



GO GREEN, SAVE GREEN WITH ERMU

Saving money, decreasing energy usage, and conserving resources has never been easier 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
- > 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.



Dam Inspection Set for October 2

ERMU will conduct its annual inspection of the Lake Orono Dam on Wednesday, October 2, 2024. 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.

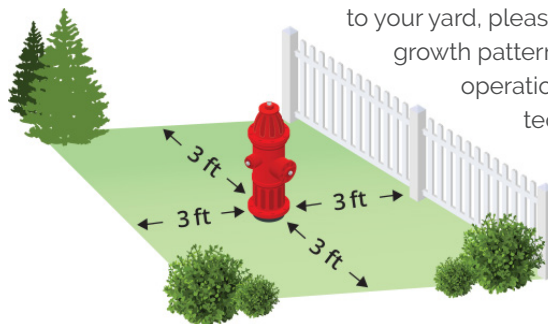
AMI Residential Water Meter Installation Update

The Advanced Metering Infrastructure (AMI) residential water meter installation process continues with the assistance of Allegiant Utility Services, ERMU's water meter installation vendor. Customers will receive a letter from Allegiant with information on how to schedule a water meter installation appointment. Letters are being mailed to customers in stages. To learn more about the AMI project, see installation updates, or review project FAQs, please visit ERMUMN.COM.



Keeping Your Fire Hydrant Clear

Fire hydrant accessibility is crucial year-round! Ensure a minimum clearance of three feet around hydrants and remove obstacles so the hydrant may be seen by approaching fire trucks at a minimum distance of 200 feet. Posts, fences, vehicles, brush, trash, flowers, or any other items may not be placed or kept near fire hydrants. While working on your lawn this fall, be sure to trim bushes and trees around fire hydrants on your property. When you add new plants to your yard, please be aware of their potential size and growth pattern. If there is not sufficient space for the safe operation and maintenance of the hydrant, our technicians reserve the right to remove items that are in the way.



Required clearance for fire hydrants

We appreciate your cooperation in keeping this lifesaving infrastructure ready at a moment's notice.



PUBLIC POWER WEEK 2024

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 2024

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 7-11.

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 if a mutually agreed upon payment arrangement is possible.

If you have any other questions, please feel free to 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