Live, or other email cli-

ents, there are some additional changes that need to be made to your account settings. CRMU would be happy to assist you with this, if you have not already made these change.

#### So, what apps does CRMU's Google platform make available to you?

**Gmail** - Fast, searchable email with less spam.

**Docs** - Create and share your online documents, presentations, and spreadsheets.

**Calendar** - Organize your schedule and share events with friends.

**Talk** - Instant message and call your friends through your computer.

**Mobile** - Get Google products on your mobile phone.

**Blogger** - Share your life online with a blog—it's quick, easy and free.

**Drive** - Share files, folders and Google Docs to collaborate with who you want. Access Google Drive everywhere just by signing in to your Google account on your computer or mobile device.

**News** - Search thousands of news stories.

**iGoogle** - Add news, games and more to your Google homepage.

You can find all these apps and more by visiting [www.google.com](http://www.google.com)!