



Hello Neighbor,

We would like to welcome you as a customer of Elk River Municipal Utilities (ERMU)!

Along with providing electric and water services to Elk River and parts of Otsego, Dayton, and Big Lake Township, we offer a variety of conservation programs and rebates designed to help you save money. Included in this welcome packet is information on rates, account management, and some of our most popular rebates and programs such as:

- **Residential Rates**
- **Energy Efficient Appliance Rebates**
- **Energy Efficient HVAC Rebates**
- **Wi-Fi Thermostat Rebates**
- **Water Conservation Rebates**
- **LED Light Rebate**
- **Irrigation Tune-Up Rebate**
- **AC Tune-Up Program**
- **EV Charging Program**
- **Clean Energy Choice**
- **Automatic Bill Payment**
- **Smarthub Online Bill Pay**
- **Cold Weather Rule**

To learn more about managing your ERMU account or any of these programs, please visit our website at www.ERMUMN.com.

If you have any additional questions about ERMU or the services we provide, please contact our office at 763.441.2020. We look forward to serving you!

Best Regards,

Customer Service Department

ELECTRIC RATES

Basic Monthly Electric Charge	\$15.00/Month
Summer Energy Charge (Jun-Oct)	\$0.1373/kWh
Winter Energy Charge (Nov-May)	\$0.1255/kWh

WATER RATES

1 Unit = 1000 Gallons

Basic Monthly Water Charge	\$9.83/Month
1st Tier Unit Cost (0 - 9,000 gallons per month)	\$1.98/Unit
2nd Tier Unit Cost (between 9,000 and 15,000 gallons per month)	\$3.50/Unit
3rd Tier Unit Cost (over 15,000 gallons per month)	\$4.00/Unit

WATERING RESTRICTIONS

- No sprinkling allowed from 10 a.m. to 6 p.m.
- Those with even numbered addresses may sprinkle before 10 a.m. and after 6 p.m. on even numbered days.
- Those with odd numbered addresses may sprinkle before 10 a.m. and after 6 p.m. on odd numbered days.

SEWER RATES

1 Unit = 1000 Gallons; Winter Measurement Period = December – April Billing Cycles

Average Monthly Winter Usage	\$5.55/Unit
Minimum Sewer Charge	\$12.85/Month
If No History, a Flat Rate is Applied	\$28.95/Month

RESIDENTIAL RATES

GARBAGE RATES

32 Gallon Cart Bi-Weekly	\$7.45/Month
32 Gallon Cart	\$7.75/Month
60 Gallon Cart	\$12.75/Month
90 Gallon Cart	\$19.35/Month
Additional 90 Gallon Carts (up to 4)	\$17.05/Each per Month
Single-Sort Recycling	\$4.50/Month

- Recycling is picked up every other week on the same day as garbage pickup. To verify your recycling week, please contact our office.
- All carts must be out by 6 a.m. on service day.
- Contact your hauler for any items that will not fit in your regular garbage cart.
- For information on the Organics Recycling program contact the City of Elk River's Environmental Department at 763.635.1000.

WHERE AND HOW TO MAKE PAYMENTS

- **Mail or Hand Deliver:** Elk River Municipal Utilities, 13069 Orono Parkway, PO Box 430, Elk River, MN 55330
- **Drop Box Locations:**

Elk River Municipal Utilities - drive up drop box located outside utility entrance.

Post Office / Ashley Furniture Parking Lot - drive up drop box located in parking lot off Freeport Street.

- **Pay by Phone:** Pay your bill through our automated payment line at **1.855.730.8706**.
- **Pay Online:** One-time payments can be made through our website at **ERMUMN.com**

Recurring payments via your checking account or credit/debit card can also be made through our website.

There is NO ADDITIONAL FEE to pay by phone, or online through our website.

There is up to a \$30 charge for returned checks in addition to any fees your bank may charge and the state allowed electronic processing fee.

BILLING PROCEDURES AND POLICIES

Elk River Municipal Utilities will send a delinquency notice to the customer after the due date has expired and when payment in full has not been received. The notice will state that the bill is past due and services may be disconnected. If the bill is not paid or our office is not contacted to have satisfactory arrangements made, no further notice may be given. We may also hang a tag at the residence or place of business notifying you of possible disconnect due to non-payment. There is a \$20 handling charge if we have to hang this tag and it will be billed directly to your account.

Reconnections will only be done within the hours of 8 a.m. and 3:30 p.m., Monday through Friday. If disconnected due to non-payment, payment to reconnect must be received by 3 p.m. to be reconnected that day; no reconnections are done after 3:30 p.m. There is a \$50 disconnection/trip charge for residential locations. No payments will be taken at the property site, payments must be made prior to dispatching reconnection. Checks are not accepted as form of payment for reconnection; payment options include cash, money order, credit card or debit card. Payment can be made in our office, by phone or online. For residential customers who are disconnected for non-payment, a 2-month estimated utility bill deposit will be required before reconnection.

SAVE

Energy & Money



ERMU makes it easier to purchase efficient appliances, like those that are **ENERGY STAR®** rated, with our Energy Efficient Appliance Rebate program. These appliances help pay for themselves through our rebate as well as the ongoing energy savings you can enjoy into the future!

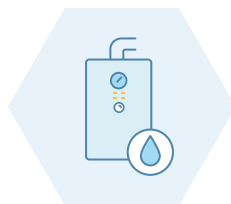
How to Apply

- Contact our office to make sure funds are available as they are limited.
- Select qualifying equipment.
- Complete the Energy Efficient Appliance Rebate Application on the back (**one rebate per application**).
- Appliance Information section must be completely filled out.
- Submit all receipts to our office or electronically on our website.
- See important rebate requirements on the reverse side.



ENERGY STAR® Refrigerator

Whether you're updating your fridge or looking to recycle an old unit, you may qualify for a **\$100** rebate.



ENERGY STAR® Water Heater

Heat pump water heaters can receive a **\$400** rebate for a 50-gallon unit or a **\$450** rebate for an 80-gallon unit.



ENERGY STAR® Dehumidifier

A qualifying dehumidifier may be eligible to receive a **\$30** rebate.



ENERGY STAR® Pool Pump

Look on the back for information on how you can receive up to a **\$200** rebate for a new pool pump.

CUSTOMER INFORMATION

Name _____ Account # _____
Address _____
City _____ State _____ Zip _____
Phone _____ Email _____

APPLIANCE INFORMATION

Appliance Type _____ Brand _____ Model # _____
Energy Star Rated ☐ Yes ☐ No Water Pump Size _____ gal. Date Purchased _____
Rebate Applying For (see reverse side) _____ Rebate Amount \$ _____

IMPORTANT REBATE REQUIREMENTS

HEAT PUMP WATER HEATERS:

50 gallon (\$400) or 80 gallon (\$450) qualify for rebate (2.0 E.F. or higher)

REFRIGERATORS AND FREEZERS:

ENERGY STAR® refrigerators and freezers qualify for a **\$100** rebate from ERMU **only** if you recycle your old **working** unit
New refrigerators or freezers purchased without recycling are no longer eligible for a rebate

Your receipt must state the old one was recycled

Refrigerator must be 14 cubic feet or larger to qualify for the rebate

HARVEST PROGRAM:

If you have an old refrigerator or freezer, ERMU will pay you **\$100** to recycle it

You cannot combine this rebate with the new refrigerator/freezer purchase and the refrigerator or freezer must be working at time of recycling

Does not qualify if unit is donated or sold. Must provide receipt stating it was recycled

DEHUMIDIFIERS:

ERMU offers a **\$30** rebate for the purchase of an ENERGY STAR® certified dehumidifier

POOL PUMPS:

Customers can receive up to a **\$200** rebate for variable speed pool pumps with a weighted energy factor of 6.0 or greater

Welcome to Your Comfort Zone



Over half of the energy used in your home goes to heating and cooling, so when the time comes to update your HVAC equipment, ERMU makes it easy to make the smart choice. Residential electric customers can receive rebates in the form of credits on their utility bills now and enjoy reduced energy costs for years to come. Contact ERMU to ensure funds are available and the equipment qualifies for a rebate.

HOW TO APPLY

- 1** Review rebate requirements on the opposite side.
- 2** Complete the application, making sure to fill out the Equipment Information section.
- 3** Submit all materials to our office or via our website.

One rebate per application

Air Source Heat Pump

14.5 to 14.9 SEER	\$550
15 to 15.9 SEER	\$650
16+ SEER	\$750
16+ Ductless	\$400/600



Central AC

14.5 to 14.9 SEER	\$75
15 to 15.9 SEER	\$100
16+ SEER	\$125



Furnace

New with ECM fan	\$150
ECM replacement	\$100



Ground Source Heat Pump

Closed loop\$600 per ton

CUSTOMER INFORMATION

Name _____ Account # _____
Address _____
City _____ State _____ Zip _____
Phone _____ Email _____

EQUIPMENT INFORMATION

Equipment Type _____ Brand _____ Model # _____
Energy Star Rated ☐ Yes ☐ No Size _____ Tons/BTUs/Cu Ft. Date Purchased _____
Rebate Applying For (see reverse side) _____ Rebate Amount \$ _____

REGISTERED CONTRACTOR INFORMATION

Contractor Name _____ Phone _____

REBATE APPLICATION REQUIREMENTS

AIR CONDITIONERS:

- Installed by a registered contractor (list available on ERMU's website)
- Based on Seasonal Energy Efficiency Rating (SEER). **\$75** (14.5 to 14.9); **\$100** (15.0 to 15.9); or **\$125** (16 and up)
- Submit: this application, invoice, AHRI certificate, and a Quality Installation program application completed by the contractor (available on ERMU's website)

AIR SOURCE HEAT PUMPS (NOT DUCTLESS):

- Installed by a registered contractor (list available on ERMU's website)
- Based on SEER: **\$550** (14.5 to 14.9); **\$650** (15.0 to 15.9); or **\$750** (16 and up)
- Submit: this application, invoice, AHRI certificate, and a Quality Installation program application completed by the contractor (available on ERMU's website)

DUCTLESS AIR SOURCE HEAT PUMPS:

- Based on a SEER of 16 and up: **\$400** for homes heated with natural gas, propane or fuel oil; **\$600** for homes considered all electric
- Submit: this application and invoice

ECM FURNACE FAN MOTORS:

- **\$150** for a new furnace with an Electronically Commutated Motor (ECM). **\$100** for retrofit of an existing furnace
- Submit: this application, invoice, and AHRI certificate

GROUND SOURCE HEAT PUMPS:

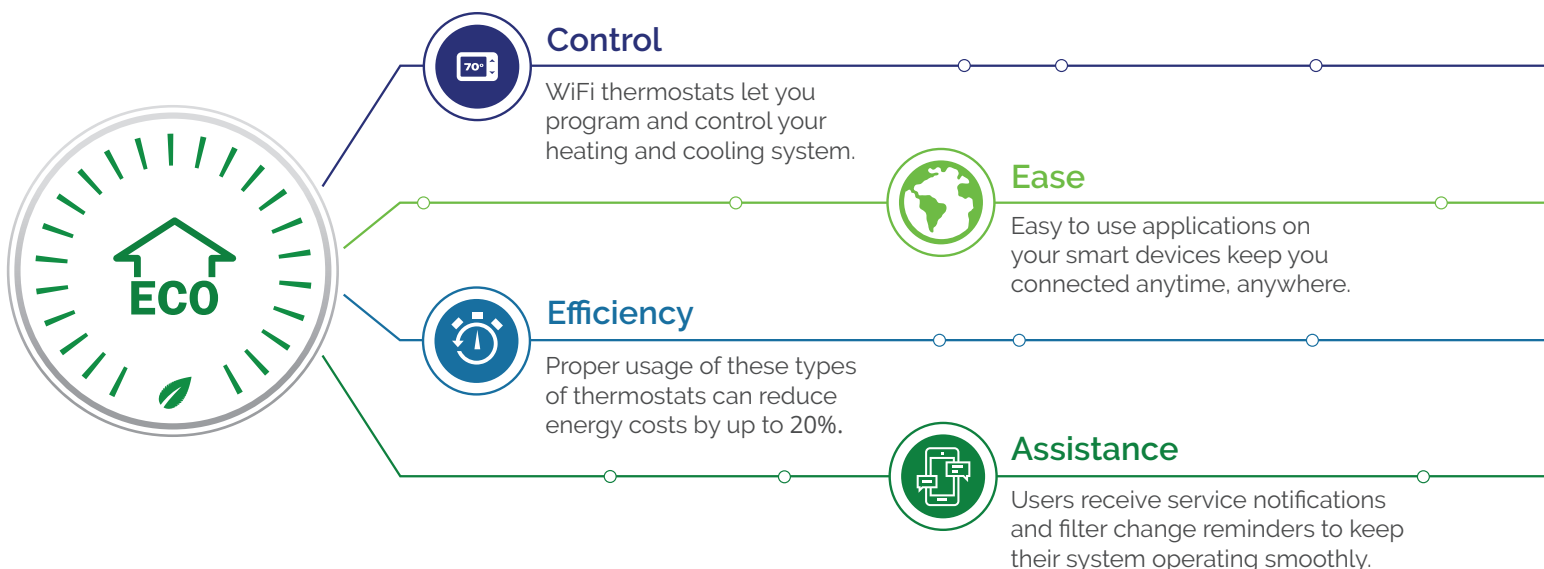
- **\$600** per ton for closed loop. **No rebates for open loop systems**
- Submit: this application and invoice



A WiFi thermostat offers temperature control, in-depth reporting, alerts, and energy savings all at the touch of a button. If that weren't reason enough to upgrade, ERMU is offering residential electric customers a \$40 rebate toward the purchase of your WiFi thermostat.

Customers applying for a rebate should complete the application on the opposite side. Rebates will be given in the form of a credit on your utility bill. Be sure to research which thermostat will be compatible with your heating and cooling system. Customers are eligible for two rebates per service address. Please complete one application for each thermostat.

BENEFITS OF A WIFI THERMOSTAT



CUSTOMER INFORMATION

Name _____ Account # _____
Address _____
City _____ State _____ Zip _____
Phone _____ Email _____

EQUIPMENT INFORMATION

Brand/Manufacturer _____ Model # _____
Primary Source of Heat ☐ Gas ☐ Electric ☐ Other _____ Installation Date _____
Central Air Conditioning ☐ Yes ☐ No

I certify that my thermostat has been installed at the address listed above, and that this address represents a valid utility account.

Signature _____ Date _____

BEFORE YOU BUY

- Research which WiFi thermostat will be compatible with your existing heating and cooling system.
- If you are unsure about properly installing your WiFi thermostat, contact an HVAC contractor.
- WiFi thermostats can only control one system at a time. If you have multiple zones or systems, you will need to purchase multiple thermostats.
- Access to a strong wireless internet signal is required to operate the thermostat.

APPLICATION INFORMATION

- This rebate is for the purchase of a WiFi compatible thermostat. If the thermostat does not have WiFi capability, it does not qualify for this rebate.
- Applicant must be an ERMU residential electric customer to qualify for this rebate.
- Customer is eligible to receive two rebates per service address. Complete one application for each thermostat.
- Customer must submit a copy of the receipt that provides the unit's model number.
- Rebates will be given in the form of a credit on the utility bill.
- Submit the completed rebate application and a copy of the receipt to ERMU by mail or email at customerservice@ermumn.com.

WATER CONSERVATION REBATES



REDUCE YOUR USE AND COSTS!

The easiest and most cost effective way to save water is to use less. ERMU water customers can apply for rebates for these WaterSense and ENERGY STAR® appliances, which are more efficient.

ENERGY STAR® CERTIFIED CLOTHES WASHER – \$40 REBATE

The average American family washes approximately 300 loads of laundry each year. ENERGY STAR® certified clothes washers use about 25% less energy and 45% less water than regular washers.

ENERGY STAR® CERTIFIED DISHWASHER – \$40 REBATE

Did you know that a dishwasher built before 1994 wastes more than 10 gallons of water per cycle? A new, ENERGY STAR® certified dishwasher will save, on an average, 3,870 gallons of water over its lifetime.

WATERSENSE LABELED FAUCETS – \$10 REBATE

WaterSense labeled faucets are high-performing, water-efficient fixtures that will help you reduce water use by up to 40% in your home or office.

WATERSENSE LABELED TOILETS – \$25 REBATE

Toilets are by far the main source of water use in the home, accounting for nearly 30 percent of an average home's indoor water consumption. With a WaterSense labeled model, the average family can save more than \$110 per year in water costs, and \$2,200 over the lifetime of the toilet.

WATERSENSE LABELED SMART IRRIGATION CONTROLLERS – UP TO A \$250 REBATE

Experts estimate that as much as 50% of outdoor water is wasted due to overwatering caused by inefficiencies in irrigation methods and systems. Replacing a standard clock timer with a WaterSense labeled irrigation controller can save an average home nearly 8,800 gallons of water annually.

CUSTOMER INFORMATION

Name _____ Account # _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

APPLIANCE INFORMATION

Appliance Type _____ Brand _____ Model # _____

Appliance Purchased **(please fill out one form for each item):**

- ☐ Clothes Washer - Must be ENERGY STAR® certified and have a water factor of 5.5 or less to qualify for \$40 rebate.
- ☐ Dishwasher - Must be ENERGY STAR® certified to qualify for \$40 rebate.
- ☐ Faucet - Must be WaterSense labeled to qualify for \$10 rebate.
- ☐ Toilet - Must be WaterSense labeled and have a rating of 1.28 gallons per flush or less to qualify for \$25 rebate.
- ☐ Smart Irrigation Controller - Must be WaterSense labeled to qualify for a rebate of up to 50%, not to exceed \$250, for the purchase and installation of a smart irrigation controller. The controller must be linked to local weather via internet or phone connection.

Date of Purchase _____

☐ Copy of Receipt or Sales Invoice Attached

IMPORTANT

- Contact our office at 763.441.2020 prior to purchase to ensure funds are still available.
- Purchase qualifying fixtures or appliances.
- Complete Water Conservation Rebate Application by December 31.
- Submit rebate application to ERMU, including itemized cash register receipt or sales invoice indicating the brand and model purchased. Application and receipts can be submitted via mail or electronically on our website at www.ERMUMN.com.
- Applicant must have ERMU water service to qualify for the rebate.
- All rebates will be given in the form of a credit on your water utility bill.



WHAT IS AN ENERGY STAR® CERTIFIED LED LIGHT?

LED stands for Light Emitting Diode, and light bulbs that use this technology save energy and money. Incandescent bulbs use the majority of their electricity to heat a metal filament, while LEDs direct the majority of their electricity to creating light. ENERGY STAR® certified LED bulbs are even better because they are eligible for rebates from ERMU! When you're shopping for new light bulbs, look for the ENERGY STAR® logo.



WHAT ARE THE BENEFITS OF ENERGY STAR® CERTIFIED LED LIGHTS?

- LED bulbs use up to 90% less energy than standard bulbs.
- They last 15 times longer and save about \$55 in electricity costs over their lifetime.
- LEDs produce 70-90% less heat so they are safer to operate.
- They meet strict quality and efficiency standards.

Below you will find coupons for ENERGY STAR® certified LED bulbs, valid at certain local retailers.

SAVE \$2.00

ON ENERGY STAR® LED BULBS



This coupon is not redeemable for cash, but may be used for up to \$2 off the purchase price of LED bulbs between January 1, 2023 and December 15, 2023 at the following Elk River stores: Cub Foods, Home Depot, Menard's, or Batteries+Bulbs. Customer may use one coupon per pack of LED bulbs.

Validation requires customer to complete the back of this coupon. Cashier, please initial here _____



SAVE \$2.00

ON ENERGY STAR® LED BULBS



This coupon is not redeemable for cash, but may be used for up to \$2 off the purchase price of LED bulbs between January 1, 2023 and December 15, 2023 at the following Elk River stores: Cub Foods, Home Depot, Menard's, or Batteries+Bulbs. Customer may use one coupon per pack of LED bulbs.

Validation requires customer to complete the back of this coupon. Cashier, please initial here _____



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Validation requires customer to complete the back of this coupon. Cashier, please initial here _____



WHAT IS THE DIFFERENCE BETWEEN A STANDARD BULB AND AN LED?



The wattage of a light bulb tells you how much energy it will use. This table will help you compare incandescent to LED bulbs.

INCANDESCENT	LED
40 watt	4-5 watt
60 watt	6-8 watt
75 watt	9-15 watt
100 watt	16-20 watt
150 watt	25-28 watt

Visit www.energystar.gov to find a current list of qualified LED bulbs. Products must have the ENERGY STAR® logo on the package to receive the \$2.00 rebate per package from ERMU. Coupons valid for Elk River Municipal Utilities electric customers only.



**** PLEASE COMPLETE THIS SIDE FOR COUPON TO BE VALID ****

Your Name _____

Address _____

Phone Number _____

Store Name _____

**** PLEASE COMPLETE THIS SIDE FOR COUPON TO BE VALID ****

Your Name _____

Address _____

Phone Number _____

Store Name _____

**** PLEASE COMPLETE THIS SIDE FOR COUPON TO BE VALID ****

Your Name _____

Address _____

Phone Number _____

Store Name _____

**** PLEASE COMPLETE THIS SIDE FOR COUPON TO BE VALID ****

Your Name _____

Address _____

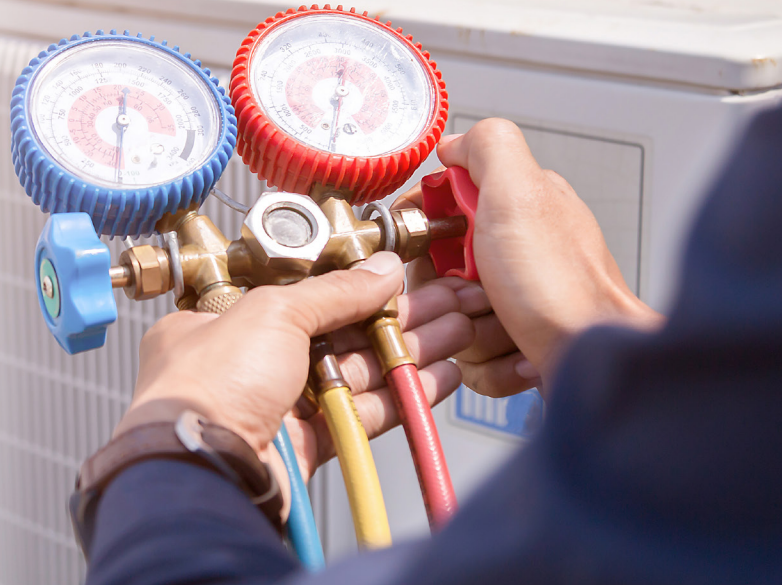
Phone Number _____

Store Name _____

TUNE UP AND SAVE!

There is never a good time to have your AC unit break down, but you really don't want it to happen in the middle of summer! The best way to ensure its optimal performance is an AC tune-up.

With ERMU's AC Tune-Up Program, our electric customers can receive up to a \$75 bill credit for having their central AC unit tuned up by a professional HVAC contractor.



Benefits of an AC tune-up

- **Efficiency** - A tune-up can increase your air conditioner's efficiency by 15%.
- **Durability** - If your AC unit is working harder than it should be it can cause excessive wear and tear. Performing any necessary maintenance will help to ensure your system lasts longer.
- **Cost** - Using an AC that is not operating properly will cost you more on your energy bills. Additionally, if you have to purchase a new system prematurely it will also cost you.

How do I apply for a rebate?

- Contact ERMU prior to hiring an HVAC contractor to ensure funds are still available.
- Contact a professional HVAC contractor that is licensed and insured to schedule your tune-up. You will be responsible for paying the HVAC contractor.
- Have the HVAC contractor performing the tune-up complete the AC Tune-Up Checklist. (See back)
- Submit the completed checklist and a copy of the invoice/receipt to ERMU via mail or electronically on our website at www.ERMUMN.com.

*NOTE: Applicant must have ERMU electric service to qualify for the rebate. Rebate will be given in the form of a credit on electric utility bill. **AC Tune-Up rebate is only available once every three years per property.***

DO-IT-YOURSELF ROUTINE MAINTENANCE

There are two areas where a homeowner can easily improve their air conditioners efficiency; the furnace filter and the outdoor condenser.

AC Furnace Air Filter:

- Replacing your filter every 3 months will help ensure that clean air is circulating and your unit is not being overworked.

Outdoor Unit (condenser, compressor, fan):

- Be sure to disconnect the power before you clean the condenser.
- After opening the unit, vacuum the condenser fan thoroughly with a soft bristle brush attachment.
- Clean the condenser coils using a garden hose and spray nozzle.
- Clean and straighten cooling fins with a fin comb.

Air Conditioner Tune-Up Checklist

Customer MUST return completed checklist and a copy of the receipt to ERMU for rebate credit

	Assessment	Action
Air Filter Condition:.....	<input type="checkbox"/> good <input type="checkbox"/> dirty.....	<input type="checkbox"/> replaced
Cooling Coil:.....	<input type="checkbox"/> good <input type="checkbox"/> dirty.....	<input type="checkbox"/> cleaned
Condensate Tray/Line:.....	<input type="checkbox"/> good <input type="checkbox"/> partial plug.....	<input type="checkbox"/> cleaned
Refrigerant Pressures:.....	<input type="checkbox"/> good <input type="checkbox"/> low.....	<input type="checkbox"/> added coolant
Outdoor Condenser:.....	<input type="checkbox"/> good <input type="checkbox"/> dirty.....	<input type="checkbox"/> cleaned
Electrical Connections and Controls:	<input type="checkbox"/> programmable <input type="checkbox"/> static.....	<input type="checkbox"/> repairs made
Fan Motor:.....	<input type="checkbox"/> sealed bearing.....	<input type="checkbox"/> oiled
Blower Motor:.....	<input type="checkbox"/> sealed bearing.....	<input type="checkbox"/> oiled
Coolant Type:.....	<input type="checkbox"/> 410A <input type="checkbox"/> R22 <input type="checkbox"/> other	

AC Make and Model #: _____

Type:..... ☐ SEER ☐ EER ____ tons

Install Date: _____ (If not available, estimate age) _____

Recommended Repairs:

Contractor: _____ Contractor Phone #: _____

Technician: _____

Were Recommended Repairs Done? ☐ Yes ☐ No ERMU Account #: _____

Homeowner Name: _____ Homeowner Phone #: _____

Address: _____



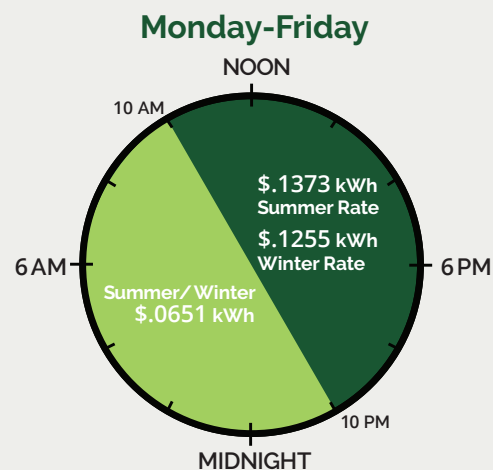
Save money every time you plug in your car!

Charge your electric vehicle (EV) at home with **100% renewable** energy! Elk River Municipal Utilities (ERMU) offers an EV charging program that features an affordable time-of-use (TOU) rate. To save even more, customers can also take advantage of a **\$700 rebate** towards the purchase and installation of a 240-volt EV charger. To learn more, review the application on the back or visit our website.

What is a Time-of-Use Rate?

With the TOU rate, you have the flexibility to charge your vehicle whenever you need. The meter dedicated to your EV charger adjusts the rate based on the time of day, or day of the week you're charging. Charging on weekends and holidays receives the \$.0651 rate at all times.

Summer rates are effective June-October, and the winter rates are applied November-May. Rates are subject to the application of any power cost adjustments.



POWER YOUR FUTURE

ELECTRIC VEHICLE CHARGER INSTALLATION REBATE APPLICATION



CUSTOMER INFORMATION

Name _____ Account # _____

Address where EV charger is installed _____

City _____ State _____ Zip _____

Phone _____ Email _____

ELECTRIC VEHICLE CHARGER INFORMATION

Manufacturer _____ Amps _____

Charger Make/Model _____ Electric Vehicle Make/Model _____

Participate in time-of-use program ☐ Yes ☐ No

I certify that my EV charger has been installed at the address listed above, and that this address represents a valid utility account.

Signature _____ Date _____

IMPORTANT:

- Receive up to a \$700 rebate towards the purchase and installation of a 240-volt EV charger for your home.
- Applicant must have ERMU electric service to qualify for the rebate. All rebates will be given in the form of a credit on your electric utility bill.
- Contact our office at 763.441.2020 before purchasing a charger to ensure that funds are still available.
- EV charger must be for on-road vehicles.
- Energy supplied to the EV service must be used for the sole purpose of electric vehicle charging. All other uses are prohibited.
- Customer is responsible for the installation of a 200-amp bypass meter socket and inspection performed by a state certified electrical inspector. Upon completion of inspection, ERMU meter technicians will install the meter.
- Submit the completed rebate application and a copy of the invoice or itemized receipt, indicating the brand and model purchased, to ERMU by mail or electronically on our website at www.ERMUMN.com.



IRRIGATION TUNE-UP REBATE

Spruce up your SPRINKLER SYSTEM and save!

Before you ramp up your landscape irrigation, be sure to spruce up your watering system. Routine maintenance can help you save a lot of money and water!

Every system owner should take time at the start of each watering season to personally **Inspect**, **Connect**, **Direct**, and **Select** their equipment.

ERMU water customers can receive a \$50 utility bill credit for getting a system tune-up from an irrigation contractor. [Find more information on the opposite side.](#)

DID YOU KNOW?



A broken sprinkler head could cost you an extra \$280 during a six-month irrigation season.



A leak as small as the tip of a ballpoint pen can waste 6,300 gallons of water.



Experts estimate as much as half of the water used outdoors is wasted by inefficient irrigation systems.



Inspect

Check for clogged, broken, or damaged sprinkler heads.



Connect

Examine connection points of heads, pipes, and hoses.



Direct

Aim sprinklers so they are applying water only to the landscape.



Select

Purchase an efficient controller suited to your watering needs.



Look for the
WaterSense Logo

TUNE-UP CHECKLIST

Submit a completed copy of this application and an invoice to receive rebate.

- ☐ **CONTROLLER** Clean, check settings, change backup battery.
- ☐ **SPRINKLER HEADS** Check for obstructions, remove dirt and debris.
- ☐ **DETERIORATION** Replace broken, leaking, and worn nozzles, valves, pipes, and other items.
- ☐ **PRESSURE** To avoid damage from a water pressure surge, open valve slowly when restoring water, and make sure pressure is within suggested operating range.
- ☐ **SPRAY** Direct sprinkler heads to avoid watering the street, sidewalk, driveway, etc.

CUSTOMER INFORMATION

Customer _____ Account # _____
Address _____
City _____ State _____ Zip _____
Phone _____ Email _____

PROFESSIONAL IRRIGATION CONTRACTOR INFORMATION

Contractor _____ Phone _____

APPLICATION INFORMATION

- This rebate is for an irrigation tune-up performed by a professional irrigation contractor.
- Contact our office at 763.441.2020 prior to purchase to ensure funds are available.
- Applicant must have ERMU water service to qualify for this rebate.
- Customer is eligible to receive a rebate once every 3 years.
- The \$50 rebate will be given in the form of a credit on the utility bill.
- Submit this completed rebate application and a copy of the invoice by mail or email at customerservice@ermumn.com.



Powering Your Home with **Renewable Energy**

Clean Energy Choice provides residential customers an affordable and convenient way to receive their electricity from environmentally friendly, renewable sources. No contracts. No equipment. You can become a sustainability leader in your community for a small increase in your electric bill.



EASY SIGN UP

Three simple options to enroll:
Call ERMU at 763.441.2020
Visit cleanenergychoice.com/elk-river
Mail in the form on the back



FIXED COST

For an additional monthly cost, a percentage of your electricity can be sourced from renewable resources.
\$3=100%, \$2=75%, \$1=50%



NO CONTRACTS

The subscription appears as a surcharge on your monthly electric bill. There is no minimum term commitment for Clean Energy Choice.

Three options to enroll in the Clean Energy Choice program

CALL ERMU at 763.441.2020

VISIT cleanenergychoice.com/elk-river

MAIL Fill out the form on the back and mail it in

FAQS AND APPLICATION

Frequently Asked Questions

What is renewable energy?

Renewable energy is generated from facilities powered by wind, solar, bioenergy, water, and more.



**CLEAN ENERGY
CHOICE**

Where does the renewable energy from Clean Energy Choice come from?

The renewable energy for the Clean Energy Choice program is supplied by Minnesota Municipal Power Agency's renewable resources. MMPA's renewable resources include: wind, solar, and biomass.

For more information please visit <http://www.mmpa.org/sustainable-energy/overview/>

How much does Clean Energy Choice cost?

Clean Energy Choice is an affordable way for residential electric customers to support renewable energy. For an additional \$3 a month, 100% of your electricity can be sourced from renewable resources. Alternatively, for \$2 a month, 75% of your electricity can be sourced from renewable resources, or for \$1 a month, 50% of your electricity can be sourced from renewable resources.

Does renewable energy flow directly to my home or rental unit?

No. The renewable energy that's generated enters into the "electric grid," so it's difficult to pinpoint exactly where the specific electricity supplying your home or rental unit originates. However, Renewable Energy Certificates (RECs) provided as part of the Clean Energy Choice program guarantee that your renewable purchases are certified renewable energy in Minnesota.

What are Renewable Energy Certificates (RECs)?

Every kilowatt-hour of renewable energy generated by MMPA is assigned a unique REC number to ensure that each unit of renewable energy is accurately tracked. The State of Minnesota also uses RECs to track renewable energy use. The Clean Energy Choice program utilizes these RECs to ensure that you are helping to support sustainable energy systems for the future.

Am I committed to a contract term?

No. The subscription appears as a surcharge on your monthly electric bill. There is no minimum term commitment for Clean Energy Choice. You can choose to unsubscribe at any time.

For more information call ERMU at **763.441.2020** or visit cleanenergychoice.com/elk-river

SIGN UP TODAY

Enroll online at cleanenergychoice.com/elk-river or send in the form below.

Please select one of the following:

50% \$1/month

75% \$2/month

100% \$3/month

Name

Utility Account #

Address

City

State

Zip Code

Phone

Email

Enroll by returning this form to: Elk River Municipal Utilities, 13069 Orono Parkway, PO Box 430, Elk River, MN 55330

By subscribing to Clean Energy Choice you are acknowledging that an incremental charge will appear on your monthly electric bill.

Providing our customers more time, more money, and more peace of mind.

You can forget worrying about due dates or late fees when you sign up for Automatic Bill Payment. With this service, regular payments will be debited from your bank account on the due date of each month, ensuring your bill will always be paid on time.

Automatic Bill Payment is designed to give you:

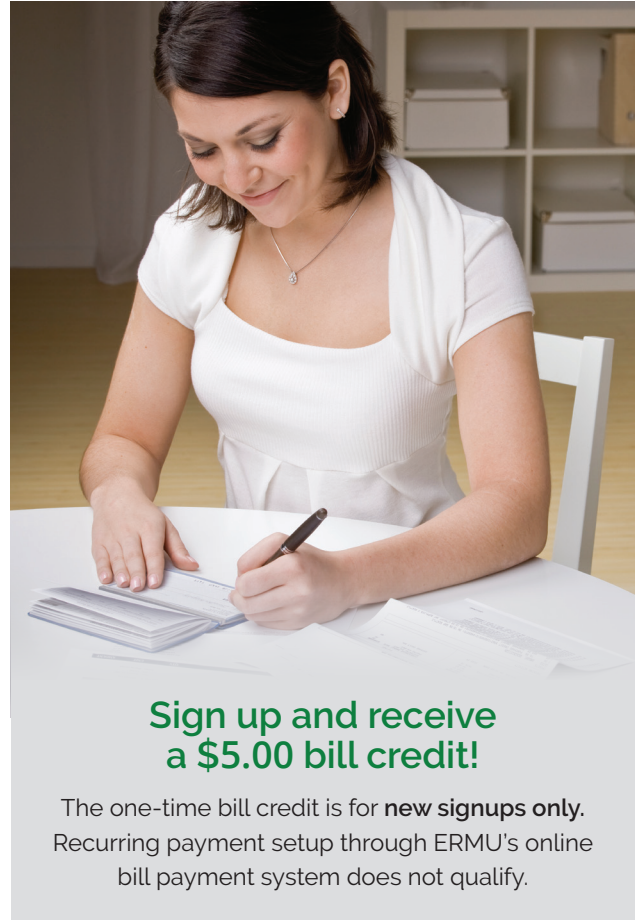
More time. You'll receive an itemized bill every month but won't need to take time to schedule the payment.

More money. You'll no longer have the cost (or hassle) of purchasing stamps.

More peace of mind. Rest assured, your bill will be taken care of on its due date.

To enroll:

- ✓ [Complete the Bank Draft Authorization Form below.](#)
- ✓ [Attach a voided check.](#)
- ✓ [Return the form and voided check to our office.](#)



**Sign up and receive
a \$5.00 bill credit!**

The one-time bill credit is for **new signups only**.
Recurring payment setup through ERMU's online
bill payment system does not qualify.

BANK DRAFT AUTHORIZATION FORM

I authorize Elk River Municipal Utilities (ERMU) to draft the full amount of my monthly utility bill from the financial institution listed below on the due date of each month (or on the first business day thereafter). I understand that ERMU reserves the right to discontinue my Automatic Bill Payment enrollment in the event a payment is returned. **PLEASE BE SURE TO ATTACH A VOIDED CHECK.**

Name _____ Account Number _____

Service Address _____ City _____ State _____ Zip _____

Phone Number _____ Email Address _____

Financial Institution _____ Routing Number _____ Bank Account Number _____

Account Holder's Signature _____ Date _____



SMART PAYMENTS

WHAT IS SMARTHUB?

SmartHub is a web and mobile app that allows you to take control of all aspects of your utility account. Pay your bill, manage your use and contact us with service issues quickly and easily online or on your mobile device.



Save time. Avoid service interruptions. Eliminate late fees.

With SmartHub, you'll be notified when your bill is due and can pay securely online or in the app, anytime, anywhere.

Sign up for automatic payments, set up your secure preferred payment method and let account management go into autopilot.

The best part is there are no additional fees for paying with a credit or debit card when you use our SmartHub payment site or the app.



SMART ENVIRONMENT



Save a tree and time.

Going paperless with SmartHub is easy. And with convenient access to your bill anytime, anywhere, doing your part to save the environment just got easier.

Access SmartHub by visiting www.ermumn.com or by downloading the app on your mobile device. Scan the QR code on this flyer to link to SmartHub in your app store.

COLD WEATHER RULE UPDATES



THE MINNESOTA COLD WEATHER RULE (CWR) WAS RECENTLY EXPANDED AND WILL NOW BE IN EFFECT FROM **OCTOBER 1ST - APRIL 30TH**. THE CWR STATES THAT DURING THAT TIME A UTILITY MAY NOT DISCONNECT SERVICE AND MUST RECONNECT THE UTILITY SERVICE OF A RESIDENTIAL CUSTOMER IF THE DISCONNECTION AFFECTS THE PRIMARY HEAT SOURCE FOR THE RESIDENTIAL UNIT AND ALL OF THE FOLLOWING CONDITIONS ARE MET:

- ✓ The household income of the customer is at or below 50 percent of the state median household income.* [See back for details].
- ✓ A customer enters into and makes timely payments under a mutually agreed upon payment agreement that considers the financial resources of the household.** [See back for details]

SOME CUSTOMERS MAY BE ELIGIBLE FOR FINANCIAL AID WITH ENERGY ASSISTANCE. TO FIND OUT IF YOU QUALIFY, SEE THE BACK FOR AGENCIES IN YOUR COUNTY.

NOTICE: Customers applying for the Cold Weather Rule must complete the Inability to Pay form available at www.ERMUMN.com.

SHERBURNE COUNTY	HENNEPIN COUNTY	WRIGHT COUNTY
SALVATION ARMY HEATSHARE		
1.800.842.7279		
TRI-CAP	COMMUNITY ACTION PARTNERSHIP	WRIGHT COUNTY COMMUNITY ACTION
888.765.5597	952.933.9639	320.963.6500
SHERBURNE COUNTY HUMAN SERVICES	HENNEPIN COUNTY HUMAN SERVICES	WRIGHT COUNTY HUMAN SERVICES
763.765.4000	612.596.1300	763.682.7414
CAER FOOD SHELF	Find more details on energy assistance and an Inability to Pay Application at www.ERMUMN.com . Make payment arrangements by contacting ERMU's office at 763.441.2020 .	
763.441.1020		

If you wish to have a third party notified of potential disconnection, please contact our office to provide that information.

RIGHTS AND RESPONSIBILITIES

*The utility may verify income on forms it provides or obtain verification of income from the local energy assistance provider. A customer is deemed to meet the income requirements of this clause if the customer receives any form of public assistance, including energy assistance that uses an income eligibility at or below 50 percent of the state median household income.

** Payments must be made according to the arrangement. If the arrangement cannot be met, please contact ERMU's office to discuss a different arrangement. If you do not meet these responsibilities, utility service may be disconnected. If you wish to dispute the disconnection, you have a right to contact our office and appeal. All appeals will be handled locally.

STORMWATER PROGRAM

WHAT IS STORMWATER?

The City of Elk River is required by the Environmental Protection Agency's Clean Water Act to obtain a Municipal Separate Storm Sewer System Permit for managing stormwater. Stormwater runoff is a leading source of water pollution and can harm surface waters such as lakes, rivers, streams, and wetlands. Management of stormwater runoff from urbanized areas is very important for restoring and protecting surface waters.

Our lakes, rivers, and wetlands help make Elk River one of the area's most livable communities.

On your utility bill statement you will see a line item for the Stormwater Utility Fee. Full details about the fee can be found at ElkRiverMN.gov/Stormwater

WHY HAS THE CITY ADDED THIS FEE?

The fee will fund the stormwater program which includes measures to comply with state and federal law. Due to the significant and ongoing cost of the program, the City Council utilized an alternative to property taxes that is fairer and more equitable, similar to a user fee.

Adding the costs of the program to the tax levy would have been a significant tax increase for property owners.

HOW MUCH WILL I BE CHARGED?

- Residential properties, including single family, duplex, and townhome units, will be charged a flat rate of \$3.90 per month if your property is connected to city water or sewer service.
- Residential properties that are **not** connected to city water or sewer service will be charged a flat rate of \$2.65 per month.
- Non-residential properties such as commercial, industrial, institutional, etc., will be charged \$28.00 per month per acre of impervious area (i.e. bituminous, class 5, roof area, etc.)



CONTACT US

Stormwater@ElkRiverMN.gov

763.635.1000

ElkRiverMN.gov/Stormwater



City Street **PAVEMENT MANAGEMENT PROGRAM**

Elk River's Pavement Management Program is a proactive and systematic approach to maintaining and rehabilitating city streets in order to maximize the lifespan of the roadway in the most cost efficient manner. Funding for the city's Pavement Management Program is generated from the collection of franchise fees. Different from many other cities, Elk River collects all needed revenue for street maintenance and reconstruction through this fee, rather than levy separate general property taxes or special assessments to secure funding.

WHAT DOES THIS COST ME?

On your monthly utility bill (electric, gas) you will see a franchise fee, charged in accordance with your property classification:

Residential - \$9 (\$5 electric and \$4 gas)

Small Commercial/Industrial - \$29

Large Commercial/Industrial - \$170

HOW DOES THIS FEE HELP EXTEND A STREET'S LIFESPAN?

The Pavement Management Program supports regular seal coating, overlays, full depth reclamation, and reconstruction projects. It is the city's goal to help facilitate a 50 to 60 year roadway lifespan. Studies have shown that without ongoing maintenance, the average life of a roadway is cut in half.

WHEN WILL MY STREET BE MAINTAINED?

Every year staff review the condition of our roadways and recommends street improvement projects for consideration by city council. These projects, and others, are outlined in the Capital Improvement Plan (CIP), which details the proposed capital expenditures for the city over the next five years.

The CIP is available for review at ElkRiverMN.gov/CIP



DID YOU KNOW?

Elk River maintains nearly 150 miles of paved city streets.

The city invests approximately \$350,000 annually for seal coating and other preventative maintenance treatments.

The city budgets for and invests \$4.5 million every two years for larger street repairs and replacements.

The city pays for all of these investments with revenue from franchise fees and state aid funding - property tax revenue is never used for these projects.