

OUR MISSION

To provide our customers with safe, reliable, cost-effective and quality long-term electric and water utility services. To communicate and educate our customers in the use of utility services, programs, policies and future plans. These products and services will be provided in an environmentally and financially responsible manner.

OUR VISION

Provide exceptional services and value to those we serve.

OUR VALUES

-  **INTEGRITY**
-  **QUALITY**
-  **COMMUNICATION**
-  **SAFETY**
-  **COMPETITIVE**

Help is Here



At ERMU, we understand that many of our customers are facing new financial challenges and circumstances due to COVID-19, so it is important to know that assistance is available even if you have never received it before. In recent months, an increasing amount of energy assistance funds has been made available to meet the needs of those affected by the pandemic. These funds can be applied to a variety of issues including: paying energy bills, getting reconnected or preventing energy disconnection, getting fuel delivered, and repairing or replacing heating systems.

As the terms and qualifications for assistance have expanded over the last year, we encourage our customers who are struggling to cover their heating costs to contact the Minnesota Department of Commerce and learn what assistance may be available. No one should have to choose between heating their home and putting food on their table; with the help that is available, you don't have to.

The Energy Assistance Program is taking applications until May 31, 2021. Please contact the Department of Commerce at: www.mn.gov/commerce or call 651.539.1500.

Severe Weather Awareness Week April 12-16

Are you and your family prepared for severe weather? Each year, The Minnesota Department of Public Safety (DPS) sponsors Severe Weather Awareness Week in Minnesota to help refresh, remind, and educate citizens about seasonal threats from severe weather. Here are a few steps you can take to make sure your home is ready.



- Make an emergency plan that includes a shelter location, evacuation route, meeting place, and communication plan.
- Practice your plan. The statewide tornado drill occurs on April 15 at 1:45 and 6:45 p.m.
- Refresh your emergency preparedness kit by replacing expired food and batteries.
- Keep trees trimmed near your house. If you have time before severe weather hits, secure loose objects, close windows and doors, and move valuable items into a sturdy structure.
- Get trained in First Aid and CPR to assist those injured during severe weather.

STAYING CONNECTED WITH ERMU

For major outages and emergencies that occur during business hours, customers can find updates and additional information as it becomes available on the alert bar and alert page on our website. After hours, please contact ERMU's customer service call center at **1.888.606.4660**.



APRIL IS SAFE DIGGING MONTH

Whether it's a small project or a large home improvement, National Safe Digging Month is a way to remind us all to call 811 before starting any digging project.

Every six minutes, an underground utility line is damaged because someone decided to dig without first calling 811. The risk of injury or even death is serious, as are the costs for repairs or fines. Whether you're putting in a fence, planting a tree, or building a deck, locating your lines before you dig can really save you!

SAFE DIGGING TIPS:

- Call 811 or go online to request a locate three days before digging.
- Dig parallel to utility lines and use caution when removing soil.
- Use hand tools when working within 24 inches of the edge of utility lines.
- Watch for signs of a gas leak like smelling rotten eggs and/or hearing a hiss, whistle, or roar.



Lineworker Appreciation Day

Sunday, April 18, 2021 is National Lineworker Appreciation Day, a day to recognize the efforts of the men and women who keep the nation running by maintaining an electric grid that crisscrosses the country, running above ground and below, until it connects to each and every one of our homes to reliably provide a service we depend on. And when disaster strikes the system our lineworkers have built, they work tirelessly to get emergency systems back on line and urgently return service to customers.

So the next time you're checking social media from a charged phone, make sure to #ThankALineworker.



Did You Know:

Lineworkers have been around for over 180 years. The position became necessary in 1840 with the introduction of telegraph lines, used for long-distance communication, which were attached to trees and poles.

Lineworkers are committed. A lineworker must be highly qualified to handle important and dangerous electric systems. It takes four years of training to become a Journeyman.

Lineworkers work together. During catastrophic power outages, many line crews participate in mutual aid programs that send teams where help is needed most. After Hurricane Sandy in 2012, over 67,000 lineworkers traveled to help restore power. ERMU recently provided mutual aid to southern Minnesota after a major snowstorm and the southern U.S. after hurricanes.

Hydrant Flushing



The water department will be flushing hydrants during the week of May 10. This practice helps ensure these lifesaving devices are operating properly while also clearing the hydrants of mineral deposits and sediment.

While your hydrants are being flushed, please refrain from using water if possible. This will help avoid drawing discolored water into your home. To view a map with the different zones and dates we'll be flushing, please visit our website. We thank you in advance for your patience during this important maintenance.

2020 ERMU STATISTICS

ELECTRIC DEPARTMENT

Energy Sales **324,469,638 kWh**
Peak Demand **70 MW**
Electric Meters **12,365**
Miles of Electric Lines **619**
(82% is underground)

WATER DEPARTMENT

Water Sales **758,856,000 gallons**
Peak Day Usage **5,523,000 gallons**
Customers **5,320**
Miles of Water Main **121**