

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**

Residential Solar Installation: What to Know Before You Buy

Residential Solar Photovoltaic (PV) Installation is an investment homeowners should thoughtfully consider before making a final commitment. At ERMU, we are here to help. If you're considering home installation, make an informed decision with these residential solar tips. Learn what to know about PV installation before you buy.



TIP 1: GET MULTIPLE BIDS

As with any major household purchase, it is important to get multiple bids for comparison and ask for references.

TIP 2: DETERMINE PERFORMANCE WITH THE PVWATTS CALCULATOR

With the PVWatts calculator (pvwatts.nrel.gov), homeowners can determine the performance of proposed solar PV installations by evaluating their operation and efficiency.

TIP 3: FIGURE TIME FOR RECOVERING COSTS

Determine how long it will take to recover the cost of installation. Use the total cost of your installation, along with the annual value (\$) information from the PVWatts calculator.

Apply the following formula: [Cost of Solar PV Installation] / [Annual Value (\$)] = Number of years to recover installation costs

TIP 4: OTHER CONSIDERATIONS

You may also want to keep in mind other factors, including:

- Age/condition of your existing roof
- Number of years you plan to live in the home
- Increase in insurance for the addition of a solar PV system
- How this will affect the home's resale value
- Annual maintenance costs of a solar PV system
- Years of warranty for solar equipment

TIP 5: TRY ALTERNATIVE CLEAN ENERGY PROGRAMS

If you are committed to supporting renewable energy but are not sure if you should move forward with solar PV installation, we have options. You may want to consider ERMU's Clean Energy Choice program. Customers can elect to have 50, 75, or 100 percent of their electricity come from environmentally friendly, renewable sources for only \$1 to \$3 per month. This program is affordable and predictable, and you can subscribe or cancel anytime.

ERMU IS HERE TO HELP

When it comes to photovoltaic (PV) installation, we hope these residential solar tips provided insight to help you make an informed decision. At ERMU, we support homeowners finding alternative energy sources and are here to help our customers in making informed decisions. Please contact us if you have any questions.



BUDGET BILLING PROGRAM AVAILABLE

Signing up for ERMU's Budget Billing program gives customers the comfort of knowing how much their bill will be for each of the next 12 months, even during high usage periods like summer and winter when customers usually see peaks caused by cooling and heating.

If you are thinking about joining the Budget Billing program, don't hesitate to call the ERMU office. Our customer service department is happy to provide details about the program and an estimate.



MOVING OUT?

Customers who are moving should contact ERMU to have their account properly processed and closed or transferred to their new address if it is within our service area.

By confirming your stop service date and providing your new address, you can be sure that you won't be leaving an unpaid bill or be stuck paying for the next resident's usage.

ERMU Receives National Award for Reliability

ERMU has been nationally recognized with the Certificate of Excellence in Reliability for 2021 by the American Public Power Association (APPA) for dependable electric service, based on data collected from over 500 public power utilities.

ERMU was one of 199 electric utilities that earned this distinction with an outage time of only 18.88 minutes averaged out over our 13,038 customers, while the national average is 136 minutes. "It's encouraging to see—once again—that public power's track record for providing highly reliable service is backed up by the data," said APPA Vice President of Operations and Technical Services Alex Hofmann. "These communities should be proud of their local power providers and appreciate the hard work that goes into earning this recognition."

ERMU's dedicated employees are focused on carrying this standard of performance into 2022 and supporting our vision to provide exceptional services and value to customers.



Schmertman Named Tom Bovitz Scholarship Winner



ERMU is proud to announce that Brock Schmertman is the recipient of the 2022 Tom Bovitz Memorial Scholarship, awarded in partnership with the Minnesota Municipal Utilities Association. Brock, a senior at Elk River High School, wrote a thoughtful and well-researched essay on the importance of municipal utilities, which was selected as ERMU's local winner. He then went on to place fourth in a very strong statewide competition, earning a total of \$1,000 toward his post-secondary education! His essay, "Municipal Utilities: Good For All of Us" can be found on our website.

Two Great Ways to Save

HVAC Rebates: Did you know that over half of the energy used in your home goes to heating and cooling? When the time comes to update your HVAC equipment, ERMU makes the smart choice an easy one. Residential customers can receive rebates toward the purchase of energy efficient HVAC equipment and enjoy reduced energy costs for years to come. Welcome to your comfort zone! Learn more in the Programs and Rebates section of our website.

Wi-Fi Thermostat Rebate: A Wi-Fi thermostat offers temperature control, in-depth reporting, alerts, and energy savings all at the touch of a button. ERMU offers a \$40 rebate to residential electric customers for a Wi-Fi-compatible thermostat. **Connect to comfort today! Visit our website for more information.**

