

# QUARTERLY CONNECTION

**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 FREE CRMU Water Bottles**

*Billie Byerly*

**WINNER OF FREE CRMU Golf Shirt Bundle**

*Glen Knight*

**WINNER OF FREE CRMU Cooler**

*Terri Hofbauer*

## Energy Saving Tip

**Furnace Maintenance Get Ready for Winter!**

You can save money and increase your comfort by properly maintaining your furnace!

- Have a contractor clean and tune your furnace system annually. This will increase operating efficiency and may prevent costly emergency repairs.
- Clean or replace filters on your furnace once a month!

## CRMU to Transition OUT of Email Service

CRMU understands how important the internet has become in the everyday operations of our local businesses and residents and we are committed to offering quality products to meet those needs.

To provide the most cost effective services we can, CRMU contracts with a company called Long Lines to purchase telephony and internet services on a wholesale basis. One of those services provided by Long Lines is email service.

When CRMU first started in the communications industry in the 1990's—our email service was actually provided in-house by Long Lines and all customers choosing to utilize our email service had email addresses with the domain of "username"@pionet.net.

As the internet continued to grow and more users came online, Long Lines had to upgrade and add equipment to continue to provide adequate email service. This growth resulted in the addition of a new email server and required all customers to change their email addresses to the new domain of "username"@longlines.com.

This new server met the needs of customers for quite a while; however, as the internet grew, so did the sophistication and complexity of new hackers, spammers, and virus creators.

In the mid-2000's Long Lines realized that they could no longer cost effectively provide email service in-house due to the enormous amounts

of spam email that they were struggling to process along with continual attacks from hackers.

Therefore, in 2008 Long Lines stopped offering email service in-house and began reselling Google Mail for ISPs. During this transition, CRMU acquired its own domain and customers again were required to change their email addresses to the new domain of "username"@crmu.net.

Earlier this year, Long Lines notified CRMU that Google was discontinuing their Google Mail for ISP product line and that Long Lines had chosen HyperOffice as the replacement product.

The upside of this transition, was that all domains could be transitioned to HyperOffice and therefore customers would not be required to change their email addresses.

The downside of this transition has been that HyperOffice's email service has been proven to be a very inferior product when compared to the prior Google Email service that customers had been accustomed to receiving.

CRMU has been very unhappy with the level of service and performance of HyperOffice. CRMU has submitted numerous tickets and upgrade requests to HyperOffice - but the pace of implementation and the level of improvement have not met our standards for offering quality products to our customers.

In evaluating our options for a better email solution for customers, CRMU was challenged to find anything comparable in service reliability to Google's Email product which they will provide directly to customers at no charge!

There are also other vendors/companies out there like Yahoo & Microsoft that offer very good email service for free to customers—but would charge CRMU to provide the same service.

CRMU can not develop a sustainable business model whereby we purchase an inferior email product and then have to charge our customers for it, when Google, Yahoo and Microsoft can offer better products directly to customers at no charge.

Therefore, based upon these facts, CRMU will be transitioning out of offering email service in the near future. While no hard timeline has been established yet, we expect to discontinue email service sometime next year.

CRMU is giving this very advanced notice so that email customers can start planning appropriately. We also want to give our current email customers as much help and assistance as we can as they transition to a new email service.

Therefore, CRMU would be very happy to assist any and all customers in establishing/configuring/setting up new email accounts. Please contact CRMU at 999-2225 if you need any assistance.



## Safety Award



WASHINGTON, D.C., On August 12, 2015 The American Public Gas Association (APGA) awarded Coon Rapids

Municipal Gas Utility with a 2014 Safety Award for its outstanding safety record over the past year.

"Safety doesn't happen by accident," said General Manager Brad Honold. "We work very hard to provide a safe work environment for our employees, and they in turn are very committed to providing safe and reliable service to our customers."



## PROJECT SHARE

**"Add a PS To Help A Neighbor"**

**Project Share** is a plan, created by your municipal utility, to assist needy households in paying their wintertime energy bills.

You can help by adding a regular **Project Share** contribution to your monthly utility payment, or by making a direct donation to **Project Share**. These funds will then be distributed to neighbors in need for wintertime energy costs.

A local committee will oversee **Project Share** to guarantee all contributions are handled equitably and efficiently.

So please, add a **PS - Project Share** to your utility payment each month. It's a simple way to share some warmth with those who need it.

## Project Share - "PS"

I'd like to help a neighbor in need with a tax-deductible contribution to Project Share.

Name \_\_\_\_\_

Address \_\_\_\_\_

City / State \_\_\_\_\_

Phone \_\_\_\_\_

I will contribute \$\_\_\_\_\_ per month to Project Share. I understand this amount will be billed to me monthly.

I have enclosed a \$\_\_\_\_\_ donation to Project Share.

Please cut this section out and mail it to:

Coon Rapids Municipal Utilities  
Attention: Project Share  
P.O. Box 207  
Coon Rapids, IA 50058

## 2015-2016 IOWA HOME ENERGY ASSISTANCE PROGRAM

### ATTENTION: RESIDENTIAL CUSTOMERS NEED HELP WITH YOUR HEATING BILL?

The 2015-2016 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season.

The assistance is based on household income, household size, type of fuel, and type of housing.

If you are not sure where to apply, please write to:

**LIHEAP**  
Iowa Department of Human Rights  
Capitol Complex  
Des Moines, IA 50319

or, call your local community action agency at 712-792-2832.

Household Size	INCOME MAXIMUMS	
	Three Month Gross Income	Annual Gross Income
1	\$ 5,149	\$ 20,598
2	\$ 6,969	\$ 27,878
3	\$ 8,789	\$ 35,158
4	\$ 10,609	\$ 42,438
5	\$ 12,429	\$ 49,718
6	\$ 14,249	\$ 56,998

For households with more than six members, add \$1,820 per three months, or \$7,280 annually for each additional member.

### WHEN TO APPLY:

- **Elderly (60 & over) and/or disabled:**  
October 1, 2015 to April 30, 2016
- **All other households:**  
November 1, 2015 to April 30, 2016

### WHAT TO TAKE:

- **Proof of income (for all household members age 18, and over)**  
Most recent 3 months' check stubs, award letter from Social Security or 2014 tax return
- **Social Security numbers for all household members (documentation required)**
- **Recent heat bill**
- **Recent electric bill**

### WAGE EARNERS:

Please bring copies of your check stubs for the three-month period preceding the date of application, or a copy of your federal income tax return.

### FIXED INCOME:

This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your most recent 3 months' check stubs.

### SELF-EMPLOYED/FARMERS:

Please bring a copy of your most recent federal income tax return.

### FIP RECIPIENTS:

Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.