



DISCOVER SAVINGS WITH ERMU

Saving money, decreasing energy usage, and conserving resources is easier than ever with programs and rebates from ERMU. Take a closer look at the many ways residential and commercial customers can save.

RESIDENTIAL

- > Appliance and Home Efficiency
- > Electric Vehicle Charger
- > Heat Pumps
- > HVAC Equipment
- > Lighting and Lighting Controls

COMMERCIAL

- > Lighting
- > HVAC
- > VFD and ASD Drives
- > Other Equipment
- > Custom Grants

Click the "Programs & Rebates" tab at ERMUMN.COM to learn more or simply scan the QR code below.



ERMU Staff Recognized at MMUA Conference

The Minnesota Municipal Utilities Association (MMUA) held its annual summer conference in Rochester, MN, on August 18, where two Elk River Municipal Utilities staff were recognized for exceptional contributions to the utility field.

Scott Thoreson, ERMU's recently retired Line Crew Foreperson, received the Honorary Lifetime Membership Award. This prestigious award symbolizes a long professional life dedicated not only to the advancement of municipal utilities locally, but also for the betterment of the industry in Minnesota. Scott retired on May 18, 2025, after an outstanding 32-year career with ERMU.



Sara Youngs, ERMU's Administrations Director, received the Rising Star Award. This honor recognizes a future leader dedicated to the goals and principles of municipal utilities through problem solving, creativity, and job knowledge while performing all job responsibilities in an outstanding manner, achieving high quality results, and demonstrating interest in improving management and operational skills through continuing education.

Congratulations to Scott and Sara for these well-deserved honors!

Dam Inspection Set for October 1



ERMU will conduct its annual inspection of the Lake Orono Dam on Wednesday, October 1, 2025. This required inspection, which helps to ensure the integrity of the structure, will involve lowering the Lake Orono water level by 30 inches below its normal level.

Boaters are advised that once ERMU begins to lower the lake level, they may be unable to remain on the lake. Failure

to act in a timely manner could result in the inability to move boats until the lake is refilled. Water levels usually return to normal within a few days after the inspection.

DID YOU KNOW? Elk River's first dam was built in 1851 by Ard Godfrey, a settler from Maine. High water destroyed the dam in 1912. A new dam was completed in 1916 and, together with the Elk River power plant, provided hydroelectricity for the Elk River Power & Light Company, bringing electricity to the village for the first time. The dam was rehabilitated in 1980.

Jill Larson-Vito Appointed to ERMU Commission

On June 3, 2025, Jill Larson-Vito was officially sworn in as the newest member of the Elk River Municipal Utilities Commission. Ms. Larson-Vito has a strong history of service that includes a 10-plus-year term with the Elk River Planning Commission. Ms. Larson-Vito fills the open position created after Paul Bell retired in April 2025. Her term will end on February 28, 2027. For commission information including agendas, minutes, and policies, visit ERMUMN.COM/about-us/commission-info.





PUBLIC POWER WEEK 2025

The first full week in October is nationally recognized as Public Power Week, a time when ERMU likes to educate others about public power and how it benefits the community it serves.

As a municipal utility, we are owned by those we serve and governed by members of the community. Every decision we make and action we take is directed by ERMU's mission, vision, and values.

Follow us on social media and see public power in action!



CUSTOMER SERVICE WEEK 2025

The first week in October also highlights another crucial department at ERMU.

Each member of our customer service staff takes pride in providing knowledgeable and thorough support to the customers they work with.

ERMU is excited to share more about the great work of its customer service team on social media October 6-10.

COLD WEATHER RULE Information



The Minnesota Public Utilities Commission has established the Cold Weather Rule (Minnesota Statutes, Chapter 216B.097) as documented in the Minnesota Legislative Session Law 2021. This rule ensures that from October 1 to April 30, ERMU cannot disconnect a residential customer for non-payment if they qualify for the CWR and adhere to a mutually agreed upon payment arrangement. However, if a customer does not exercise this right or fails to enter into a payment arrangement, their service may be disconnected. Because customers often contact us for more information about the program, we wanted to provide answers to the most frequently asked questions.

Am I eligible for the CWR Program?

Residential customers who have electric as their primary heat source are eligible for CWR if they meet the income guidelines (combined income at or below 50 percent of the state median income) and receive some form of assistance.

How can I apply for a payment arrangement?

Individuals who meet income guidelines and already receive some form of assistance can complete and submit an Inability to Pay Application (available on our website) and contact ERMU to set up a mutually agreed upon payment arrangement.

Can my electricity be shut off during the CWR (October 1 - April 30)?

Yes. Eligible residential customers must make and keep a mutually agreed upon payment arrangement with ERMU to avoid disconnection.

What if I can't make my scheduled payment?

Keeping open communication with ERMU should circumstances change is the best way to ensure a continuation of service.

What if I don't qualify for the CWR but need assistance?

Customers who do not meet the income guidelines or assistance requirements for the CWR can still contact ERMU to discuss the possibility of a mutually agreed upon payment arrangement.

If you have any other questions, please contact our office.

ERMU would also like customers to know that, with multiple local organizations available to provide assistance, help could be just a phone call away:



Tri-County Action Program, Inc.	888.765.5597
Sherburne County Emergency Assistance	763.765.4000
Wright County Community Action	320.963.6500
Hennepin County Community Action	952.933.9639
Salvation Army HeatShare	1.800.842.7279
Community Aid Elk River (CAER)	763.441.1020