

The Connector



SUMMER 2017

Elk River Municipal Utilities

*We are public power
and water; we are
owned by those we
serve; we are
governed by
members of our
community.*

You Have a Voice

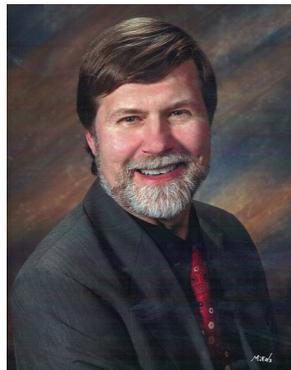
The Elk River Utilities Commission meets regularly on the second Tuesday of each month at 3:30 p.m.; unless otherwise noticed. The meetings are held at the Utilities office located at 13069 Orono Parkway. Meetings are open to the public and residents are always welcome to attend.

In the Know

Becoming more informed with what's going on with your local utility is just a few clicks away. Agendas, commission meeting packets, and approved meeting minutes are posted on the utilities website at www.elkriverutilities.com.

To Our Customers

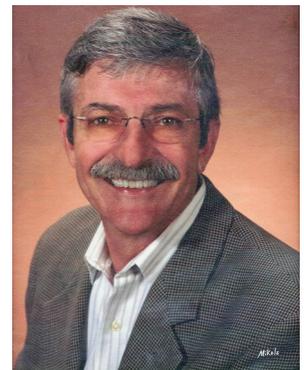
As we've entered into our second century of service to our community, we have worked to position Elk River Municipal Utilities (ERMU) strategically for the future. We continue to experience strong commercial and residential growth resulting from new development and electric service territory acquisition. To balance this growth in customer base, we worked to increase community representation in our governance. With the help of our local legislators, Representative Nick Zerwas and Senator Mary Kiffmeyer, legislation was passed to expand the membership of the ERMU Commission from three to five Commissioners beginning in 2017. At the March 13, 2017 Commission meeting, the new Commissioners took their Oath of Office. It is with great pleasure that we introduce the members of our newly expanded Commission.



**Chair
John Dietz**



**Vice Chair
Daryl Thompson**



**Commissioner
Al Nadeau**



**New Commissioner
Mary Stewart**



**New Commissioner
Matt Westgaard**

The role of the Commission is to provide governance for the electric and water utilities.

The five member Commission consists of three citizen representatives and two City Council representatives. Utilities Commission members are Council appointed and serve staggered three-year terms.

ERMU Honored With National Award for Outstanding Safety Practices

ERMU has earned the American Public Power Association's Safety Award of Excellence for safe operating practices in 2016. The award recognizes utilities who have embraced a culture of safety while serving their local communities.

Entrants were ranked based on the most incident-free work related reportable injuries or illnesses and the number of worker-hours as defined by OSHA.

Moving Out?

If you're planning to move, don't forget to stop your ERMU utility services. It's important that you contact ERMU at 763.441.2020 with the date you want your services stopped and your new mailing address. This will help ensure that your final bill is processed correctly and that your account will be closed.

Failure to contact ERMU could result in you being held responsible for paying the utility bills at your old address until an account is initiated by a new resident or owner.



What To Do When The Lights Go Out

Elk River Municipal Utilities (ERMU) is dedicated to providing reliable electric service to our customers. However, despite our best efforts, storms, traffic accidents, animals, and equipment failures can cause power outages. When this happens, do you know what to do?

REPORTING A POWER OUTAGE - If a power outage occurs, ERMU encourages customers to first check their fuses and circuit breakers to make sure the problem is not inside the home or business. If that is not the cause of the problem, customers should report the outage by calling our customer service department at 763.441.2020 during regular hours, or 1.888.606.4660 after hours.

Safety is the top consideration during an outage. Once a power outage is reported, ERMU electric crews are dispatched to the affected areas where they work diligently to keep outage durations to a minimum, and to restore service as quickly and safely as possible.

To receive a complimentary glow-in-the-dark magnet with the after hours outage phone number, please stop by our office or give us a call to request one.

SmartHub - Automatic Bill Pay

Paying your monthly utility bill has never been easier when you sign up for automatic withdrawals on SmartHub. Customers who sign up for this service can choose whether the funds will be drawn from a checking account or credit/debit card. The best part is there are no additional fees for paying with a credit/debit card when you use our SmartHub payment site. There are a few third party payment websites that look similar to our payment website, however they charge a fee to utilize them. The best way to ensure no additional fees, is to log onto our website at www.elkriverutilites.com, and access SmartHub via the "Pay Bill or Manage Account" quicklink.

Water Quality Report

We are once again proud to present our annual water quality report, covering testing between January 1 and December 31, 2016. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our customers. To view the water quality report, visit our website at <http://www.elkriverutilities.com/pages/water-quality-report>. To request a paper copy of this report, please contact us at 763.441.2020.