

CUSTOMER connection

Ideas, Advice and News from Minnesota Energy Resources

MAKING A REAL DIFFERENCE for firefighters

our commitment TO COMMUNITY AND THE ENVIRONMENT

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811

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April 2011

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To make a difference and help the Park Rapids Fire Department respond to calls, Minnesota Energy Resources donated money for a combustible gas indicator (CGI) and calibration unit. A CGI detects and measures combustible gases and vapors in the air, and the calibration unit keeps the indicator working accurately.

Local fire departments that respond to CO calls use a CGI to determine air quality in a home and pinpoint where any detected gas is coming from. But for a volunteer fire department, coming up with the funds to purchase this equipment can be difficult. That's why Minnesota Energy Resources decided to help.



Minnesota Energy Resources' support for the Park Rapids Fire Department is part of our larger commitment to organizations that are making a real difference in the communities we serve. Sponsorships focus on three areas: Community and Neighborhood; and Health and Human Services.

You can read more about community and environmental programs supported by Minnesota Energy Resources in *Real Differences*, a report available at minnesotaenergyresources.com.

FREE energy-saving water conservations kits ORDER YOURS TODAY

Minnesota Energy Resources is offering all qualified* residential customers **FREE** Water Conservation Kits. The kits include low-flow showerheads, along with kitchen and bathroom faucet aerators. These items are easy to install, which means you can begin saving on your home's water heating costs right away.

Register to receive your **FREE** water conservation kit today by visiting minnesotaenergyresources.com/home/water_conservation.aspx.

See the Savings!

Item	Average Annual Energy Savings	Average Annual Water Savings
Low-Flow Showerhead	20 Therms Per Year 10% Savings	7,300 Gallons Per Year 40% Savings
Kitchen Faucet Aerator	8 Therms Per Year 4% Savings	15,600 Gallons Per Year 50% Savings
Bathroom Faucet Aerator	5 Therms Per Year 2.5% Savings	3,900 Gallons Per Year 75% Savings

* Customers must have a natural gas water heater in order to qualify.



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Customer Connection
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minnesotaenergyresources.com

Buried Lines, We've Got Your Number.

Call 811 to find out where buried power and gas lines are BEFORE you dig. It only takes a moment and could save a life.



Think Spring Safety! April Is National "Call Before You Dig" Month

Take a second for safety.



FLOOD WATCH

With the large amount of snow that fell this winter, the ground in our area is saturated with moisture. With spring rains on their way, make sure you know how to stay safe should flooding occur in your home.

- **Safety First.** Avoid going into a flooded basement or stepping into the water. Be sure to have the natural gas and electricity turned off, preferably at the meter, by calling your utility companies or your local fire department.
- **Dry Up.** Drain the area using either a gasoline-powered water pump located outside your home or an electric pump connected to an electrical source not impacted by the flood waters.
- **Use Your Nose.** If you smell natural gas, leave immediately. Leave doors and windows open, do not operate gas or electric appliances and call Minnesota Energy Resources' 24-Hour Gas Emergency number at 800-889-4970.
- **Check It Out.** Hire a contractor to inspect everything exposed to floodwater. This is especially important for gas or electric appliances such as furnaces, hot water heaters and dryers. Utilities will usually not restore service unless these items have been inspected and are safe for your use.

For more safety tips and resources, visit us online at minnesotaenergyresources.com.

ENERGY REBATES ARE EASY!

information and rebate forms are ready online

You could get a single rebate of \$350 or combine for even more by purchasing and installing high-efficiency, energy-saving equipment or updates in your new or existing home. It's Minnesota Energy Resources' Residential Rebate program, and it's your chance to save money and energy.

Visit minnesotaenergyresources.com to find rebate application forms and more information.



* Click on Saving Energy under the For Homes tab to see all of our updated Rebates and Programs information.

minnesotaenergyresources.com

BUSINESS corner

ONLINE RESOURCES
to help your business manage energy use

Using natural gas efficiently can help businesses manage energy costs, but finding information about energy efficiency can sometimes be difficult.

That's why Minnesota Energy Resources has posted business-specific tips and suggestions on its website at minnesotaenergyresources.com/business/saving.aspx. Business owners and managers can find a wide range of resources there about energy management, including:

Business-specific advice. Spring and summer are great times to make property improvements that will boost energy efficiency next winter. To make it easy, we've organized information on our website by specific business segments. Look under **Saving Energy** for a section called **Business-Specific Advice**, where you'll find information for grocery stores, retail establishments, restaurants, schools, congregations and other businesses and organizations.

Equipment advice. In addition to general tips, customers will find specific information about equipment. Information is available on purchasing insulation, HVAC equipment, lighting and more. There's also information about keeping existing equipment running efficiently.

Energy-saving audits. Learn how your business uses energy and how you can help reduce your business' energy bills by being more efficient.

Energy-saving rebates. Minnesota Energy Resources offers a variety of rebates and other programs to help you save energy at a reasonable payback.

