

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.

WINNER OF CRMU Golf Shirt Bundle

Ryan Bass

WINNER OF CRMU Golf Shirt Bundle

Roger Petty

WINNER OF CRMU Water Bottle Pack

Bill Compton

 **Coon Rapids Fire & EMS Independence Day Celebration**
July 3, 2015

Don't miss out on the Live Music, BBQ, and Beer Garden at the Coon Rapids City Park! 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 Ads: office@crmu.net
On the Web: www.crmu.net

CRMU Approves New Electric Rate Structures



The Board of Trustees approved new electric rates at their regular May meeting. The new electric rates will begin with usage starting on July 1, 2015.

While the new rates will not generate any additional revenue for CRMU, they will create new rate structures and rate classes changing how the revenue is collected from customers.

The new rate structures will include more billing components breaking apart the fixed capacity and customer charges from the energy related components thereby creating a more equitable recovery of costs from all customer classes.

The U.S. Electric System is undergoing fundamental change driven by the rapidly improving cost effectiveness of technologies that increase the customer's ability to efficiently manage, store and generate electricity in homes and buildings.

Historically, simplified rate structures based upon bundled, volumetric and block rates were both appropriate and necessary. For one, customers could reasonably be lumped into a relatively small number of large, averaged rate classes with similar load profiles and relationships to the grid. For another, most electric utilities lacked the advanced tools on both sides of the meter—especially advanced metering, data and communication infrastructure—to enable more sophisticated approaches. Lastly, these rate structures followed a hallmark principal in rate design—simplicity.

However with enhanced energy efficiency efforts, the deployment of new grid technologies and the proliferation of a myriad of distributed generation resources—including roof top solar, smart thermostats, electric vehicles, demand response, battery storage and much more—the grid is fundamentally changing. That changing infrastructure requires new rate structures better aligned with the evolving 21st century electric grid.

By modifying electricity pricing to more fully reflect the costs of electric services exchanged between the customers and the grid, CRMU can resolve inherent cross-subsidies that would have arose in current rate structures while fostering innovation in the 21st century grid that will help reduce overall system costs while maintaining or increasing system resilience and reliability.

CRMU Email Transition: Customer Action Required in July!



CRMU offers free email to all Internet subscribers, and many customers enjoy using @crmu.net email accounts.

Since Google Apps for ISP, the platform we were leveraging to power your email has entered its end-of-life phase, we will be switching you to a new platform in July. We have partnered with HyperOffice, a leader in cloud email solutions to bring you this new platform.

To ease this transition process, you will be provided with a special migration tool, which allows

you to easily move your email, calendars, and contacts to the new platform.

Early in July, CRMU will email all customers with the migration information and temporary passwords to access the Google Apps Migration Tool. CRMU will also provide migration instructions and links to support documents which provide detailed email setup instructions and screenshots for a wide variety of the most popular email clients such as: Outlook 2013, 2010, 2007, 2003, Outlook for Mac & Outlook 2011 for Mac, Apple Mail, Microsoft Entourage for Mac, Mozilla Thunderbird, IOS: iPhone, iPad, iPod Touch, Android, BlackBerry 10 and Windows Phone.

Customers will also be able to go to CRMU's website to obtain access to this information as well.

The schedule is to cut all email records over to the new system on July 13 and end the Google ISP Email service on August 1st.

Again, please be looking for an email from CRMU around July 6th which will contain detailed migration information about how to transition to this new platform and when it will be available to start sending and receiving emails.

Your current @crmu.net e-mail address will NOT change!

CRMU Nears Completion of Electric Improvements

In October of 2014 CRMU awarded a contract for over \$137,000 to Schoon Construction from Cherokee, Iowa to complete various electric distribution system improvements.

The work included the upgrading of CRMU's electric distribution system with the installation of underground primary and secondary cables along with the installation of padmount transformers, padmount switches, and three-phase secondary enclosures. To minimize project costs, CRMU directly purchased most of the equipment and cable for the project.

The majority of the work consisted of improvements at our Iron Hills Substation including the underground conversion of primary cable to allow for the instal-

lation of two new padmount switches, and four padmount transformers which replace three banks of antiquated trans closures.

The remainder of the contract covered the final steps necessary for the removal of the substation that was previously located by the entrance to the City Park just south of the Aquatic Center. This work consisted of installing a padmount switch, padmount transformer and sectionalizing cabinet along with new underground cables and splicing into



Shown above is conduit installation for secondary cabinets.

our existing circuits. CRMU cut over to these new facilities on a Saturday morning to minimize disruption to the school and area businesses.

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



Have You Signed Up Yet?

REACH Alert is a broadcast system that enables CRMU to notify customers by text message, voice call, or email within minutes of an emergency, major outage, or any significant unplanned event that affects customers.

It's Simple & Free!

If you would like to sign-up for this service, please refer to the letter you received from CRMU with instructions on how to register. You may also contact CRMU at 712-999-2225 or stop by the CRMU office if you would like us to help you enroll.

THIRD GRADE 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, electric power plant, and communication facilities.



ALWAYS CALL BEFORE YOU DIG

