

Dear Valued Customer,

We would like to welcome you as a customer of Elk River Municipal Utilities (ERMU)!

Along with providing electric and water services to Elk River and parts of Otsego, Dayton, and Big Lake Township, we offer a variety of conservation programs and rebates designed to help you save money. Included in this welcome packet is information on rates, utility infrastructure, account management, and some of our most popular rebates and programs such as:

- **Residential Rates**
- **Who Owns What?**
- **Appliance and Home Efficiency Rebates**
- **EV Charging Rebate**
- **Heat Pump Rebates**
- **HVAC Equipment Rebates**
- **Lighting and Lighting Controls Rebates**
- **Clean Energy Choice Program**
- **SmartHub's Auto Pay Program**
- **Cold Weather Rule**
- **2025 Water Quality Report (2024 reporting year)**
- **2024 Year In Review**

To learn more about managing your ERMU account or any of these programs, please visit our website at ERMUMN.com.

If you have any additional questions about ERMU or the services we provide, please contact our office at 763.441.2020. We look forward to serving you!

Follow us on social media!

 @elkrivermunicipalutilities

 @ermu_mn

 Elk River Municipal Utilities

 @ERMU_MN

ELECTRIC RATES

Basic Monthly Electric Charge	\$15.00/Month
Summer Energy Charge (Jun-Oct)	\$0.1373/kWh
Winter Energy Charge (Nov-May)	\$0.1255/kWh

WATER RATES

1 Unit = 1000 Gallons

Basic Monthly Water Charge	\$10.23/Month
1st Tier Unit Cost (0 - 9,000 gallons per month)	\$2.04/Unit
2nd Tier Unit Cost (between 9,000 and 15,000 gallons per month)	\$3.64/Unit
3rd Tier Unit Cost (over 15,000 gallons per month)	\$4.20/Unit

WATERING RESTRICTIONS

- No sprinkling allowed from 10 a.m. to 6 p.m.
- Those with even numbered addresses may sprinkle before 10 a.m. and after 6 p.m. on even numbered days.
- Those with odd numbered addresses may sprinkle before 10 a.m. and after 6 p.m. on odd numbered days.

SEWER RATES

1 Unit = 1000 Gallons; Winter Measurement Period = December – April Billing Cycles

Average Monthly Winter Usage	\$5.94/Unit
Minimum Sewer Charge	\$13.76/Month
If No History, a Flat Rate is Applied	\$31.00/Month

2025

RESIDENTIAL RATES

GARBAGE RATES

32 Gallon Cart Bi-Weekly	\$9.50/Month
32 Gallon Cart	\$9.70/Month
60 Gallon Cart	\$12.75/Month
90 Gallon Cart	\$19.35/Month
Additional 90 Gallon Carts (up to 4)	\$17.05/Each per Month
Single-Sort Recycling	\$4.50/Month

- Recycling is picked up every other week on the same day as garbage pickup. To verify your recycling week, please visit SERVICES at ERMUMN.COM or contact our office.
- All carts must be out by 6 a.m. on service day.
- For any items that will not fit in your regular garbage cart, please contact Republic Services at 320.252.9608.
- For information regarding Republic Services' yard waste program, please call 320.252.9608.
- For information regarding Sherburne County's Organics Recycling Program, please call 763.765.4450.

WHERE AND HOW TO MAKE PAYMENTS

- **Mail or Hand Deliver:** Elk River Municipal Utilities, 13069 Orono Parkway, PO Box 430, Elk River, MN 55330
- **Drop Box Locations:** We offer three convenient drop box locations. Outside our building entrance at 13069 Orono Parkway, outside our field services building at 1705 Main Street, and in the parking lot off Freeport Street near Ashley Furniture and the post office.
- **Pay by Phone:** Pay your bill through our automated payment line at **1.855.939.3616**.
- **Pay Online:** Make one-time or recurring payments through **SmartHub**, our online account management and payment portal. Visit MY ACCOUNT at ERMUMN.COM for more information.
- **SmartHub's Auto Pay Program:** Set up automatic payments using your preferred method (credit, debit, checking, or savings) while still being able to view your itemized bill. Visit MY ACCOUNT at ERMUMN.COM for more information.

There is NO ADDITIONAL FEE to pay by phone, or online through SmartHub.

There is up to a \$30 charge for returned checks in addition to any fees your bank may charge and the state allowed electronic processing fee.

BILLING PROCEDURES AND POLICIES

Elk River Municipal Utilities accepts cash, checks, credit/debit cards, and money orders as forms of payment. There is a \$30.00 charge for returned checks in addition to any fees your bank may charge.

Utility bills are due on the due date specified on the bill. ERMU will send a delinquency notice to the customer after the due date has expired and when payment in full has not been received. The notice will state our disconnection process. If the bill is not paid or our office is not contacted to have satisfactory payment arrangements made, no further notice will be given. If disconnected due to non-payment, payment to reconnect must be received by 3:00PM to be reconnected that day. There are no after-hours reconnects. There is a \$50.00 disconnection/trip charge for residential locations and \$150 for commercial locations. Checks are not accepted as form of payment for reconnection. For more information on our appeal process, please visit our website.

All customers are subject to ERMU's Customer Deposit Policy. If a deposit is required for the account, this bill is the receipt of the deposit. Deposits will be returned within 45 days of termination of service.

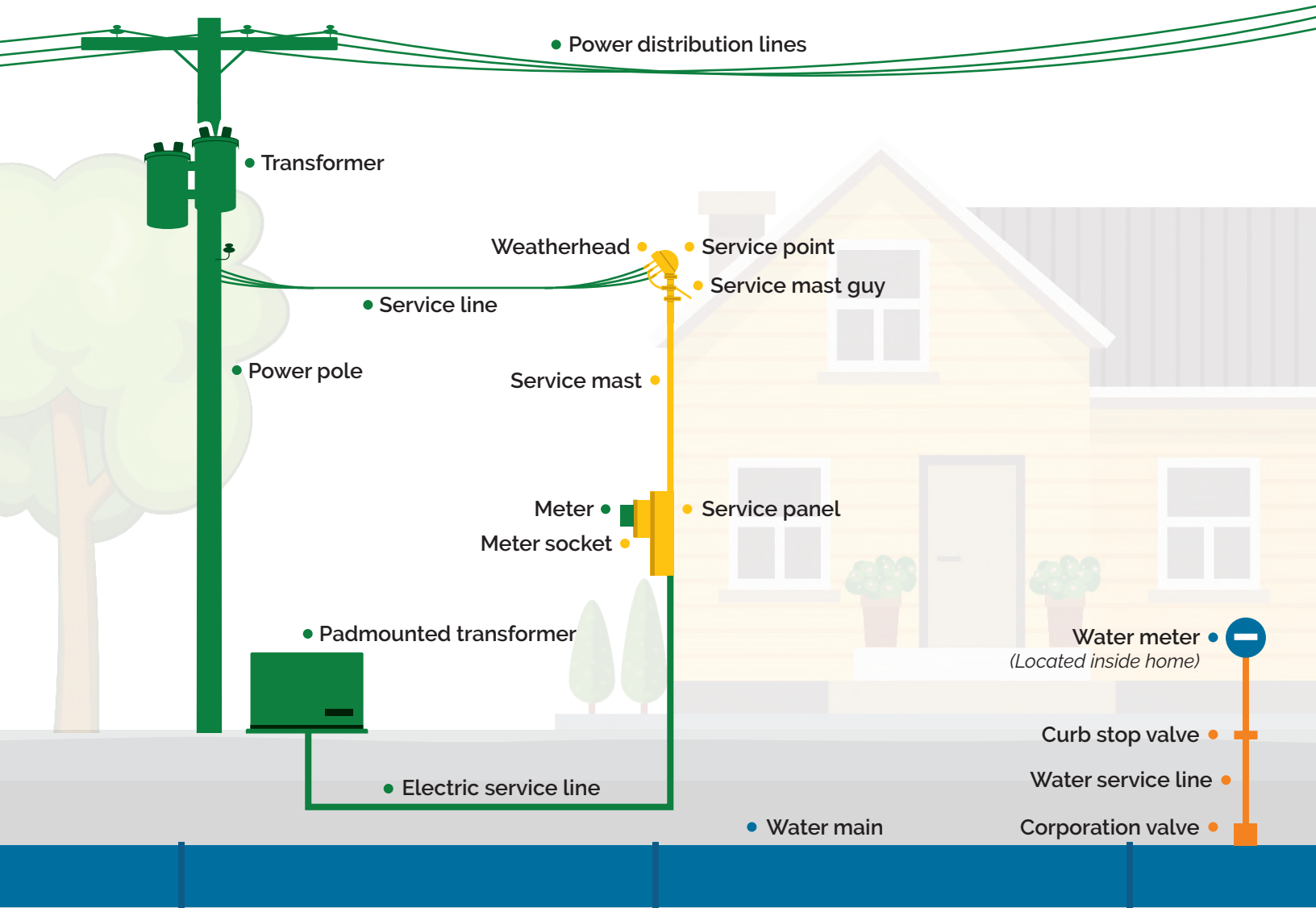
ERMU will donate credit balances of \$5.00 or less on closed accounts to the Community Aid of Elk River's heat assistance program.

RESIDENTIAL WHO OWNS WHAT?

Utility-Owned Equipment VS Residential Customer-Owned Equipment

The illustration below helps explain equipment ownership and responsibility regarding maintenance and repairs. The utility is responsible for utility-owned electric equipment (green) and water equipment (blue), while customers are responsible for customer-owned electric equipment (yellow) and water equipment (orange). Customer-owned equipment should be repaired by a licensed tradesperson.

- ELECTRICAL
UTILITY OWNED
- ELECTRICAL
CUSTOMER OWNED
- WATER
UTILITY OWNED
- WATER
CUSTOMER OWNED



This illustration depicts residential service for overhead electric, underground electric, and water utilities. Please be aware of the type of service you receive in your home. Customers should contact us with specific questions.

APPLIANCE AND HOME EFFICIENCY RESIDENTIAL REBATES

Clothes Dryer • Clothes Washer • Dehumidifier •
Dishwasher • New Refrigerator/Freezer •
Recycled Refrigerator/Freezer • Air Purifier •
Ceiling Fan • Ceiling Fan with LED Light •
Tier II Power Strip • Smart Irrigation Controller
Installation • Toilet • Variable Speed Pool Pumps



See back for details regarding specific rebate requirements.



ERMU makes it easier to save energy and money on **ENERGY STAR**®-certified and **WaterSense**-labeled products with appliance and home efficiency rebates. When you purchase rebate-qualifying products, you'll conserve natural resources by using less energy and water. This not only helps to reduce long-term utility rates but also controls energy costs.

How to Receive a Rebate

(Valid for customers of Elk River Municipal Utilities only. Rebates come in the form of a bill credit.)

- 1 Complete the front and back of this rebate form.
- 2 Include a copy of the original itemized sales receipt and/or invoice for each product.
- 3 Include a copy of the energy guide label containing **ENERGY STAR**® Symbol or denotation if applicable.
- 4 Mail or bring to
Elk River Municipal Utilities
ATTN Rebate Program
13069 Orono Pkwy NW, Elk River, MN 55330
- OR Email customerservice@ermumn.com



CUSTOMER INFORMATION (please complete all information below)

Name _____ Phone _____ County _____
Install Address _____ City _____ State _____ Zip _____
Email _____ Account # _____

RETAILER / CONTRACTOR / INSTALLER INFORMATION

Company Name _____ Phone _____ Email Address _____
Mailing Address _____ City _____ State _____ Zip _____

CERTIFICATIONS AND SIGNATURE

I hereby certify that

- The information contained in this application is accurate and complete.
- All installation is complete, and the unit(s) is operational prior to submitting application.
- All rules of this rebate program have been followed.

I agree to verification of equipment installation which may include a site inspection by a program or utility representative. I understand that I am not allowed to receive more than one rebate from this program on any piece of equipment. I agree to indemnify, defend, hold harmless and release ERMU from any claims, damages, liabilities, costs and expenses (including reasonable attorney's fees) arising from or relating to the removal, disposal, installation or operation of any equipment or related materials in connection with the programs described in this application, including any incidental, special or consequential damages.

ERMU reserves the right to reject any rebate application submitted as a result of work performed by a contractor who has failed to adhere to the terms and conditions established for the rebate program.

Homeowner Signature _____ Print Name _____ Date _____

PRODUCTS THAT QUALIFY FOR REBATES (Rebates valid up to one year after date of installation)

CLOTHES DRYER (Must be ENERGY STAR® certified)

REBATE: \$40 / UNIT

Quantity _____

Type (select one in each group)

☐ Gas

☐ Electric

☐ Compact

☐ Standard

☐ Vented

☐ Ventless

Manufacturer Name _____ Model Number _____ Date of Install _____

CLOTHES WASHER (Must be ENERGY STAR® certified)

REBATE: \$40 / UNIT

Quantity _____

Building Type (select one) ☐ Single Family

☐ Multi Family

Type (select one) ☐ Front Load ☐ Top Load

Capacity (cubic feet) _____

Drying Energy Source (select one) ☐ Gas ☐ Electric ☐ Unknown

Manufacturer Name _____ Model Number _____ Date of Install _____

DEHUMIDIFIER (Must be ENERGY STAR® certified)

REBATE: \$30 / UNIT

Quantity _____

Capacity (pints / day) _____

Manufacturer Name _____ Model Number _____ Date of Install _____

DISHWASHER (Must be ENERGY STAR® certified)

REBATE: \$40 / UNIT

Quantity _____ Type (select one) ☐ Compact ☐ Standard

Manufacturer Name _____ Model Number _____ Date of Install _____

REFRIGERATOR/FREEZER

(Must be ENERGY STAR® certified)

REBATE: \$100 / UNIT (When buying new and recycling an old unit in working order)

\$35 / UNIT (When buying new only)

Quantity _____ Type (select one) ☐ Freezer ☐ Refrigerator ☐ Both

Style (select one) ☐ Compact Chest ☐ Compact Upright ☐ Standard Upright

Through the Door Ice (select one) ☐ Yes ☐ No Defrost Type (select one) ☐ Manual ☐ Auto ☐ Partial Auto

Configuration (select one) ☐ Refrigerator Only ☐ Top Mounted Freezer ☐ Side by Side ☐ Bottom Mounted Freezer

Manufacturer Name _____ Model Number _____ Date of Install _____

ADDITIONAL ITEMS THAT QUALIFY FOR REBATES (See below)

Select any applicable item(s) below. A representative may need to contact you for additional information.

☐ ENERGY STAR® Air Purifier - \$35 ☐ ENERGY STAR® Ceiling Fan - \$10 ☐ Tier II Power Strip - \$20

☐ ENERGY STAR® Ceiling Fan with Integral LED Light - \$20 ☐ Variable Speed Pool Pumps w/E.F. < 3.8 - \$200

☐ WaterSense-labeled toilet with a rating of 1.28 gallons or fewer per flush - \$25

☐ WaterSense-labeled smart irrigation controller and installation - Up to 50% of the device and installation costs. Not to exceed \$250
Must be linked to local weather via internet, weather station, or an ET water server.

Manufacturer Name _____ Model Number _____ Date of Install _____

ELECTRIC VEHICLE (EV) CHARGER RESIDENTIAL REBATES

See back for details regarding specific rebate requirements.

When the time comes for you to make the switch to an electric vehicle, we want the process to be as convenient and easy as possible. Receive up to a \$700 rebate toward the purchase and installation of a hardwired (non-portable) 240-volt electric vehicle (EV) charger for your home. Installation automatically qualifies for Electric Vehicle Charging Rates saving you even more money.

How to Receive a Rebate

(Valid for residential customers of Elk River Municipal Utilities only. Rebates come in the form of a bill credit.)

- 1 Complete the front and back of this rebate form.
 - 2 Include a copy of the original itemized sales receipt and/or invoice indicating the brand and model purchased.
 - 3 Installation of a 200-amp bypass meter socket and passed inspection report from a state certified electrical inspector.
 - 4 Mail or bring to
Elk River Municipal Utilities
ATTN Rebate Program
13069 Orono Pkwy NW, Elk River, MN 55330
- OR Email customerservice@ermumn.com



CUSTOMER INFORMATION (please complete all information below)

Name _____ Phone _____ County _____
 Install Address _____ City _____ State _____ Zip _____
 Email _____ Account # _____

RETAILER / CONTRACTOR / INSTALLER INFORMATION

Company Name _____ Phone _____ Email Address _____
 Mailing Address _____ City _____ State _____ Zip _____

CERTIFICATIONS AND SIGNATURE

I hereby certify that

- The information contained in this application is accurate and complete.
- All installation is complete, and the unit(s) is operational prior to submitting application.
- All rules of this rebate program have been followed.

I agree to verification of equipment installation which may include a site inspection by a program or utility representative. I understand that I am not allowed to receive more than one rebate from this program on any piece of equipment. I agree to indemnify, defend, hold harmless and release ERMU from any claims, damages, liabilities, costs and expenses (including reasonable attorney's fees) arising from or relating to the removal, disposal, installation or operation of any equipment or related materials in connection with the programs described in this application, including any incidental, special or consequential damages.

ERMU reserves the right to reject any rebate application submitted as a result of work performed by a contractor who has failed to adhere to the terms and conditions established for the rebate program.

Homeowner Signature _____ Print Name _____ Date _____

EV CHARGER REBATE QUALIFYING INFORMATION (Rebates valid up to one year after date of installation)

ELECTRIC VEHICLE CHARGER REBATE REQUIREMENTS

- This rebate is available to residential electric customers only.
- The hardwired EV charger must be for on-road vehicles only.
- Energy supplied to the EV service must be used for the sole purpose of electric vehicle charging. All other uses are prohibited.
- The residential electric customer is responsible for the installation of a 200-amp bypass meter socket connected directly to the property's electrical panel. (Upgrades to existing electrical systems may be necessary.)
- An inspection of the hardwired installation must be performed by a state certified electrical inspector.
- Upon completion of inspection, ERMU meter technicians will install the meter.

ELECTRIC VEHICLE CHARGING RATES

- Residential electric customers that install a qualifying hardwired electric vehicle charger automatically qualify for the special Electric Vehicle Charging Rates outlined in Elk River Municipal Utilities' Schedule of Rates & Fees.
- The Schedule of Rates & Fees can be found by visiting our website at ERMUMN.COM.

HARDWIRED ELECTRIC VEHICLE CHARGER

REBATE: Up to \$700

(Must pass an inspection performed by a state certified electrical inspector)

Quantity _____ Amps _____

EV Make/Model _____ EV Type (select one) ☐ Plug-in Hybrid ☐ Fully Electric

Charger Manufacturer Name _____ Charger Make/Model _____

Date of Install _____ *Installation of a hardwired EV charger automatically qualifies for Electric Vehicle Rates*



POWER YOUR FUTURE



- Air Source Heat Pump Tune Up
- Central and Ductless Heat Pumps
- Cold Climate Heat Pumps
- Ground Source Heat Pumps
- Heat Pump Water Heater

See back for details regarding specific rebate requirements.



Take advantage of ERMU's heat pump rebates for on-the-spot savings and year-round comfort. Consider the sustainability of a heat pump when upgrading your home's heating and cooling system and experience reduced energy usage with increased savings.

How to Receive a Rebate

(Valid for customers of Elk River Municipal Utilities only. Rebates come in the form of a bill credit.)

- 1 Complete the front and back of this rebate form.
- 2 Include a copy of the original itemized sales receipt and/or invoice for each qualifying product.
- 3 Include a copy of the AHRI Certificate of Product Ratings. This document can be provided by your contractor.
- 4 Mail or bring to
Elk River Municipal Utilities
ATTN Rebate Program
13069 Orono Pkwy NW, Elk River, MN 55330

OR Email customerservice@ermumn.com



CUSTOMER INFORMATION (please complete all information below)

Name _____ Phone _____ County _____
 Install Address _____ City _____ State _____ Zip _____
 Email _____ Account # _____
 Building Type (select one) ☐ Single Family ☐ Multi Family

RETAILER / CONTRACTOR / INSTALLER INFORMATION

Company Name _____ Phone _____ Email Address _____
 Mailing Address _____ City _____ State _____ Zip _____

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Homeowner Signature _____ Print Name _____ Date _____

HEAT PUMP MEASURES THAT QUALIFY FOR REBATES (Rebates valid up to one year after date of installation)

AIR SOURCE HEAT PUMP TUNE UP

REBATE: Up to \$75 / UNIT

(Must provide professional contractor invoice showing tune up activity performed)

Quantity _____ Cooling Capacity (Tons) _____ Unit Efficiency: SEER _____ EER _____

Completed (check all that apply) ☐ Condenser Coil Cleaning & Filter Change ☐ Refrigerant Charge Correction & Air Flow Correction

Contractor Name _____ Date of Service _____

CENTRAL AND DUCTLESS HEAT PUMPS

REBATE: \$400 / UNIT

(Units 15.2 SEER2 & 7.8 HSPF2 or higher will qualify. Must be ENERGY STAR® certified)

Quantity _____ Cooling Capacity (BTU/hour) _____ Heating Capacity (BTU/hour) _____

SEER2 _____ EER2 _____ HSPF2 _____

Manufacturer Name _____ Model Number _____ Date of Install _____

COLD CLIMATE HEAT PUMPS

REBATE: \$1,000 / UNIT

(Minimum 15.2 SEER2, 8.1 HSPF2, & COP >=1.75 at 5°F. Must be ENERGY STAR® certified)

**Must meet Northeast Energy Efficiency Partnership (NEEP) efficiency specifications for cold climate models*

Quantity _____ Cooling Capacity (BTU/hour) _____ Heating Capacity (BTU/hour) _____

SEER2 _____ HSPF2 _____

If the old system had a furnace, enter furnace capacity (BTU/hour) _____

Manufacturer Name _____ Model Number _____ Date of Install _____

GROUND SOURCE HEAT PUMPS

REBATE: \$600 / TON

(Closed-loop system only. Must be ENERGY STAR® certified)

Cooling Capacity (BTU/hour) _____ Heating Capacity (BTU/hour) _____

EER _____ COP _____

Manufacturer Name _____ Model Number _____ Date of Install _____

HEAT PUMP WATER HEATER

REBATE: \$400 / UNIT 50-79 gallon | \$450 / UNIT < 80 gallon

(Must have UEF of 2 or higher. Must be ENERGY STAR® certified)

Quantity _____ New Unit Tank Size (gallons) _____

Uniform Energy Factor (UEF) _____ *If greater than 55 gallons must be greater than 2.2*

Space Heating Type (select one) ☐ Electric ☐ Gas Style

Manufacturer Name _____ Model Number _____ Date of Install _____



- Central AC
- Central AC Tune Up
- Mini Split Ductless Air Conditioner
- Air Conditioner Room Unit/Window AC
- Replacement Furnace with ECM Blower Motor
- ECM Circulators
- Thermostats (Programmable and WiFi)

See back for details regarding specific rebate requirements.



Over half of the energy used in your home goes to heating and cooling, so when the time comes to update your HVAC equipment, ERMU makes it easy to make the smart choice. Residential electric customers can receive rebates in the form of credits on their utility bills now and enjoy reduced energy costs for years to come.

How to Receive a Rebate

(Valid for customers of Elk River Municipal Utilities only. Rebates come in the form of a bill credit.)

- 1 Complete the front and back of this rebate form.
- 2 Include a copy of the original itemized sales receipt and/or invoice for each qualifying product.
- 3 Include a copy of the AHRI Certificate of Product Ratings. This document can be provided by your contractor.
- 4 Mail or bring to
Elk River Municipal Utilities
ATTN Rebate Program
13069 Orono Pkwy NW, Elk River, MN 55330
OR Email customerservice@ermumn.com



CUSTOMER INFORMATION (please complete all information below)

Name _____ Phone _____ County _____
 Install Address _____ City _____ State _____ Zip _____
 Email _____ Account # _____
 Building Type (select one) ☐ Single Family ☐ Multi Family

RETAILER / CONTRACTOR / INSTALLER INFORMATION

Company Name _____ Phone _____ Email Address _____
 Mailing Address _____ City _____ State _____ Zip _____

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Homeowner Signature _____ Print Name _____ Date _____

HVAC EQUIPMENT THAT QUALIFY FOR REBATES (Rebates valid up to one year after date of installation)

CENTRAL AC (Units 15.2 SEER2 or higher will qualify. Must be ENERGY STAR® certified)

REBATE: \$125 / UNIT

Quantity _____ Cooling Capacity (BTU/hour) _____

NEW UNIT EFFICIENCY | SEER2 _____ EER2 _____

Manufacturer Name _____ Model Number _____ Date of Install _____

CENTRAL AC TUNE UP

REBATE: Up to \$75 / UNIT

(Must provide professional contractor invoice showing tune up activity performed)

Quantity _____ Cooling Capacity (Tons) _____ Unit Efficiency: SEER _____ EER _____

Completed (check all that apply) ☐ Condenser Coil Cleaning & Filter Change ☐ Refrigerant Charge Correction & Air Flow Correction

Contractor Name _____ Date of Service _____

MINI SPLIT DUCTLESS AIR CONDITIONER

REBATE: \$150 / UNIT

(Units 15.2 SEER2 or higher will qualify. Must be ENERGY STAR® certified)

Quantity _____ Cooling Capacity (BTU/hour) _____ SEER2 _____

Manufacturer Name _____ Model Number _____ Date of Install _____

AIR CONDITIONER ROOM UNIT/WINDOW AC (Must be ENERGY STAR® certified)

REBATE: \$10 / UNIT

Quantity _____ Cooling Capacity (BTU/hour) _____ CEER Rating _____

Features (select one) ☐ Reverse Cycle ☐ Louvered Style (select one) ☐ Sleeve ☐ Window

Manufacturer Name _____ Model Number _____ Date of Install _____

REPLACEMENT FURNACE WITH ECM BLOWER MOTOR (Must be ENERGY STAR® certified) **REBATE: \$150 / UNIT**

Quantity _____ Central AC in Building (select one) ☐ Yes ☐ No

Manufacturer Name _____ Model Number _____ Date of Install _____

ECM CIRCULATOR (Must be ENERGY STAR® certified)

REBATE: \$100 / UNIT (Not to exceed 50% of pump cost)

Quantity _____ Pump Wattage _____

Function of Pump (select one) ☐ Domestic Hot Water ☐ Space Heating Hot Water Date of Install _____

THERMOSTAT (Must be ENERGY STAR® certified)

REBATE: \$20 / UNIT (Programmable) or \$40 / UNIT (WiFi compatible)

Quantity _____ Heating Type (select one) ☐ Electric ☐ ASHP ☐ GSHP ☐ Gas

New Thermostat Type (select one) ☐ Tier 1 (Programmable) ☐ Tier 2 (Communicating – WiFi) ☐ Tier 3 (Analytics Capable – WiFi)

Manufacturer Name _____ Model Number _____ Date of Install _____



- LED Lighting
- Outdoor LED Fixtures
- LED Holiday Lighting
- Custom Lighting
- Lighting Controls

See back for details regarding specific rebate requirements.



With ERMU's energy-efficient lighting rebates we make it easier to save energy and money on **ENERGY STAR®** certified LED products and lighting controls. Lighting rebates provide customers a cost-effective solution to reduce their electricity bills and environmental impact by upgrading to energy-efficient lighting.

How to Receive a Rebate

(Valid for customers of Elk River Municipal Utilities only. Rebates come in the form of a bill credit.)

- 1 Complete the front and back of this rebate form.
- 2 Include a copy of the original itemized sales receipt and/or invoice for each qualifying product
- 3 A copy of energy guide label containing ENERGY STAR® Symbol or denotation if applicable.
- 4 Mail or bring to
Elk River Municipal Utilities
ATTN Rebate Program
13069 Orono Pkwy NW, Elk River, MN 55330
OR Email customerservice@ermumn.com



CUSTOMER INFORMATION (please complete all information below)

Name _____ Phone _____ County _____
 Install Address _____ City _____ State _____ Zip _____
 Email _____ Account # _____
 Building Type (select one) ☐ Single Family ☐ Multi Family

RETAILER / CONTRACTOR / INSTALLER INFORMATION

Company Name _____ Phone _____ Email Address _____
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ERMU reserves the right to reject any rebate application submitted as a result of work performed by a contractor who has failed to adhere to the terms and conditions established for the rebate program.

Homeowner Signature _____ Print Name _____ Date _____

LIGHTING THAT QUALIFIES FOR REBATES (Rebate forms must be received within 90 days of purchase)

LED LIGHTING (Screw-in bulbs only)

(Must be ENERGY STAR® certified, LED lights. For other types of lights, fill out Outdoor Fixtures, Holiday Lighting, or Customer Lighting below as applicable)

REBATE: \$2 / BULB

(Not to exceed 50% of cost)

Quantity _____ Lumens _____ New Lighting Watts _____

Space Type (select one) ☐ Interior Living Quarters ☐ Multi Family Common Area ☐ Exterior/Unconditioned Space

HVAC (select one) ☐ Heating Only ☐ Heating and Cooling ☐ Exterior/Unconditioned

Date of Installation _____

OUTDOOR LED FIXTURES

(Must be ENERGY STAR® certified, LED lights)

REBATE: Up to \$15 / FIXTURE

(Not to exceed 50% of fixture cost)

Quantity _____ Date of Install _____

LED HOLIDAY LIGHTING

(Must be ENERGY STAR® certified, LED lights)

REBATE: \$10 / STRING

(Not to exceed 50% of cost of string)

Quantity of String Lights _____ Quantity of Lights per String _____

LED Lighting Type (select one) ☐ LED Mini Holiday Lights ☐ LED C7 Holiday Lights ☐ LED C9 Holiday Lights

Date of Installation _____

CUSTOM LIGHTING

(Must be ENERGY STAR® certified, LED lights)

REBATE: \$0.20 / WATT REDUCED

(Not to exceed 50% of lamp/fixture cost)

Quantity _____ Previous Lighting Watts _____ New Lighting Watts _____

Space Type (select one) ☐ Interior Living Quarters ☐ Multi Family Common Area ☐ Exterior/Unconditioned Space

HVAC (select one) ☐ Heating Only ☐ Heating and Cooling ☐ Exterior/Unconditioned

Date of Installation _____

LIGHTING CONTROLS

(Must be ENERGY STAR® certified, LED lights)

REBATE: \$15 / CONTROL

(Not to exceed 50% of cost of control)

Total Connect Lighting Load (kW. If in watts, divide watts by 1,000 to get kW) _____

Space Type (select one) ☐ Interior Living Quarters ☐ Multi Family Common Area ☐ Exterior/Unconditioned Space

HVAC (select one) ☐ Heating Only ☐ Heating and Cooling ☐ Exterior/Unconditioned

Date of Installation _____



Powering Your Home with **Renewable Energy**

Clean Energy Choice provides residential customers an affordable and convenient way to receive their electricity from environmentally friendly, renewable sources. No contracts. No equipment. You can become a sustainability leader in your community for a small increase in your electric bill.



EASY SIGN UP

Three simple options to enroll:
Call ERMU at 763.441.2020
Visit cleanenergychoice.com/elk-river
Mail in the form on the back



FIXED COST

For an additional monthly cost, a percentage of your electricity can be sourced from renewable resources.
\$3=100%, \$2=75%, \$1=50%



NO CONTRACTS

The subscription appears as a surcharge on your monthly electric bill. There is no minimum term commitment for Clean Energy Choice.

Three options to enroll in the Clean Energy Choice program

CALL ERMU at 763.441.2020

VISIT cleanenergychoice.com/elk-river

MAIL Fill out the form on the back and mail it in

FAQS AND APPLICATION

Frequently Asked Questions

What is renewable energy?

Renewable energy is generated from facilities powered by wind, solar, bioenergy, water, and more.



**CLEAN ENERGY
CHOICE**

Where does the renewable energy from Clean Energy Choice come from?

The renewable energy for the Clean Energy Choice program is supplied by Minnesota Municipal Power Agency's renewable resources. MMPA's renewable resources include: wind, solar, and biomass.

For more information please visit <http://www.mmpa.org/sustainable-energy/overview/>

How much does Clean Energy Choice cost?

Clean Energy Choice is an affordable way for residential electric customers to support renewable energy. For an additional \$3 a month, 100% of your electricity can be sourced from renewable resources. Alternatively, for \$2 a month, 75% of your electricity can be sourced from renewable resources, or for \$1 a month, 50% of your electricity can be sourced from renewable resources.

Does renewable energy flow directly to my home or rental unit?

No. The renewable energy that's generated enters into the "electric grid," so it's difficult to pinpoint exactly where the specific electricity supplying your home or rental unit originates. However, Renewable Energy Certificates (RECs) provided as part of the Clean Energy Choice program guarantee that your renewable purchases are certified renewable energy in Minnesota.

What are Renewable Energy Certificates (RECs)?

Every kilowatt-hour of renewable energy generated by MMPA is assigned a unique REC number to ensure that each unit of renewable energy is accurately tracked. The State of Minnesota also uses RECs to track renewable energy use. The Clean Energy Choice program utilizes these RECs to ensure that you are helping to support sustainable energy systems for the future.

Am I committed to a contract term?

No. The subscription appears as a surcharge on your monthly electric bill. There is no minimum term commitment for Clean Energy Choice. You can choose to unsubscribe at any time.

For more information call ERMU at **763.441.2020** or visit cleanenergychoice.com/elk-river

SIGN UP TODAY

Enroll online at cleanenergychoice.com/elk-river or send in the form below.

Please select one of the following:

50% \$1/month

75% \$2/month

100% \$3/month

Name

Utility Account #

Address

City

State

Zip Code

Phone

Email

Enroll by returning this form to: Elk River Municipal Utilities, 13069 Orono Parkway, PO Box 430, Elk River, MN 55330

By subscribing to Clean Energy Choice you are acknowledging that an incremental charge will appear on your monthly electric bill.



WHAT IS SMARTHUB?

SmartHub is a web and mobile app that allows you to take control of all aspects of your utility account. Pay your bill, set up automatic payments, manage your use, and contact ERMU with service issues quickly and easily online or on your mobile device.

WHAT IS SMARTHUB'S AUTO PAY PROGRAM?

SmartHub's Auto Pay Program helps you save time, avoid service interruptions, and eliminate late fees by allowing you to set up automatic payments using your preferred method (credit, debit, checking, or savings) while still letting you view your itemized bill.



EASY PROGRAM SIGN UP

Existing SmartHub users can simply go to their account, select the Auto Pay Program option, and follow the prompts, while new users can create a SmartHub account using the QR code, then follow the prompts.



CHOOSE YOUR PAYMENT METHOD

Set up your preferred secure payment method and let account management do the rest.

- Credit
- Debit
- Checking
- Savings



SAVE TIME & REDUCE STRESS

With SmartHub's Auto Pay Program, you will still be able to view an itemized bill each month, but you won't need to take time to schedule a payment. Rest assured, your bill will be taken care of on its due date.

New signups to SmartHub's Auto Pay Program will receive a one-time \$5.00 credit!

COLD WEATHER RULE UPDATES



THE MINNESOTA COLD WEATHER RULE (CWR) WAS RECENTLY EXPANDED AND WILL NOW BE IN EFFECT FROM **OCTOBER 1ST - APRIL 30TH**. THE CWR STATES THAT DURING THAT TIME A UTILITY MAY NOT DISCONNECT SERVICE AND MUST RECONNECT THE UTILITY SERVICE OF A RESIDENTIAL CUSTOMER IF THE DISCONNECTION AFFECTS THE PRIMARY HEAT SOURCE FOR THE RESIDENTIAL UNIT AND ALL OF THE FOLLOWING CONDITIONS ARE MET:

- ✓ The household income of the customer is at or below 50 percent of the state median household income.* [See back for details].
- ✓ A customer enters into and makes timely payments under a mutually agreed upon payment agreement that considers the financial resources of the household.** [See back for details]

SOME CUSTOMERS MAY BE ELIGIBLE FOR FINANCIAL AID WITH ENERGY ASSISTANCE. TO FIND OUT IF YOU QUALIFY, SEE THE BACK FOR AGENCIES IN YOUR COUNTY.

NOTICE: Customers applying for the Cold Weather Rule must complete the Inability to Pay form available at www.ERMUMN.com.

SHERBURNE COUNTY	HENNEPIN COUNTY	WRIGHT COUNTY
SALVATION ARMY HEATSHARE		
1.800.842.7279		
TRI-CAP	COMMUNITY ACTION PARTNERSHIP	WRIGHT COUNTY COMMUNITY ACTION
888.765.5597	952.933.9639	320.963.6500
SHERBURNE COUNTY HUMAN SERVICES	HENNEPIN COUNTY HUMAN SERVICES	WRIGHT COUNTY HUMAN SERVICES
763.765.4000	612.596.1300	763.682.7414
CAER FOOD SHELF	Find more details on energy assistance and an Inability to Pay Application at www.ERMUMN.com . Make payment arrangements by contacting ERMU's office at 763.441.2020 .	
763.441.1020		

If you wish to have a third party notified of potential disconnection, please contact our office to provide that information.

RIGHTS AND RESPONSIBILITIES

*The utility may verify income on forms it provides or obtain verification of income from the local energy assistance provider. A customer is deemed to meet the income requirements of this clause if the customer receives any form of public assistance, including energy assistance that uses an income eligibility at or below 50 percent of the state median household income.

** Payments must be made according to the arrangement. If the arrangement cannot be met, please contact ERMU's office to discuss a different arrangement. If you do not meet these responsibilities, utility service may be disconnected. If you wish to dispute the disconnection, you have a right to contact our office and appeal. All appeals will be handled locally.

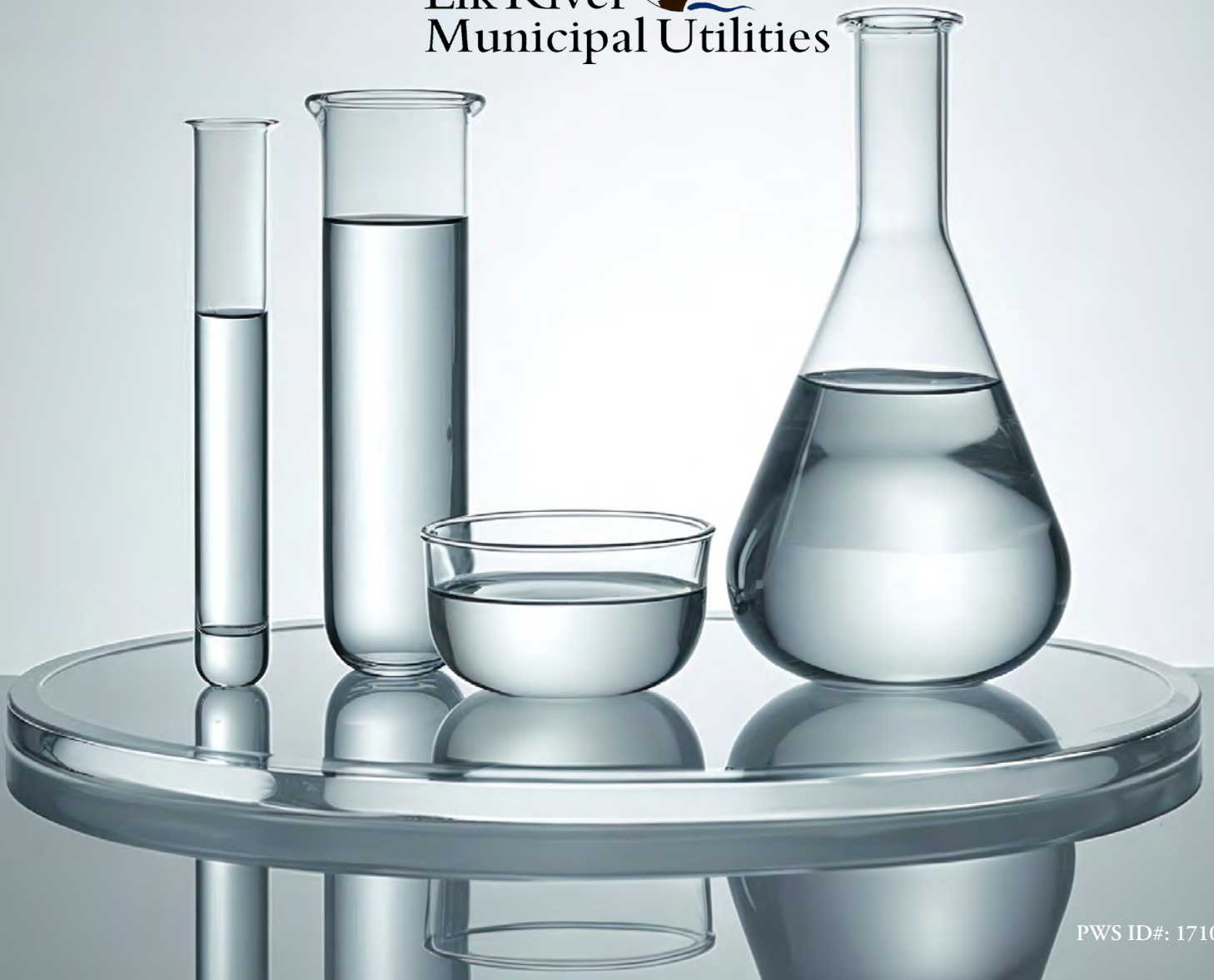
ANNUAL WATER QUALITY REPORT

Reporting Year 2024

Presented By



Elk River
Municipal Utilities



Our Commitment

We are pleased to present to you this year's annual water quality report. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2024. Included are details about your source of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

Where Does My Water Come From?

ERMU wells are supplied by the Mt. Simon-Hinckley aquifer. We maintain eight wells ranging from 225 to 454 feet deep, six wells have water treatment facilities that remove iron and manganese from the source water. There are four water towers, over 125 miles of water main, 1,334 hydrants and just under 3,000 valves in our system. In 2024, ERMU pumped over 841 million gallons of water. We are proud to serve over 5,800 water customers.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health-care providers. U.S. Environmental Protection Agency (U.S. EPA)/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791) or epa.gov/safewater.

Source Water Assessment

A Source Water Assessment Plan (SWAP) is now available at our office, or you may search for "Elk River" at health.state.mn.us/communities/environment/water/swp/swa.html. This plan is an assessment of the delineated area around our listed sources through which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area and a determination of the water supply's susceptibility to contamination by the identified potential sources.

Approximately 90 percent of our drinking water supply management area is considered nonvulnerable, while less than 10 percent is vulnerable. Our Wellhead Protection Plan includes measures to mitigate or prevent potential contamination.

It is important to seal unused wells and update records with the city and county. Unsealed wells act as direct pathways for contaminants to enter drinking water sources. Similarly, substances applied to the ground or in water can eventually percolate into drinking water sources in variable timelines, impacting its quality. Please handle chemicals and waste responsibly to protect our water supply.

If you are not using a well, or you discover an old, abandoned well, have it sealed. Open wells can impact an entire community's water supply if left unprotected. Please call our office if you have questions.

Conservation

Check your irrigation system regularly and monitor your irrigation use. Overwatering is the biggest culprit for high water bills and the top use of water in Elk River. Using less water more often is the key. Water for 15 minutes per zone and then repeat as needed later in the day for 5 to 15 minutes. Roots need to absorb the water to help your lawn grow lush and green. Too much watering at one time forces water to move past the roots belowground or run into the road or a neighboring drain aboveground.



Should I be Concerned About What I'm Pouring Down My Drain?

If your home is served by a sewage system, your drain is an entrance to your wastewater disposal system and eventually to a drinking water source. Consider purchasing environmentally friendly home products whenever possible, and never pour hazardous materials (e.g., car engine oil) down the drain. Check with your health department for more information on proper disposal methods.

QUESTIONS? For more information about this report or any questions relating to your drinking water, please call Elk River Municipal Utilities (ERMU) at (763) 441-2020 (Dave Ninow, Water Superintendent). To view this report online, visit ermumn.com/services/water/water-quality-report.

Reduced Water Pressure Culprits in Your Plumbing

Here is a list of potential causes of low water pressure. Please be sure to use caution and consult with a licensed plumbing professional when resolving any of these issues.

1. **Water softener issue:** Bypass the water softener to test via valves.
2. **Pressure reducer:** In higher-pressure areas (80+ pounds per square inch), these devices are required so appliances and in-home connections are less likely to leak. They can be adjusted to control pressure from the water system into your home plumbing. These devices can be a point of failure and close off water flow from time to time. Replacement requires a plumber.
3. **Faulty or partially closed valve:** A valve in your system may have failed or isn't fully open.
4. **Service line or curb stop valve issue:** There may be a service line leak or a problem with the outdoor curb stop valve.



Pressure Issue Culprit 2



Pressure Issue Culprit 1



Valve Construction

Substances That Could Be in Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic Contaminants, such as salts and metals, which can occur naturally in the soil or groundwater or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive Contaminants, which can occur naturally or be the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, U.S. EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Safe Drinking Water Hotline (800-426-4791) or visiting [epa.gov/safewater](https://www.epa.gov/safewater).

Lead in Home Plumbing

Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. ERMU is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, or doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute-accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water, resources are available through the Minnesota Department of Health (MDH), or contact ERMU at (763) 441-2020. For detailed information about lead in drinking water, including testing methods and steps you can take to minimize exposure, visit [epa.gov/safewater/lead](https://www.epa.gov/safewater/lead). You can also access the MDH's "Lead In Drinking Water" fact sheet at health.state.mn.us/communities/environment/water/docs/contaminants/leadfactsht.pdf.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service inventory may be found at <https://maps.umn.edu/LSL/>. Please contact us if you would like more information about the inventory or any lead sampling that has been done.

Monitoring Results – Unregulated Substances/Emerging Contaminants

In addition to testing drinking water for contaminants regulated under the Safe Drinking Water Act, we sometimes also monitor for contaminants that are not regulated. Unregulated contaminants do not have legal limits for drinking water. MDH, U.S. EPA, and other health agencies may have developed comparison values for some of these compounds. Some of these comparison values are based solely on potential health impacts and do not consider our ability to measure contaminants at very low concentrations or the cost and technology of prevention and treatment. These values may be set at levels that are costly, challenging, or impractical for a water system to meet (for example, large-scale treatment technology may not exist for a given contaminant). Sample data is listed in the test results table.

PFAS and lithium are two contaminants of concern due to their potential adverse health effects. PFAS, or per- and polyfluoroalkyl substances, are a group of man-made chemicals that can accumulate in the environment and human body, leading to health issues. Lithium, while a naturally occurring element, can also pose risks when present at elevated levels. The results of UCMR 5 sample collection and testing in 2024 showed no detection of PFAS or lithium contaminants in Elk River's drinking water system. Elk River Municipal Utilities (ERMU) also conducted an independent round of testing for per- and polyfluoroalkyl substances (PFAS) in addition to the UCMR 5 testing. ERMU's independent testing also resulted in no detection of PFAS contaminants, further affirming the high standards of water quality in Elk River.

Detection of a regulated or unregulated contaminant should not cause concern. The significance of a detection should be determined considering current health effects information. We are often still learning about the health effects, so this information can change over time. A person drinking water with a contaminant at or below the comparison value would be at little to no risk for harmful health effects. If the level of a contaminant is above the comparison value, people of a certain age or with special health conditions—infants, children, elderly, and people who are pregnant or have impaired immunity—may need to take extra precautions. We are notifying you of the unregulated or emerging contaminants we have detected as a public education opportunity.

Unregulated contaminant monitoring helps U.S. EPA to determine where certain contaminants occur and whether the agency should consider regulating those contaminants in the future.

For more information, visit:

- MDH's A-Z List of Contaminants in Water: health.state.mn.us/communities/environment/water/contaminants/index.html
- Fourth Unregulated Contaminant Monitoring Rule (UCMR 4): health.state.mn.us/communities/environment/water/com/ucmr4.html
- Fifth Unregulated Contaminant Monitoring Rule: epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule
- UCMR5 Program Overview Fact Sheet: epa.gov/system/files/documents/2022-02/ucmr5-factsheet.pdf

In the past year, your drinking water may have been tested for additional unregulated contaminants as part of the Fifth Unregulated Contaminant Monitoring Rule; results are still being processed. The Unregulated Contaminant Monitoring Rule 5 (UCMR5) Data finder (epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule-data-finder) allows people to easily search for, summarize, and download the available analytical results.

Public Meetings

The Elk River Municipal Utilities (ERMU) Commission meets on the second Tuesday of every month at 3:30 p.m. The meetings are held in the ERMU Conference Room, 13069 Orono Parkway.



Test Results

We are pleased to report that your drinking water meets or exceeds all federal and state requirements. Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

REGULATED SUBSTANCES							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Barium (ppm)	2024	2	2	0.03	NA	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chlorine (ppm)	2024	[4]	[4]	0.72	0.54–0.91	No	Water additive used to control microbes
Fluoride (ppm)	2024	4	4	0.71	0.65–0.73	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Gross Alpha Particle Activity (pCi/L)	2020	15.4	0	3.6	ND–3.6	No	Erosion of natural deposits
Haloacetic Acids [HAAs] (ppb)	2024	60	NA	8.3	4.40–8.30	No	By-product of drinking water disinfection
Nitrate (ppm)	2024	10	10	1.30	ND–1.30	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
TTHMs [total trihalomethanes] (ppb)	2024	80	NA	16.3	12.50–16.30	No	By-product of drinking water disinfection
Xylenes (ppm)	2023	10	10	ND	NA	No	Discharge from petroleum factories; Discharge from chemical factories

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	RANGE LOW-HIGH	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2022	1.3	1.3	0.23	NA	1/30	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2022	15	0	1.37	NA	0/30	No	Lead service lines; Corrosion of household plumbing systems, including fittings and fixtures; Erosion of natural deposits

UNREGULATED SUBSTANCES				
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Perfluorobutanoic Acid [PFBA] (ppt)	2024	ND	ND	NA
Sodium ¹ (ppm)	2024	3.32	3.16–3.32	NA
Sulfate (ppm)	2024	8.34	2.89–8.34	NA

¹In-home water softening can increase the level of sodium in your water.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL (Maximum Residual Disinfectant Level): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

NA: Not applicable.

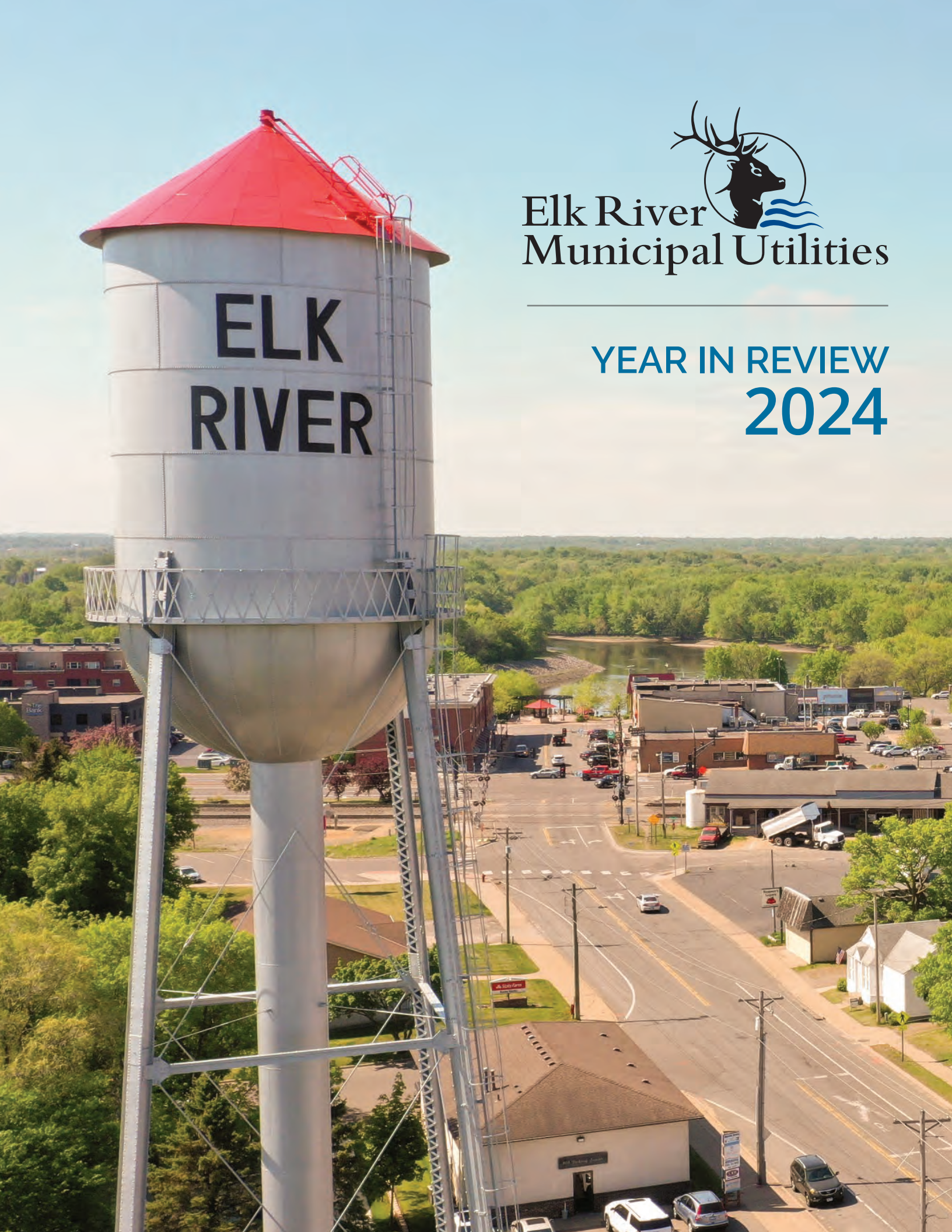
ND (Not detected): Indicates that the substance was not found by laboratory analysis.

pCi/L (picocuries per liter): A measure of radioactivity.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

ppt (parts per trillion): One part substance per trillion parts water (or nanograms per liter).



Elk River
Municipal Utilities

YEAR IN REVIEW
2024

COMMUNITY CONNECTIONS



A MESSAGE FROM THE GENERAL MANAGER

As I reflect on 2024, one central theme stands out: **connections**. From collaborating with peer utilities to advancing our infrastructure and engaging with our community, these efforts underscore our commitment as your hometown, locally operated, public utility.

In 2024, we supported mutual aid efforts with publicly owned hometown utilities in Anoka, MN, Kissimmee, FL, and Orlando, FL; and with Connexus Energy, a cooperative utility in Ramsey, MN. While incredibly important for those receiving the support, these initiatives also offered our crews invaluable experience in managing real-world, large-scale storm response. This hands-on training has strengthened our safety protocols, operational procedures, and communication strategies - ensuring we're ready to restore essential services when needed most.

In 2024 we saw the completion of the 169 Redefine project that required a significant team effort over a three year period. Additionally, our multi-year Advanced Metering Infrastructure (AMI) project took a big step forward in 2024. By November, over half of the 5,800 water meters in town were upgraded, and the replacement of nearly 13,000 electric meters commenced after overcoming supply chain delays. These upgrades enhance how we connect with customers, providing near real-time usage insights accessible via your SmartHub account - empowering you and our customer service team with actionable information.

This year, we prioritized outreach through educational programs in schools, community events, and digital platforms like social media and our website. Our focus was on linking you with money-saving rebates, conservation tips, and opportunities to participate in our Clean Energy Choice program which fosters sustainability and renewable energy use.

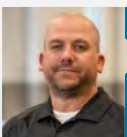
It is clear that 2024 has been a year of growth and meaningful progress. Every effort reflects our dedication to building and maintaining strong connections with you, our valued customers. Thank you for trusting us in all that we do to serve you and keep our community connected.

- Mark Hanson, P.E., General Manager

169 REDEFINE PROJECT SUCCESSFULLY COMPLETED

As stated in a recent news release from the City of Elk River, the ambitious 169 Redefine project, a three-year, \$124 million transformation of Highway 169 into a freeway, has been successfully completed, marking a significant milestone for the community. It delivered four new interchanges, enhanced pedestrian access, upgraded essential underground infrastructure, and improved access points for the Elk River community.

ERMU worked closely with city staff, the Minnesota Department of Transportation, Ames Construction, and WSB Engineering on this project. The transformation required significant electric relocation and water infrastructure upgrades.



"Staff did an amazing job meeting project deadlines throughout the entire process." - **Tom Geiser**, Director of Operations, ERMU



"In 2021, we replaced 2,800 feet of water main while MnDOT's contractor handled the

remaining 1,400 feet during the roadway reconstruction. Our crew coordinated closely with theirs on shutdowns, customer notifications, inspections, and testing, ensuring the project was well-organized and successful. Replacing the water main addressed pipe relocation needs from changes in road elevation and infrastructure, improved water distribution, and enhanced system redundancy for better flow in the system."

- **Dave Ninow**,
Water Superintendent,
ERMU



"In 2021, before road construction began, we completed most of our work, thanks to the

teamwork at ERMU. The road project itself went smoother than expected, a testament to MnDOT and the contractors collaborating effectively to solve problems and keep the project on track."

- **Chris Sumstad**,
Electric Superintendent,
ERMU

COMMUNITY SUPPORT

ERMU ANSWERS MUTUAL AID CALL IN RESPONSE TO HURRICANES

Mutual aid is at the heart of what public power does. At its core, it's about neighbors helping neighbors - even when our neighbor is a fellow utility hundreds (or thousands) of miles away. The American Public Power Association (APPA), together with state and regional public power utilities and organizations, coordinates the mutual aid network for the nation's public power utilities. Utilities like ERMU that want to give and/or receive help for power restoration after a disaster sign up for this network. When (and even before) a major disaster hits a utility's territory and the utility knows that its own crews and equipment won't be enough to restore power quickly, it calls for mutual aid.

After Hurricanes Helene and Milton devastated much of Florida this past year, ERMU was proud to answer the call and be a part of the APPA mutual aid effort. A crew from ERMU was part of a larger contingent that departed from Rochester, MN to Kissimmee, FL and later moved on to assist lineworkers in Orlando. Helping other communities during challenging times is a true privilege.



ERMU LENDS A HELPING HAND ASSISTING LOCAL UTILITIES

On August 26 and 27, severe thunderstorms caused power outages for residents in our service area and nearby communities. Once power was fully restored to ERMU customers, crews were dispatched to assist Connexus Energy and Anoka Municipal Utilities, where outages were more extensive. In one unique instance, ERMU lineworkers had to row their way to a Connexus pole that needed repair for a downed line.

In 2024 the strength of our systems were tested, and our customers can take comfort in knowing they are served by a robust and resilient network of utilities.



Connexus Energy
August 31

...

Who can relate to the difficulties of rowing a boat sometimes? Well, that's what this past week has felt like for our members, and well, all of us quite frankly.

As we head into the morning, our crews as well as guest crews, are out to finish up the outages left from storms last week. Broken pole replacement is the name of the game today. We have 64 members left, with around 20 separate incidents. We are very hopeful all of these will be wrapped up today.

All 7,000 members that were newly affected by outages last night have been restored. A very large tree decided to give way in the middle of the night and take out a Great River Energy transmission line. Our staff was able to back feed from other substations to get all 7,000 members back in about 4 hours. Grateful for that - but the timing could not have been worse - like rowing a boat upstream.

As for the picture, this is actually a guest crew from Elk River Muni helping us out this week. Another demonstration of the level of effort and dedication it takes to repair downed lines (hard to see in the photo).

We are extremely grateful for all of the support, patience, generosity and kindness members and the community has given to us this week. Thank you doesn't seem like enough - but THANK YOU.

Connexus Energy Facebook post from Aug. 31, 2024



COMMUNITY EVENTS

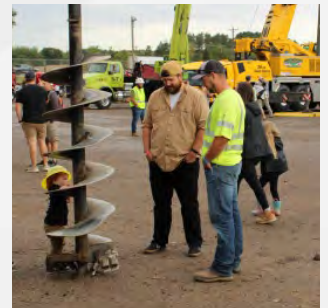


"THINK! ENERGY" PROGRAM ENLIGHTENS STUDENTS

In the spring of 2024, Elk River Municipal Utilities (ERMU) collaborated with the National Energy Foundation to present an engaging educational program for fourth graders in the ERMU service area, including Meadowvale, Lincoln, Parker, and Twin Lakes Elementary Schools. With materials designed by teachers for teachers to align with Minnesota science standards, this initiative ensured an interactive and practical learning experience. The program explored different energy types, how energy reaches homes, and ways to use it efficiently. Students received take home energy-saving kits to apply what they learned and share conservation tips with their families.

BUILDING COMMUNITY CONNECTIONS: ERMU'S EVENT HIGHLIGHTS 2024

ERMU continued to foster meaningful community connections, taking part in a variety of events throughout 2024. From the Sherburne County Fair Parade and Night to Unite to the Downtown Trick-or-Treat and Day of the Dozers, ERMU demonstrated its commitment to being a community partner. As a customer-owned public power utility, there is a strong sense of pride being able to give back to the community ERMU serves.



AMI PROJECT TAKES CENTER STAGE IN 2024

ERMU took a major step forward in the multi-year Advanced Metering Infrastructure (AMI) project with the assistance of ERMU's approved AMI installation vendor, Allegiant Utility Services. Installation of the new AMI water meters began in March 2024. To date, half of the ERMU water service territory's meters have been upgraded. In November 2024, installation of the AMI electric meters began. The new AMI meters offer near real-time data that improves service responsiveness, supports operational efficiencies, and provides detailed, accurate billing information. These enhancements empower customers with greater insight into their utility usage. As the project continues into 2025, customers are encouraged to visit our website at ERMUMN.COM for project information and FAQs.



"AMI improves customer service by giving near real-time, accurate data that helps ERMU respond faster and provide more accurate billing. It's all about providing customers with more transparency and an improved experience."

- Sara Youngs, Administrations Director, ERMU