

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!

Mary Alex
Scott Astleford
Bob Parsons
Josh Smouse
Michelle Spitler

Reminder!!

The email service provided by CRMU (@crm.u.net) has been discontinued. Make sure you've made alternative arrangements!

Holiday Hours

CRMU will be closed:

- Dec. 23rd at 11 a.m.
- December 26th (all day)
- Dec. 30th at 11 a.m.
- January 2nd (all day)

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
Ch. 3: crmuoffice@gmail.com
On the Web: www.crmu.net

Our Best Offer EVER
Fiber to the Home...Coming Soon

Learn more

\$5,000
your home value

We are very excited to announce that CRMU will begin construction on a state-of-the-art fiber-to-the-home (FTTH) network beginning in the spring of next year! This project will connect every home and business to our Network Operations Center (NOC) with their own individual fiber.

CRMU has already awarded bids for the procurement of the major materials for this project (i.e. duct, concrete handholes, fiber-optic cable, etc.) and will most likely award the contract for the outside plant construction at CRMU's December Board Meeting.

In the following month, CRMU will be hosting technical sessions with fiber-optic electronics vendors after which we will prepare a detailed specification and bid packet for the fiber-optic electronics.

Advantages of Fiber-to-the-Home

Greater Capacity and Reliability:

Today's homeowners are using technologies that re-

quire more and more bandwidth like Netflix, content streaming to multiple devices, file sharing, gaming and home monitoring systems. Fiber optics is the only technology that can keep up with these ever growing bandwidth demands.

Cost Effective:

Data on a fiber optic cable can travel many miles in a split second—at the speed of light allowing the most cost effective delivery method.

Secure:

Voice and data transmission via fiber are more secure than conventional copper as it eliminates the ability to tap, or eavesdrop through contact with the network.

Future-Proof:

Once installed, fiber is more easily upgraded by changing the electronics that create the light pulses, and not replacing the cable itself.

* Adds Value to Your Home:

A recent report showed that having a gigabit fiber optic connection can add as much as \$5,437 to your home's value. * 2015 FTTH Council

CRMU Christmas Special

For once, the decision is crystal clear!

- Sign-up for any communication service* and get FREE installation!
- Sign-up for HD service and get FREE install + FREE service until January 31, 2017 + 49 NEW channels!



• During the month of December, existing customers will be entered into a drawing each week to win a comfy & cozy CRMU blanket! **We appreciate you!**

* Excludes rural wireless internet.

** Offer good 12/1/16—12/31/16. No exceptions.

Contact CRMU @ 999.2225 for more information!

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!



Happy New Year!



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!
2016 Rebate Deadline: 1/31/17



We Want to Work with YOU!



Overwhelmed by Winter Heating Bills?

If you're behind on your payments, please contact us soon. Don't wait for a disconnection notice. Your best defense against being disconnected is working with us now on payment options and arrangements.

Need more reasons to reach out sooner rather than later?

- If we disconnect service, we cannot guarantee same-day reconnection.
- If your service has been disconnected for non-payment, you will be charged an additional fee for reconnection.

Before you receive a 48 hour notice, please call us at 712.999.2225 to discuss a payment plan and learn about our payment options. Additionally, you may be eligible for help paying your bill. The assistance is based on household income, household size, and other financial factors.

Call CRMU @ 712.999.2225!

Project Care Program



Every month, there are people who struggle to pay their utility bill due to unexpected circumstances.

Project Care is supported entirely by voluntary contributions from you, our customers. 100% of donations stay in Coon Rapids! Contact CRMU to discuss 3 easy ways to contribute.

Every little bit helps! Thank You!

Keep Your Meters Clear



Snow and ice can damage or block natural gas meters and exhaust vents for appliances, especially following a major winter storm.

Chimneys and vents on the roof or side of a building must be clear to allow proper venting, which prevents accumulation of carbon monoxide or equipment malfunction.

Carefully remove snow or debris using your hands or a broom. Kicking or using a shovel could cause damage. Safely remove icicles from overhead eaves and gutters so dripping water does not splash and freeze on the meter or vent pipe. If you need help, contact a professional.

Service Awards

This year, CRMU is pleased to honor the following employee with a service award:

Annie Rudolph - 10 years