

## 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 Hosting Open House on August 24

Elk River Municipal Utilities (ERMU) is hosting an open house on Thursday, August 24 from 4-8 p.m. at its recently constructed field services building, located at 1435 Main Street, Elk River.

Guests can tour the facility and learn from staff about the electric and water services ERMU provides to the community. This event is intended for all ages as there will be interactive demonstrations, trucks on display, educational booths, and games.



"We are excited to share the future of ERMU service with our community," said Utilities Commission Chair John Dietz. "As a public power and water utility, every action we take is focused on providing residents the affordable, quality service they expect, and that was our goal with this building."

Dietz added, "When we began planning for this project, ERMU faced a growing service territory with facilities that had met both maximum capacities and lifespans. With this building we have enhanced our operations area, created secure storage for equipment and vehicles, and taken advantage of bonding interest rates that reached a 50-year low in early 2021."

Major construction of the new field services facility began in June of 2021 and was completed in September of 2022.

For more details on the open house, visit [ERMUMN.COM](http://ERMUMN.COM).

## Murphy Named Tom Bovitz Scholarship Winner

We are proud to announce that Natalie Murphy is the local winner of the 2023 Tom Bovitz Memorial Scholarship, awarded in partnership with the Minnesota Municipal Utilities



*Pictured with Ms. Murphy from left to right are Commissioners Mary Stewart, Nick Zerwas, John Dietz, Matt Westgaard, and Paul Bell.*

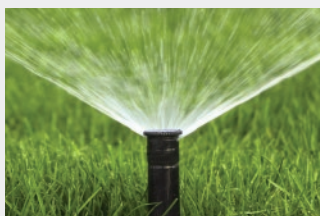
Association. Natalie, a senior at Elk River High School, wrote a terrific essay illustrating the important role municipal utilities have played in her life and her community.

Natalie's essay has advanced to the statewide competition for a chance to earn an additional scholarship award. Her essay, "The Importance of Municipal Utilities" can be found on our website.



## WATER QUALITY REPORT

Your annual Water Quality Report has information on where your water comes from, how ERMU protects it, and the results of water samples taken in 2022. Customers can find the report on our website. Physical copies of the report are available upon request.



## WATERING RESTRICTIONS

The City of Elk River's Code of Ordinances establishes the following permanent restrictions on public water use:

- No sprinkling allowed between 10 a.m. and 6 p.m.
- Lawn sprinkling is only permitted on odd/even days in coordination with the property's address number.

These restrictions help ensure adequate water supplies to meet the health, safety, and welfare needs of our community.

## ERMU Receives National Award for Reliability

The Certificate of Excellence in Reliability, which is awarded by the American Public Power Association (APPA), recognizes ERMU for its dependable electric service in 2022.

Based on data collected from over 500 public power providers, ERMU was one of 221 electric utilities that earned this distinction, with an outage time of only 13.29 minutes averaged out over our 12,955 customers; the national average is 140 minutes. "It's encouraging to see year after year that public power's track record for providing highly reliable service is backed up by data," said APPA Director of Research and Development Paul Zummo. "These utilities are the best of the best when it comes to keeping the lights on."

Our dedicated employees are focused on carrying this standard of performance into 2023 and supporting our vision to provide exceptional services and value to customers.



## One Less Worry with Automatic Bill Payment Options



**New signups to Automatic Bill Payment or SmartHub's Auto Pay Program will receive a one-time \$5.00 bill credit!**

There are two great tools to make managing your ERMU account quick and easy.

**Automatic Bill Payment** schedules payments from your checking or savings account each month, ensuring your bill will always be paid on time.

**SmartHub's Auto Pay Program** allows you to schedule payments using a credit or debit card. With SmartHub you can also check your energy usage, communicate directly with our customer service representatives, and much more.

Go to [My Account](#) at [ERMUMN.COM](#) and see which account management option is right for you!

## AC Tune-Up Rebates Available Now

Customers benefit three ways with an AC Tune-Up! Your equipment will run more efficiently and last longer, and you can also receive a rebate from ERMU.

