



DISCOVER SAVINGS 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.



New Beginnings for Historical Power Plant

At the Elk River Municipal Utilities (ERMU) Commission meeting on August 13, 2024, there was discussion about the future of the ERMU power plant, which was built in 1947. The plant has not been used for primary power generation since 1978, as ERMU has relied on a cooperative purchasing agency for all energy needs. The plant has only served auxiliary purposes, and the engines are run briefly for monthly testing.



During the August meeting, ERMU staff explained the plant's condition, noting that short, intermittent test runs are particularly harmful to engines of this age. Costs for maintaining the engines have steadily increased, and recent inspections have revealed potential reliability issues. Staff shared that the investment needed to meet current code requirements and restore the plant's functionality could exceed \$500,000, with no guarantee that the engines could sustain a substantial load for any significant duration.

Fortunately, ERMU's electrical infrastructure includes robust interconnected transmission lines and distribution tie-lines between substations, providing reliable back-feeding capabilities in the event of an outage. Given the plant's age, its declining operational value, and the cost of repairs, ERMU staff recommended decommissioning the facility. ERMU General Manager Mark Hanson said the utility will be working with a consultant to determine estimated costs to repurpose the building while preserving its historic value. The Commission adopted Resolution 24-10, officially authorizing the decommission of the ERMU power plant on September 10, 2024.

Tree Trimming for Safety

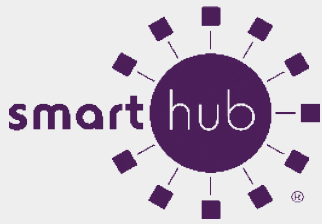
Each year, ERMU field staff and contractors trim tree branches to minimize the risk of interference with power lines, reducing outages and ensuring safety. This work is typically scheduled for winter, after leaves have fallen, allowing for better visibility of branch structure and more precise cuts. Additionally, colder temperatures help protect trees from diseases and parasites entering freshly cut limbs. If you see tree trimming crews in your area, be sure to give plenty of space while they perform their work.

Regular maintenance of the electric system, including tree trimming, supports ERMU's commitment to reliable service and prioritizes safety for employees, customers, and the community.

If you see a branch close to a power line, please avoid trimming it yourself. Instead, contact ERMU for a safe, professional assessment and guidance on next steps, including any customer responsibilities.

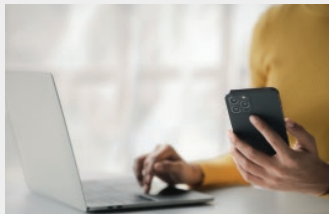
Protect Your Account from Utility Scams

Utility scammers operate throughout the year, especially during winter and summer when energy use is high. They may contact homeowners by phone, email, or even in person. Understanding ERMU's official processes can help you feel confident that your account is secure and managed properly. Visit ERMUMN.COM to review important safety tips and reminders.



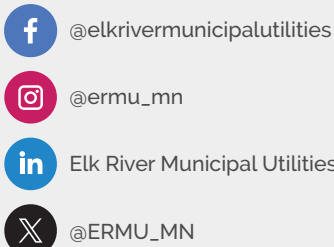
MANAGE YOUR ACCOUNT WITH SMARTHUB

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. Learn more about managing your account with SmartHub by visiting "Manage Your Account" at ERMUMN.COM.



FOLLOW US ON SOCIAL MEDIA

Stay connected on utility news and information, community events, and important announcements by following ERMU on social media.



AMI Water Meters Empowering Customers

AMI water meters revolutionize how customers monitor and manage their water usage. The meters use wireless communication technology to track water usage, providing the following key benefits:



Accurate Billing - Traditional meters often rely on manual readings or estimates, which can lead to billing inaccuracies. The AMI system provides near real-time data, ensuring that customers are billed precisely for their actual water usage.

Leak Detection - The system can detect irregular water patterns that may indicate leaks. This allows homeowners to address potential issues early, reducing water waste and preventing costly damage.

Water Conservation - By tracking usage in detail, residents can identify areas of overuse and make adjustments to conserve water, such as installing water-saving devices.

Near Real-Time Monitoring - With access to Elk River Municipal Utilities' SmartHub portal, customers can remotely monitor their water consumption and receive alerts, giving them greater control over their usage.

For answers to frequently asked questions related to smart meters and ERMU's AMI Project please visit ERMUMN.COM.

Communication and Customer Connections

ERMU's communications team has once again been recognized by the American Public Power Association (APPA) for its exemplary work to effectively engage and inform its customers. The team's award-winning efforts reflect ERMU's mission to provide essential information about utility services, programs, policies, and future plans to the community.

The team utilizes a variety of methods to connect with customers, from digital platforms and newsletters to community events and public commission meetings. Social media plays a central role in allowing ERMU to share important information in a clear and timely manner. In addition to social media, ERMU's website serves as a comprehensive resource where customers can find information about service options, conservation programs, billing policies, and so much more.

Moreover, ERMU values customer insights to help guide communication strategies that enhance customer satisfaction. Through feedback from customer surveys and direct interactions, the communications team is committed to continuously reviewing its approach to meet the community's evolving needs and expectations. This ongoing commitment ensures that ERMU remains responsive, transparent, and engaged with the residents it serves.

Accepting the award at the recent APPA Customer Connections Conference held in Louisville, KY, were ERMU's Administrations Director and Communications Coordinator. The APPA Customer Connections Conference is an annual event that brings together public power professionals to network and share best practices in customer service, communications, energy innovation, and community engagement.

