

The Connector



FALL 2017

The Results Are In



ERMU recently sent out our annual customer service survey; and the results are in! After analyzing the responses, we're pleased to report an impressive 96% customer satisfaction rating.

Some of the key areas you evaluated us on were: respectfulness, communication, knowledge, innovation, and timeliness. When we asked for your comments, we were delighted to receive many compliments and kind words. This meant a great deal to us and we thank you! Just as useful were some helpful comments and concerns some of you expressed. We've reviewed all of the comments and will be addressing them through personal phone calls, future newsletters, flyers, and website blogs.

Power Your Future With Elk River Municipal Utilities



In a constant effort to provide customers with reliable, cost-effective, and environmentally friendly electric products and programs, Elk River Municipal Utilities (ERMU) strives to remain on technology's cutting edge. With significant growth in electric vehicle (EV) ownership, we now offer one of Minnesota's leading EV charging programs, along with rebates and incentives for additional savings. We've partnered with the City of Elk River and ChargePoint®, an industry leader in electric vehicle charging, to provide our community's first public EV charging station, with future locations planned.

ERMU officially unveiled the EV charging station and EV POWER brand at a ribbon cutting celebration that was held on September 13. The celebration, which was held in conjunction with National Drive Electric Week, offered attendees the opportunity to get behind the wheel of an EV and talk with EV owners who were more than happy to share their experiences and passion for EVs.

Mayor and Commission Chair John Dietz kicked off the celebration followed by a few words from State Representative Nick Zerwas. Representatives from Drive Electric and Fresh Energy were also in attendance. Electric vehicles were on display and Cornerstone Automotive, who sponsored the Ride & Drive, kept busy with members of the community who were excited to get the opportunity to test drive their hybrid vehicles.

To learn more about ERMU's electric vehicle charging programs and rebates, visit our website at www.elkriverutilities.com/electric-vehicle-charging.

Dam Inspection Involves Lowering Lake Level

Elk River Municipal Utilities (ERMU) will be conducting their annual inspection of the Elk River Dam on Wednesday, October 4, 2017. The required inspection, which helps to ensure the integrity of the structure, will involve lowering the Orono lake level 30" below normal. This would be an opportune time for homeowners with lakeshore property to perform any necessary maintenance or lakeshore improvements. To see if any special permits are required, please contact the City of Elk River Environmental Department at 763.635.1000.

If you have any questions, please contact Elk River Municipal Utilities at 763.441.2020.



The Salvation Army offers a program to low and moderate income families to help them with paying their energy bills. HeatShare provides cash grants and emergency assistance with utility and heating bills on a year-round basis.

When you donate to HeatShare, you are helping warm the lives of families and individuals who have no other resources available to them, or places to turn to that can help them through the cold Minnesota winter.

To learn more about HeatShare, or to make a donation, please visit our website at www.elkriverutilities.com and click on Customer Service, then HeatShare.

Energy Assistance

There are several local organizations that may be able to support you if you need energy assistance this winter season. Please call to see if you qualify for financial or conservation and weatherization assistance.

Tri-Cap.....888-765-5597
Sherburne Co...763-765-4000
Wright Co.....320-963-6500
Henn Co.....952-933-9639
Sal Army.....320-252-4552
CAER.....763-441-1020

Crank Up the Savings on Your Heating this Winter

Looking to get the most out of your current heating system this winter? Here are some areas you can check before the cold weather hits.



- **Weatherize doors and windows** - Check for gaps around exterior doors and install weatherstripping if needed. Inspect windows for cracked or missing caulk and replace if necessary.
- **Use window treatments** - During the day, open shades and curtains on south-facing walls to let in the warming sunlight. To keep the warm air in, close them at night.
- **Maintain your system** - Have your heating system cleaned and inspected by a qualified professional. Replace air filters according to manufacturer's guidelines.
- **Fix air leaks** - seal any leaks around attic joists, electrical lines and plumbing pipes with spray foam insulation.
- **Increase wall and attic insulation** - Make sure your home is insulated according to the recommended level for your area. Inspect insulation in the attic and check the R-value.
- **Seal air ducts** - Use mastic tape to seal any leaks, holes, or connections in ductwork. Insulate ductwork in unheated areas, such as attics and crawlspaces to prevent radiant heat from escaping.

Elk River Municipal Utilities has secured the right to republish this article.

Cold Weather Rule Notification

Some customers find it hard to pay their heating bills in the winter. The State of Minnesota set up the Cold Weather Rule to protect residential, heat-affected customers who are unable to pay their utility bills from disconnection of service between October 15 and April 15. Contrary to popular belief, the Cold Weather Rule does not forbid utility disconnection during the winter months. Therefore, communication with your gas and electric provider is important.

If you know you're going to have trouble paying your utility bill, we encourage you to call us at 763-441-2020 to make a payment arrangement, or visit our website at www.elkriverutilities.com where you'll have the ability to download, or electronically submit, an "Inability to Pay" form to be protected from utility shutoff once the Rule has taken effect. The form must be completely filled out and signed to be considered valid. If the payment arrangements are not followed, the Cold Weather Rule will not protect you from utility shut off.

As you can see, communication and keeping your payment arrangements are the key to avoiding an inconvenient and potentially detrimental disconnection. If you find yourself needing help, you can contact the energy assistance organizations, listed on the left, to see if you qualify for assistance.