

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**

ERMU Recognized as Reliable Public Power Provider

Elk River Municipal Utilities has earned a Reliable Public Power Provider (RP3) platinum level designation from the American Public Power Association for providing reliable and safe electric service.

The RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. ERMU joins 271 public power utilities nationwide that hold the RP3 designation.



"We couldn't be prouder to be honored with this designation. This is a culmination of a lot of work from a lot of people who really care about providing safe, reliable power to our community. But this designation is not a final destination. ERMU is committed to continuously looking for ways to improve our operations and service to our customers."

- Mark Hanson, General Manager

Representatives from ERMU in Washington, D.C.



Pictured: Commissioner Mary Stewart, U.S. Senator Amy Klobuchar, and General Manager Mark Hanson

ERMU General Manager Mark Hanson, Conservation & Key Accounts Manager Tom Sagstetter, and Commissioner Mary Stewart recently attended the American Public Power Association Legislative Rally in Washington, D.C. The conference included sessions on the energy tax provisions of the Inflation Reduction Act and individual meetings with Minnesota Representatives and Senators to discuss concerns, ask questions, and highlight the benefits of hometown utilities.

Drinking Water Week is May 7-13

For more than 40 years the American Water Works Association and its members have celebrated Drinking Water Week - a unique opportunity for both water professionals and the communities they serve to recognize the vital role water plays in our daily lives. For ERMU customers, this essential resource relies on eight wells, six treatment plants, four water towers, nearly 120 miles of water main, more than 1,300 fire hydrants, and just under 3,000 valves. Our community is fortunate to have access to naturally filtered water as our wells are supplied from the Mount Simon-Hinkley Aquifer. ERMU is committed to conserving and protecting our excellent water source so high-quality drinking water is there when you need it.



**Drinking
Water
Week 2023**
May 7-13, 2023



SPRING PROJECTS? CALL BEFORE YOU DIG

Whether it's a small project or a large home improvement, every digging project should begin with a call to 811, the national call-before-you-dig phone number.

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.

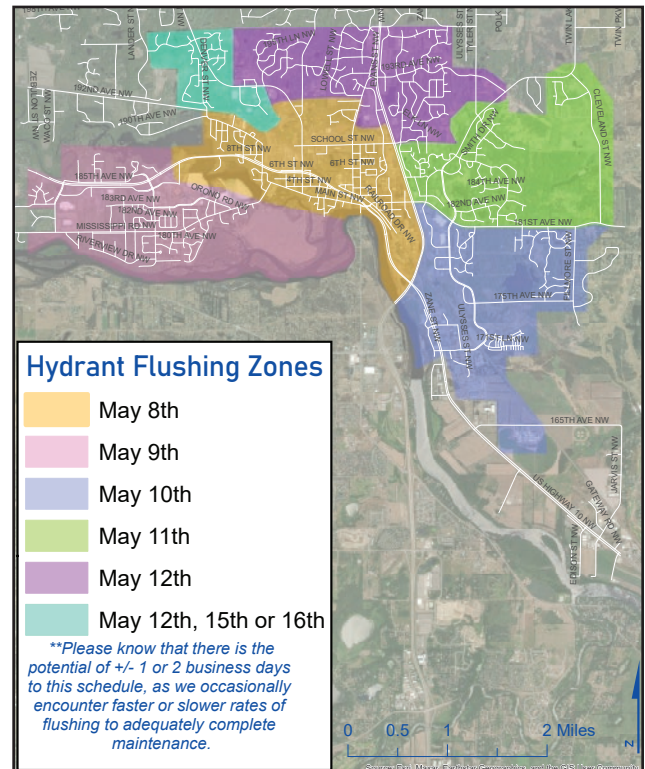


Hydrant Flushing Scheduled May 8-16

Spring has sprung, which means Elk River Municipal Utilities employees will be flushing all of the city's 1,300 fire hydrants beginning the week of May 8.

Hydrant flushing serves as a preventative maintenance activity, ensuring all hydrants, valves, and water mains are in good working order when needed. The high-pressure release of water from a hydrant also helps clear any sediment or debris that has accumulated in the pipes over the low-use winter months, which improves water quality and overall system reliability.

While your hydrants are being flushed, please refrain from using water, if possible. This will help avoid drawing discolored water into your home. We thank you in advance for your patience while we conduct this important maintenance.



AC Tune-Up Program Rebates Available

An air conditioner needs frequent maintenance to assure a long life and optimum performance. With ERMU's AC Tune-Up Program, electric customers can receive up to a \$75 bill credit toward the cost of a tune-up by an HVAC professional. Benefits of an air conditioner tune-up include:

- **Efficiency.** A tune-up can increase your unit's efficiency by up to 15 percent.
- **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 ensure that your system lasts longer.
- **Reduced costs.** Using an air conditioner that is not operating properly will result in higher energy bills. Having to purchase a new unit prematurely because of poor maintenance is also costly.

For program details or to download a rebate application visit our website at ERMUMN.COM.

