

The Connector



SUMMER 2018

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.

Energy Saving Tip:

Don't leave your mobile phone or other mobile devices plugged in overnight, they only take a couple of hours to charge.

Welcome Our New Commissioner Paul Bell



Paul Bell has lived in Elk River for 40 years along with his wife Norine who is a life long resident. They have one son who lives with his family in Rochester. Bell has a diverse business background and currently works for the Big Lake School District as a buildings and grounds manager.

Bell said he sees his service on the utilities commission as an opportunity to help our community be the best steward we can be in our use of utility resources.

Nielsen Places Second in Statewide Contest



Congratulations to ERMU's Tom Bovitz Memorial Scholarship Recipient Alyssa Nielsen, who will receive an additional \$1,500 scholarship from Minnesota Municipal Utilities Association (MMUA). Alyssa placed second in MMUA's statewide contest.

The contest was created as a public relations tool to increase the awareness of public power and to create goodwill in the community for the local municipally-owned utility. This year's essay theme was "Municipal Utilities: Good for All of Us."

Water Quality Report



Once again we are pleased to present our annual water quality report, covering testing between January 1 and December 31, 2017. As in years past, we are committed to delivering the best-quality drinking water possible. To that end, we remain vigilant in meeting the challenges of new regulations, source water protection, water conservation, and community outreach and education, while continuing to serve the needs of all our water users. Thank you for allowing us the opportunity to serve you and your family.

To view the water quality report, please visit our website at <http://www.elkriverutilities.com/pages/water-quality-report>. To request a hard copy of the report, please contact us at 763.441.2020.

Prepare for the Summer Season with Our Budget Plan

We all know that hot dry summers can add to the cost of your monthly utility bill. If you're like most people, the air conditioner is running non-stop and the sprinkler system is being fully utilized in an attempt to keep the lawn nice and green. Avoid summer's payment peaks with ERMU's Budget Plan. By enrolling in this convenient program, you'll enjoy the predictability of knowing the amount due on your utility bill for the next twelve months. With our Budget Plan, your payments will be the same every month helping to keep your bills more manageable.

If you're interested in finding out more about this program, please contact our Customer Service Department at 763.441.2020. Our representatives would be happy to go over all of the details, including the estimated amount of what your monthly payment would be. So call now, and start taking advantage of more balanced payments with Budget Plan.

Are Your Meters Clear?



Now that the grass is growing and the flowers and shrubs are in full bloom, it's likely that your outside electric meter could become obstructed. Even though our Utility Department has the capability to read your meter electronically, there may be times that we need direct access to the meter. If there is not a sufficient amount of space to allow for safe operation and maintenance of the meter, our meter technicians reserve the right to remove any items that may interfere with this.

So how much clearance is required around your outdoor electric equipment? There are several rules defined in section 110.26 of the National Electric Code. But in general, the clearance in front of the equipment requires a dedicated clear space roughly the size of a large refrigerator.

The utility asks for your help in keeping your electric meter visible and accessible at all times. While working on your lawn this summer, be sure to trim bushes and trees around utility meters. If you're adding new plants to your landscape, please be aware of their potential size and growth pattern. We appreciate your cooperation in keeping a safe working area around your meter and any electrical cabinets that may be located on your property.



ERMU Recognized for Excellence in Reliability

ERMU has received national recognition for achieving exceptional reliability in 2017. The recognition comes from the American Public Power Association (APPA), a trade group that represents more than 2,000 not-for-profit, community owned electric utilities.

We are proud to receive this recognition. It is a testament to the hard work of all our staff to ensure that the lights stay on for all of our customers.



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.ermumn.com, and access SmartHub via the "Pay Bill or Manage Account" quicklink.