

# 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!

Angie Wiles  
John Kult  
Kathy Tribble  
Shawn Zanders  
Virginia Reineke



## Call us to Avoid Disconnection!

If you're feeling overwhelmed by winter heating bills, call us at 712.999.2225 right away! We'll discuss a payment plan and advise of payment options and assistance eligibility. Don't wait for a disconnection notice to call! If services are disconnected, CRMU cannot guarantee same-day reconnection and fees will apply!

## 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

E-mail: [crmuinfo@gmail.com](mailto:crmuinfo@gmail.com)

Ch. 3: [crmuoffice@gmail.com](mailto:crmuoffice@gmail.com)

On the Web: [www.crmu.net](http://www.crmu.net)

## Hot Topics & Current Happenings at CRMU

We have so many things going on right now at CRMU! Here's a summary of what we're working on for **you**, what's coming soon to **you**, and what **you** should know in today's utility world. Check it out!



### Hallmark HD & Hallmark Movies & Mysteries

At the February, 2017 meeting, the CRMU Board of Trustees approved the addition of:

**Ch 111 - Hallmark Movies & Mysteries**

**Ch 109 - Hallmark HD & Hallmark Movies & Mysteries HD**

Last December, we had an overwhelming number of requests for these additions from our cable TV subscribers. CRMU is currently waiting for the equipment to arrive. As soon as it does, we'll schedule the install and get it on air as soon as possible! Watch the CRMU Facebook page for the official launch date!



### Renewable Electric Generation

CRMU is committed to environmental stewardship and providing clean energy for our customers and our future. In 2015 over 92% of CRMU's retail energy sales were supplied by clean, renewable sources. **In 2016 - 100% of CRMU's retail energy sales were supplied from renewables!**

Customers also have the opportunity to generate their own electricity from a renewable distributed generation resource such as solar panels and interconnecting them with CRMU's facilities. If you or anyone you know in Coon Rapids is thinking about doing this, we urge you to take the time to read CRMU's "Distributed Generation" documents on our website! These can be found at: <http://www.crmu.net/DistributedGeneration.html>.

There are several companies marketing solar products these days. While CRMU supports renewable energy efforts, **we also strongly encourage customers to not rely solely on these companies for complete information or accurate economic projections.** Please contact CRMU to get all the facts and figures before making a decision. There is a lot to know and as our customer/owner - we want to make sure you're informed!



### Managed WIFI Service



Tired of having a weak internet signal throughout your house? Tired of some devices working with your network, but not others? Tired of trying to keep up with firmware updates, equipment upgrades, etc.? Tired of having no one to call when things don't work? Tired of trying to understand it all and just want it to work and work well?

Well so are we! CRMU wants our customers to have the best internet experience possible—that is why CRMU is working on an exciting new product offering for our customers called Managed WIFI!

Leave the fuss to us and we'll provide, setup and maintain a carrier class media distribution center to meet your current and future needs! CRMU's new Gigacenter product allows video, music, gaming and other streaming options over WIFI at speeds 3 times faster than today's best retail alternatives! We're still working out the details, but stay tuned and we'll let you know when this new service is available!



CRMU Cable TV customers will be able to access video content from our network providers through devices such as smartphones, tablets, laptops, desktops, game consoles, etc. - anywhere in the USA as long as the user has an internet connection! Not all networks have made their content available, but many of our networks have! This is also a great way to catch the shows you missed - kind of like a DVR on the go, from wherever you want! CRMU is currently in the setup process with our vendor. As soon as we are ready to roll it out, you will be the first to know!!

## The "811" Before you Dig



Planning a home improvement job? Planting a tree? Installing a fence or deck? WAIT! Here's what you need to know first:

*Whether you're planning to do it yourself or hire a professional, smart digging means calling 811 before each job!*

Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call—even small projects like planting trees and shrubs. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

Homeowners and non-professional excavators are required by law to notify Iowa One Call at least 48 hours prior to excavations. The Iowa One Call Center is open 24 hours a day 365 days per year.



## CRMU Phone Book Updates Please contact CRMU with any changes by May 1st!

CRMU is in the process of reviewing and updating information for this year's directory which will be distributed this fall. If any customer would like to modify their listing (i.e. change name, change address, bold, italic, etc.) or advertising information, please call our office at 999-2225, or email us your changes at: crmuoffice@gmail.com.

Also, if there is any additional information or content material that customers would like to see included in the directory, please let us know.

## Round It Up with Project Care!



Every month, there are people in Coon Rapids who struggle to pay their utility bill due to unexpected medical emergencies, unemployment, or life circumstances. Project Care is a program developed by CRMU for our own customers. It is supported entirely by voluntary contributions from you, our customers. ALL funds donated are managed by a committee of local community members for distribution once a year to CRMU customers who need assistance with their bills.

**100% of donations stay in Coon Rapids!**

### 3 Easy and Convenient Ways to Contribute

- 1. Project Care Round-Up** - Round your bill up to the next whole dollar and contribute the rounding amount to the Project Care program. For example, a bill of \$125.76 would be \$126.00 under Round-Up and the extra \$.24 would go directly to the Project Care Program! (Not applicable to budget customers. Budgets are already rounded to the nearest dollar.)
- 2. Project Care Monthly Pledge** - Choose a flat amount you'd like to donate (\$.50, \$5, \$20...whatever you want it to be) and that amount will be added to your bill every month. This is a great option for budget customers!
- 3. Project Care Donation** - Make a flat donation to Project Care. We can either add it to your next bill or you can just write a check and the funds will go directly into the Project Care fund.

Simply fill out the form to the right to sign-up!

**Project Care is a simple way to make a big difference in someone's life!**

**Thank you to those of you who have already signed-up for this program!**

### Yes, I'd like to contribute to Project Care!

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City / State: \_\_\_\_\_  
Phone / Email: \_\_\_\_\_  
Customer #: \_\_\_\_\_

### I would like to enroll in:

- Project Care Round-Up** - Round my bill up to the next whole dollar and contribute the rounding amount to Project Care. (Not applicable to budget customers.)
- Project Care Monthly Pledge**  
\$ \_\_\_\_\_ added to my bill each month.
- Project Care Donation** - I would like to make a flat donation of \$ \_\_\_\_\_ to Project Care.  
 Add to my next bill.  Check enclosed.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Drop this enrollment off at CRMU or mail to:  
CRMU - PO Box 207 - Coon Rapids, IA 50058**

**Thank You!!**



# ALWAYS CALL BEFORE YOU DIG

