

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 2023

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. Read on to learn what hometown power companies like ERMU are all about and join our team in celebrating community-owned and customer-focused power companies this week!



ERMU electric department staff

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 2023



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 Commissioner Receives Community Service Award



Chair John Dietz (center), ERMU commissioners, and staff

On August 22, 2023, the Minnesota Municipal Utilities Association (MMUA) recognized winners of the Association's annual awards for exemplary contributors to the success of hometown utilities in the state. ERMU Commission Chair John Dietz was among the award recipients, receiving the 2023 Community Service Award. Chair Dietz was recognized as a longtime leader for the improvement and preservation of all of Elk River's services including water, electricity, and city facilities. Award winners were chosen by MMUA's Nominations and Awards Committee. Award recipients were acknowledged at the 2023 MMUA Summer Conference.



ERMU OPEN HOUSE SUCCESS

Thank you to all who attended the ERMU Open House on Thursday, August 24. "This was a great opportunity for us to connect with the community while showcasing the new field services building," says General Manager Mark Hanson. "We were excited to see large crowds brave the warm weather to meet their hometown utility team."



LAKE ORONO DAM INSPECTION

ERMU will conduct its annual inspection of the Lake Orono Dam on Wednesday, October 4.

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.

COLD WEATHER RULE Information



The Minnesota Public Utilities Commission has issued the Cold Weather Rule (Minnesota Statutes, Chapter 216B.097) as published by the Minnesota Legislative Session Law 2021. The rule provides that from October 1 to April 30, ERMU cannot disconnect a residential customer for non-payment if they enter into, and keep current, a mutually agreed upon payment arrangement. If a customer chooses not to assert their right or enter into a payment arrangement, the customer's service may be disconnected. 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 (October 1 - April 30)?

Yes. Customers must make and keep a mutually agreed upon payment arrangement 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 arrangement?

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 arrangement.

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 arrangement.

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 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	1.800.842.7279
Community Aid Elk River (CAER)	763.441.1020