



GO GREEN, SAVE GREEN WITH ERMU

Saving money, decreasing energy usage, and conserving resources has never been easier with programs and rebates from ERMU. Take a closer look at the many ways residential and commercial customers can save.

RESIDENTIAL

- > AC Tune-Up
- > Energy Efficient Appliances
- > Electric Vehicle Charger
- > HVAC
- > Irrigation Tune-Up
- > Water Conservation

COMMERCIAL

- > Lighting
- > HVAC
- > VFD and ASD Drives
- > Other Equipment
- > Custom Grants

Click the "Programs & Rebates" tab at ERMUMN.COM to learn more or simply scan the QR code below.



ERMU Begins a New Era of Service

Elk River Municipal Utilities is excited to announce the start of the Advanced Metering Infrastructure (AMI) project. The AMI project will involve installing new electric and water meters throughout our entire service territory. The new equipment will allow us to provide improved service, operational efficiencies, and better billing information.

ERMU will begin installing the new smart meters in spring of 2024. Due to the unique features of each type of installation, they will be installed by neighborhood with the assistance of a third-party vendor. Installation details will be available at ERMUMN.COM throughout the project.

With communication as one of our core values, ERMU will provide customers with timely updates primarily through our website, social media, and newsletters. Additionally, our customer service representatives are available to assist you with any questions you may have during regular business hours (8:00 a.m. - 4:30 p.m.) at 763.441.2020.



"We are very excited to announce that ERMU's Advanced Metering Infrastructure (AMI) project is moving forward after years of careful planning and preparation. AMI will no doubt add another important chapter to ERMU's rich history of bringing exceptional service to our valued customers."
- Mark Hanson, General Manager

Save Money and Time with SmartHub

SmartHub is a web and mobile app that allows you to take control of all aspects of your utility account. Pay your bill, set up automatic payments, manage your use, and contact ERMU with service issues quickly and easily online or on your mobile device.

Detailed graphs available through SmartHub allow you to monitor your utility usage 24/7 and track your consumption. This can help you find ways to reduce your usage and save.

Additionally, SmartHub's Auto Pay Program helps you save time, avoid service interruptions, and eliminate late fees by allowing you to set up automatic payments using your preferred method (credit, debit, checking, or savings) while still letting you view your itemized bill.

To learn more about the many benefits of managing your ERMU account with SmartHub simply search "Manage Your Account" at ERMUMN.COM.



SMART MANAGEMENT
SMART USAGE
SMART SAVINGS



WINTER TREE TRIMMING

Each year, ERMU field staff and contractors trim tree branches to reduce the chances of interference with power lines, which can cause outages and dangerous situations.

The work is typically done in the winter, after the leaves have fallen, because it is easier to see the structure of each branch and make minimal cuts. The cold temperatures help prevent diseases and parasites from entering freshly cut limbs.

To learn more search "Tree Trimming" at ERMUMN.COM.



DOWNLOAD RECYCLE COACH

Do you find yourself always wondering when your recycling gets collected or what items are recyclable? Get answers by downloading the Recycle Coach app today.

The Recycle Coach app is a handy suite of tools provided by the City of Elk River that will make you a pro-recycler!

Safety Tips to Protect Against Utility Scams

Utility scammers work year-round, although the Better Business Bureau reports that most scam-related activity occurs in peak winter and summer months when homeowners rely on heat or air conditioning. Scammers may act via telephone, email, or even in person. Knowing the official processes and procedures that ERMU follows when working with customers will give you confidence that your account is being appropriately managed and that your information is secure. Protect yourself with these tips and reminders:



- ▶ ERMU does not do immediate disconnections. Before disconnecting any service, we will mail letters, send automated phone calls, and discuss payment arrangements. We do not disconnect during evening hours or on weekends.
- ▶ An ERMU representative will never ask you to verbally provide banking information. All payments over the phone occur on an automated line, using your keypad.
- ▶ ERMU does not accept gift cards or prepaid debit cards for bill payment. Instructions to pay by prepaid debit or wire transfer are a red flag.
- ▶ Do not rely on Caller ID, even if it shows the name of your utility company. Scammers can "spoof" line identification to make it appear as though the call is originating from ERMU.
- ▶ Delete all suspicious emails that demand immediate verification of personal information. Do not click on any included links.
- ▶ Set up a SmartHub account for the ability to confirm your account status 24/7.
- ▶ Any contact that is proven to be a scam should be reported to the police.
- ▶ Remember, if you receive a phone call and you're unsure whether you are talking to an actual ERMU representative, hang up and call 763.441.2020.

ERMU Recognized as Smart Energy Provider

ERMU joins less than 100 public power utilities nationwide in earning a Smart Energy Provider (SEP) designation from the American Public Power Association (APPA). This honor recognizes ERMU's commitment to and proficiency in initiatives that support the goal of providing safe, reliable, low-cost, and sustainable electric service. Kris Sellstrom, chair of APPA's Energy Innovation Committee, presented the designations on November 13 in San Antonio, Texas during APPA's annual Customer Connections Conference.

The SEP designation, which lasts for two years (December 1, 2023 to November 30, 2025), recognizes public power utilities for demonstrating leading practices in four key disciplines: smart energy program structure; energy efficiency and distributed energy resources programs; environmental and sustainability initiatives; and customer experience. This is the third time ERMU has earned this recognition.



**SMART
ENERGY
PROVIDER**

American Public Power Association