



DISCOVER SAVINGS WITH ERMU

With programs and rebates from ERMU, it's easier than ever to save money, decrease energy usage, and conserve resources. Take a closer look at the many ways residential and commercial customers can save.

RESIDENTIAL

- Appliance & Home Efficiency
- Electric Vehicle Charger
- Heat Pumps
- HVAC Equipment
- Lighting & Lighting Controls
- Yard Tools

COMMERCIAL

- Lighting
- HVAC
- VFD & ASD Drives
- Other Equipment
- Custom Grants

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



Irrigation Winterization Protects Your Investment

If you are new to Minnesota, or have never owned a lawn irrigation system before, you may not realize that an underground sprinkler system needs special attention before winter arrives. Unlike warmer climates, Minnesota winters can cause serious damage to sprinkler systems that are not properly winterized.



Why Does Winterization Matter? When water freezes, it expands. If water is left inside your sprinkler pipes, valves, or heads, that expansion can damage these components and even destroy backflow prevention devices leading to costly repairs. The good news is that winterizing your irrigation system is a straightforward process when performed by a professional.

What Does "Winterization" Mean? Winterization, often called a "sprinkler blowout," involves using specialized air compressors to safely remove all of the water from your irrigation system before freezing temperatures arrive. Because compressed air is involved, this is not typically a DIY project. Too much air pressure or improper procedures can damage sprinkler heads, valves, and other components.

When Should It Be Done? In Minnesota, irrigation systems should generally be winterized in late September through October, before overnight temperatures consistently fall below freezing. Fall is a busy season, so scheduling early is recommended.

Questions About Your System? Every irrigation system is a little different. If you have questions about operation, maintenance, or winterization, your best resource is the company that installed or services your irrigation system. If you are unsure who installed your system, check for:

- ▶ A service sticker on your irrigation controller or inside the controller cabinet.
- ▶ Tags or labels on the backflow preventer.
- ▶ Previous homeowner records or closing documents.

Learning more about your lawn irrigation system and how to properly winterization it will help you protect your investment, avoid expensive repairs, and ensure it is ready for another growing season next spring.

Lake Orono Dam Inspection Set for October 7



ERMU will conduct its annual inspection of the Lake Orono Dam on Wednesday, October 7, 2026. 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. The drawdown procedure will begin 48 hours prior to the scheduled inspection.

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.



PUBLIC POWER WEEK 2026

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 to see public power in action!



CUSTOMER SERVICE WEEK 2026

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 5-9.

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	952.930.3541
Salvation Army HeatShare	1.800.842.7279
Community Aid Elk River (CAER)	763.441.1020
Main Street Family Resource Center	763.595.1420