

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**

Public Power Week 2022

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 local 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.

Customer Service Week 2022



The first week in October also highlights another crucial department at ERMU. Each member of our customer service staff takes pride in providing knowledgeable and thorough support to the customers they work with. They are a dedicated team of experts who uphold our values in quality and communication to the highest standards.

ERMU General Manager Receives Service Award

On August 23, 2022, the Minnesota Municipal Utilities Association (MMUA) recognized winners of the association's annual awards for exemplary supporters of hometown power. Among the award recipients was ERMU General Manager Theresa Slominski. Ms. Slominski received the 2022 Community Service Award, which is presented to an individual who has performed long and well in support of a municipal utility at the local level.



Award winners were chosen by MMUA's Nominations and Awards Committee. Award recipients were acknowledged at the 2022 MMUA Summer Conference.



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.



LAKE ORONO DAM INSPECTION

ERMU will conduct its annual inspection of the Lake Orono Dam on Wednesday, October 5.

This required inspection, which helps to ensure the integrity of the structure, will involve lowering the Lake Orono water level by 30 inches.

Water levels usually return to normal within a few days after the inspection.

Fun fact: The first dam was built in 1851 by Ard Godfrey, a native of Orono, Maine, and was re-built in 1916 and again in 1980.

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. This applies to residential customers only, including senior citizens and families with young children.

Am I eligible for the CWR Program?

Residential customers who have electric as their primary heat source are eligible for CWR if they meet the income guidelines (combined income at or below 50% of the state median income) 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) and contact ERMU to set up a mutually agreed upon payment plan.

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.

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:



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| 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 | 1.800.842.7279 |
| Community Aid Elk River (CAER) | 763.441.1020 |