

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**

Work Continues at Field Services Facility

Crews are making progress on the Field Services Facility Expansion project, occurring at ERMU's plant near the Lake Orono Dam. After removing 10,000 cubic yards of dirt from the site, footings and foundations were set and many of the precast concrete panel walls have been placed.



This expansion and upgrade to our field services facility will improve operations by providing much needed office space and allowing ERMU to store vehicles and materials indoors year-round. And with improved operations comes improved service to our community. Work will continue through the remainder of 2021 and is expected to be completed by the fall of 2022.

For weekly updates, be sure to visit the Featured News page dedicated to this project, accessible on the home page at www.ERMUMN.com.

Public Power Week 2021



During the first full week of October, community-owned utilities in large cities and small towns across the country celebrate and share the benefits of public power. Check out what these not-for-profit power companies like ERMU are all about and join our team in celebrating community-owned and customer-focused power companies this week!

Transparency: The public has more say in public utility practices and policies than they do with private companies.

Economic Development: Public power companies create local jobs, keep revenue in town, and reduce taxes.

Low Rates: According to the U.S. Department of Energy, on average, public power customers benefit from lower electricity rates.

Reliability: Electric distribution is local and lineworkers are community members, resulting in faster response times.



DON'T THROW MONEY OUT THE WINDOW

That heated or cooled air currently escaping out of your windows is still going to show up on your energy bill. Use these steps to improve window efficiency.

Seal: Caulking with silicone or siliconized caulk is the most cost-effective way to reduce air leaks.

Layer: Attach window film and use a hair dryer to create a tight seal. You can also install glass storm windows for visibility and longer life or plastic storm windows for ease and price.

Replace: Upgrade to ENERGY STAR® windows to reduce heating and cooling loss and costs.



SIMPLE WAYS TO SAVE WATER

You can help stop the drain on this precious resource with these simple tips.

- Turn off the tap while brushing your teeth or shaving.
- Scrape dishes instead of rinsing them before loading them into the dishwasher.
- Take a shower instead of a bath and keep it under 10 minutes.
- Fix leaky faucets, toilets, and shower heads. Little drips add up!
- Do full loads of dishes and laundry.
- Look for WaterSense® labeled fixtures which are certified by the EPA.

ERMU FAQ: The Cold Weather Rule

The Minnesota Cold Weather Rule (CWR), established to protect residential heat-affected customers who are unable to pay their utility bills, was recently expanded to be in effect from October 1 - April 30. Because customers often contact us for more information about the program, we wanted to provide answers to the most frequently asked questions.



Can my electricity be shut off during the CWR?

Yes. Customers must make and keep a mutually agreed upon payment plan with ERMU to avoid disconnection.

Am I eligible for the CWR Program?

Residential customers are eligible for CWR if they meet the income guidelines and receive some form of assistance.

How can I apply for a payment plan?

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.

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 establish a mutually agreed upon payment plan.

If you have any other questions, please feel free to contact our office.

Energy Assistance

ERMU would also like customers to know that, with multiple local organizations available to provide energy 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	320.252.4552
Community Aid Elk River (CAER)	763.441.1020