

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

Jim Klocke

WINNER OF FREE CRMU Water Bottle

Anita Downing

WINNER OF FREE CRMU Water Bottle

Betty Christensen



Energy Saving Tip

3 Bathroom Upgrades

Improve your bathroom's efficiency with these quick fixes.

1. Fix your leaky toilet.
2. Buy a low-flow showerhead. Quality low-flow fixtures can help you save 25-60% more water!
3. Replace your ventilation fan.

Electric Hazard Mitigation Project Update

CRMU's electric overhead to underground hazard mitigation project has begun. The project has been divided into three different segments that will be contracted separately:

Major distribution materials (primary wire, padmount transformers, padmount switches)

CRMU will be directly purchasing the "bigger" ticket items for the project in efforts to contain costs by avoiding contractor markup on materials. On May 17th the Board awarded bids for these materials totaling \$318,967. CRMU will also be purchasing all the street lights, meter bases and electric meters for the project.

Switchgear Replacement

Similar to the electric panel in your house, the electric distribu-

tion system that feeds Coon Rapids is divided into different circuits or feeders. In this project, CRMU will be replacing our antiquated "circuit breakers" and old electro-mechanical relays with new switchgear and digital protective relaying equipment. The bid award for the switchgear replacement will be June 28th and construction will commence simultaneously with the underground installation.

Overhead to Underground Installation

The bid award for this portion of the project is scheduled for CRMU's July Meeting with construction to start in August. CRMU will be converting a substantial part of our remaining overhead facilities to underground with the bulk of the work originating from our main substation at 7th and Park Street,

heading east to 4th Avenue, down the alley north of Main Street .

Outside of this project, CRMU will also be making additional improvements by replacing our existing trans closures and installing an additional switch and primary tie to increase the reliability and redundancy of our electric distribution system.

CRMU understands the inconveniences that will arise from the upcoming construction and asks for everyone's cooperation and understanding while these improvements are being made.

If anyone has any questions about the project, please don't hesitate to contact the office at 999-2225.

Summer TV Premiere Dates 2012

Check out CRMU's cable service to keep up on your favorite shows!



True Blood Season 5 starts June 10th @ 8:00 CST on HBO (CRMU Channel 16)



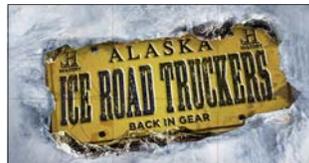
Big Brother Season 14 starts July 12th @ 8:00 CST on CBS (CRMU Channel 8)



Secret Millionaire starts June 3rd @ 7:00 CST on ABC (CRMU Channel 5)



Army Wives Season 6 continues June 24th @ 9:00 CST on Lifetime (CRMU Channel 56)



Ice Road Truckers Season 6 starts June 3rd @ 8:00 CST on the History Channel (CRMU Channel 47)



Want to know what's on TV?

Go to: www.zap2it.com;
Enter our zip code (50058) in the "Find it Fast" box;
Click on "Coon Rapids Cable System;"

Check out the local listings and bookmark this page for quick reference in the future!

Upgrade your cable package to include High Definition for only \$9.95 per month!



Keep Your Neighborhood Bright

- Tell CRMU about street light outages

If you notice a street light out in your neighborhood or anywhere in town, please let CRMU know. We'll get it fixed!

We have staff work on street lights every week. Sometimes the lights go out unexpectedly or cycle on and off. Let us know!

It is very helpful when customers report a light that is out so we know it needs repair. We are not automatically notified when a light goes out.

Please know that we'll work to get the light fixed as quickly as possible, but sometimes the issue is more than just the light and may take a longer time to fix. You can always contact the CRMU office for the status of a street light repair.

To report a street light outage, you should call 999-2225. You can also fill out a short form online! Click on the "Report a Street Light Out" under "Links of Interest" from the home page of www.crmu.net!

Thanks for helping us keep the street lights on in Coon Rapids!

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
1375 E. Court Avenue, Rm. 69
Des Moines, IA 50319-0069
877-565-4450
or email
iubcustomer@iub.state.ia.us



Reap the Benefits of Budget Billing!



Flexible payment options are available to CRMU customers to help take the guesswork out of bill paying.

Budget billing is a free service that helps even out the fluctuations in utility bills from extremes due to winter heating and summer cooling expenses.

The amount you pay CRMU each month is determined by dividing your previous 12 months of utility costs into 12 equal payments, including a future rate adjustment and rounding factor. This designated amount is payable each month regardless of the actual monthly usage.

This predictable, pre-determined amount will help you plan your budget accordingly.

Accounts are reviewed periodically by CRMU to determine if your budget amount needs an adjustment to better match your usage. You will continue to receive a paper bill with your actual usage so you can keep an eye on your consumption. It is very important to do this so you know if you are ahead or behind on your budget.

In order to achieve the most accurate billing amount, CRMU recommends that customer have 12 months of usage history before signing up for this service.

For more information, contact CRMU at 999-2225 or e-mail office@crmum.net.



ALWAYS CALL BEFORE YOU DIG

