

ROCHESTER PUBLIC UTILITIES

# Plugged In

December 2020

RPU Recognized for  
**Exceptional**  
*Water Utility*  
Performance

Pg 2



**rpu**   
we pledge. we deliver®



## Changes to RPU Plugged In for 2021

Since September 2011, we have delivered RPU *Plugged In* to all our customers via mail and on the RPU website each month. Starting next month, RPU *Plugged In* will be going to a bi-monthly publication. The same great information that you have come to expect from *Plugged In* will continue to be incorporated along with photos of projects that we are working on, current RPU events, and tips to help save energy, water, and money!

We hope you continue to find value in RPU *Plugged In*, and we will continue to do our best to keep making it relevant to how you interact and receive communication from RPU.



**ASSOCIATION OF  
METROPOLITAN  
WATER AGENCIES**

**Gold Award**  
for  
Exceptional Utility  
Performance

### RPU Wins AMWA's 2020 Gold Award for Exceptional Utility Performance

The Association of Metropolitan Water Agencies (AMWA) management awards recognize the exceptional performance of public drinking water utilities where management vision and employee commitment create sustainable utilities producing ample supplies of clean, safe drinking water.

This year, AMWA awarded the Gold Award for Exceptional Utility Performance to Rochester Public Utilities (RPU).

*Congratulations to RPU's water utility team for earning this honor!*



Note: Photo taken before COVID-19 restrictions.



**Coming Soon!**

# Residential Time-of-Use Rate Pilot Program

If you are an RPU customer that uses a significant amount of electricity during late night or early morning hours typically, our Time-of-Use (TOU) Rate Pilot Program may be an option for you.

Under the direction of the RPU Board, RPU staff have studied and developed a pilot program that charges customers a different rate (per kWh) based on what time of day they use it. RPU buys its electricity from a regional energy market and that price for electricity, oftentimes, is cheaper for RPU to buy during off-peak times, such as late night or early morning. With TOU rates, customers who can shift their electric load and usage to off-peak times (see table below), can pay a lower rate for that usage and save money on their bills.

Large appliance usage, electric vehicle charging, and air-conditioning use are all examples of loads that could be used during off-peak times to take advantage of the off-peak rate.

<b>RATE:</b>	
<b>Customer Charge:</b>	<b>\$18.30</b>
<b>Energy Charge:</b>	
<b>Non-Summer Energy:</b>	
Super-peak Energy / Kwh:	13.91¢
On-peak Energy / Kwh:	13.91¢
Off-peak Energy /Kwh:	7.06¢
<b>Summer Energy:</b>	
Super-peak Energy / Kwh:	28.80¢
On-peak Energy / Kwh:	17.13¢
Off-peak Energy /Kwh:	7.05¢

**Definition of Season:** Summer months are June through September. Non-summer months are January through May, and October through December.

**Definition of Super-Peak Energy:** All energy used by the customer between the hours of 4pm and 8pm (4 hours), Monday through Friday.

**Definition of On-Peak Energy:** All energy used by the customer between the hours of 8am and 4pm (8 hours), and between the hours of 8pm and 10pm (2 hours), Monday through Friday.

**Definition of Off-Peak Energy:** All energy used by the customer for all other hours, including weekends and holidays.

## Benefits of TOU and Things to Note

Benefits of a TOU rate for residential customers of RPU:

- ✓ Lowers the daytime spike when customers shift their energy usage to off-peak.
- ✓ Helps to reduce the pressure on the electric grid and distribution infrastructure.
- ✓ Provides customers with flexibility and incentive for usage.

The TOU Rate Pilot Program is limited to the first 200 residential customers that sign-up and qualify for the program.

Things to note regarding the TOU Program:

- ✓ Open to customers on standard residential rate.
  - Customers with distributed energy resources are eligible.
  - Customers on dual fuel or high-efficiency HVAC rates are not eligible.
  - Budget Billing is not available with this rate.
- ✓ No bill adjustments will be made.
- ✓ Opt-in, with the ability to leave with no penalty.
  - Customer must give a 45-day notice.

If you have further questions or are interested in signing up for the program, contact RPU Customer Relations at [TOUPilot@rpu.org](mailto:TOUPilot@rpu.org) or **507.280.1500**.

# Is an Electric Vehicle (EV) Right for You?

## Why consider an electric vehicle (EV)?

### Economics

- Because EVs cost less to operate and maintain, lifetime costs are lower.
- Because electricity is produced domestically means that America relies less on imported fuels.

### Fun to Drive

- Because electric motors respond instantly providing full torque from standstill. Electric cars typically accelerate far faster and smoother than gas-powered cars.

### Environment

- Because Plug-In Hybrid Electric Vehicles (PHEV) and Battery Electric Vehicles (BEV) produce no tailpipe emission.
- Because even with the current electric grid, BEVs produce less overall carbon dioxide than fossil fuels and as the grid gets cleaner this will only get less.

## What is the cost and availability of models in our area?

The selection of electric vehicles (EV) and crossovers has never been greater. The availability in our area is currently more limited, but as interest in EVs continues to grow, more models are entering the market every year and availability is expected to grow. Here is a resource to find a current list of EVs and price ranges available in the Midwest area and the United States: Visit [www.EVInfoList.com](http://www.EVInfoList.com) to learn more.

## Where can I charge my vehicle?

Most of the charging happens at home because it is the most convenient and affordable way to charge. Public charging is available when you are on the road or if your workplace happens to provide workplace charging.

### Charging at Home:

Home charging accounts for about 85% of all charging done by EV



drivers. You can leave with a full tank every day.

- **Level 1 charging standard 120V plug**
  - > Works well if you drive less than 30 miles per day.
- **Level 2 charger 240V**
  - > Level 2 chargers can charge up to seven times faster than a Level 1.
  - > They require a 240V source of electricity, like an electric dryer.

### Charging in Public:

- **Level 2**
  - > Provides charging capabilities up to 10 kilowatts (KW).
- **DC Fast charging**
  - > Some DC fast chargers can charge up to 80% in 15 minutes.
  - > Charging capabilities from 25-150KW.

## RPU Electric Vehicle Owners Club

Rochester Public Utilities (RPU) is charged up about electric vehicles (EV). We want to learn more from you to see how RPU can best help foster the growth of EV's. Also, since this is new electric load, there are uncertainties about how this will impact our electric infrastructure. By learning from you, we can determine how we can best plan for the future with keeping the reliability high and rates low for everyone.

### Benefits for club members:

- Receive a \$25 bill credit!
- Share your input and help RPU understand EV owner's needs.
- Be the first to hear about special RPU EV happenings.
- Connect with other EV owners through community events.
- Share your EV experience.

### EV club qualifications:

- Must be an active RPU residential customer.
- Own or lease a qualified electric vehicle.
- Complete the form and a follow up survey.
- Submit a copy of your Minnesota Automobile registration.

To find public charging stations, go to [www.plugshare.com](http://www.plugshare.com).

See enrollment form on page 5.



# ELECTRIC VEHICLE OWNERS CLUB

## SIGN UP AND POCKET \$25\*

SPONSORED BY ROCHESTER PUBLIC UTILITIES

Rochester Public Utilities (RPU) is charged up about electric vehicles (EV). We want to learn more from you to see how RPU can best help foster the growth of EV's. Also, since this is new electric load, there are uncertainties about how this will impact our electric infrastructure. By learning from you, we can determine how we can best plan for the future with keeping the reliability high and rates low for everyone.

### Benefits for club members:

- Receive a \$25 bill credit! \*
- Share your input and help RPU understand EV owner's needs
- Be the first to hear about special RPU EV happenings
- Connect with other EV owners through community events
- Share your EV experience

Receive  
**\$25**  
Just for  
signing up!\*

### EV club qualifications:

- ✓ Must be an active RPU residential customer
- ✓ Own or lease a qualified electric vehicle\*\*
- ✓ Complete this form and a follow up survey
- ✓ Submit a copy of your Minnesota Automobile registration\*\*\*



Scan here to access the  
Follow-up Survey

\*Funds are received in a form of a one-time RPU bill credit. \*\*Only vehicles licensed as EV (all electric) or PHEV (Plug-in Hybrid Electric Vehicle) that can travel on the freeway at highway speeds are eligible. RPU reserves the right to determine eligibility. \*\*\*Vehicle must be registered at same address as your RPU residential account address.

### PLEASE FILL OUT THE FOLLOWING FORM, AND SUBMIT TO ROCHESTER PUBLIC UTILITIES:

RPU customers are eligible to receive one bill credit per vehicle. Please complete this form for each EV.

<b>Vehicle Information:</b>	<input type="checkbox"/> EV    or <input type="checkbox"/> PHEV	Make	Model/Year
<b>Home Charger:</b>	<input type="checkbox"/> Level 1 <input type="checkbox"/> Level 2 <input type="checkbox"/> Both	Charger Brand	When did you start at-home charging for this vehicle? (Month/Year)

Customer Name	Account Number		
Address	City	State	Zip Code
<input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> Other	Email Address		

Besides the follow up survey, may we contact you regarding topics related to EVs, energy efficiency, and share your information with other EV Club Members?     Yes     No



#### MAIL OR DROP-OFF COMPLETED FORM TO:

Rochester Public Utilities, 4000 East River Road NE, Rochester, MN 55906

OR EMAIL: [rpu\\_marketing@rpu.org](mailto:rpu_marketing@rpu.org)



# Celebrate with Savings!

**BUY ENERGY EFFICIENT HOLIDAY LIGHTS  
OR DECORATIONS & APPLY FOR A REBATE:**

- Purchase new LED holiday plug-in (not battery or solar operated) lights and decorations by December 31, 2020.
  - Complete the back of this page and submit it to your utility:
    - by March 31, 2021
    - with original sales receipt
    - with packaging showing the LED logo and number of lights per string (one package per type).
  - Rebate is limited to 50% of LED string or package cost, tax excluded, up to maximum amounts listed below.

**Customer Name**

---

Mailing Address                      City                      State              Zip

**Installation Address (if different from above)**      **City**      **State**      **Zip**

Home  Cell  Other: \_\_\_\_\_  
Contact Phone # (with area code)

---

Residential       Commercial

(Rebates under \$75 will be applied to your account.)

A Date Purchased (MM/DD/2020)	B Lamp Size	C # of Lamps per String	D Cost per Package	E Qty of Packages	F Total Cost of Packages (D x E)	G Rebate Amount	H Total Rebate (F x G) (up to max amounts*)	I OFFICE USE ONLY
____/____/2020	<input type="checkbox"/> Mini <input type="checkbox"/> Other		\$		\$	50%	\$	\$
____/____/2020	<input type="checkbox"/> Mini <input type="checkbox"/> Other		\$		\$	50%	\$	\$
____/____/2020	<input type="checkbox"/> Mini <input type="checkbox"/> Other		\$		\$	50%	\$	\$
____/____/2020	<input type="checkbox"/> Mini <input type="checkbox"/> Other		\$		\$	50%	\$	\$
____/____/2020	<input type="checkbox"/> Mini <input type="checkbox"/> Other		\$		\$	50%	\$	\$
____/____/2020	<input type="checkbox"/> Mini <input type="checkbox"/> Other		\$		\$	50%	\$	\$
____/____/2020	<input type="checkbox"/> Mini <input type="checkbox"/> Other		\$		\$	50%	\$	\$
<b>GRAND TOTAL</b>							\$	\$

### **Rochester Public Utilities**

Attn: Rebate Processing  
4000 E River Rd NE  
Rochester, MN 55906-2813  
507.280.1500  
[www.rpu.org](http://www.rpu.org)

1220PI

Recipient must be an electric customer of Rochester Public Utilities. Valid only on purchases made by December 31, 2020. All Electric Efficiency Rebate terms and conditions apply.

**Rebate is 50% of string or package cost (tax excluded), up to maximum amounts listed below:**

<b># of Lamps</b>	<b>Maximum Rebate per String</b>
less than 99 .....	\$3.00
100 - 199 .....	\$6.00
200 - 299 .....	\$9.00
300 or more.....	\$12.00

**GRAND TOTAL  
REBATE:**

\$

ID #

**OFFICE  
USE ONLY**

**DATE Received**

ID #

DON'T THROW AWAY OLD HOLIDAY LIGHTS.  
**RECYCLE THEM!**

Once you've purchased all the new energy efficient LED holiday lights you need this season (and applied for your rebate from RPU), what should you do with the old ones?

**RPU will recycle all of your old holiday light strands for FREE!**

It's easy – just bring your old strands of lights into the **RPU Service Center** lobby and drop them in the bins designated for holiday light recycling.



**RPU Service Center**  
4000 East River Road NE  
Rochester, MN 55906-2813

# RPU employees receive the MMUA President's Award for 2020!



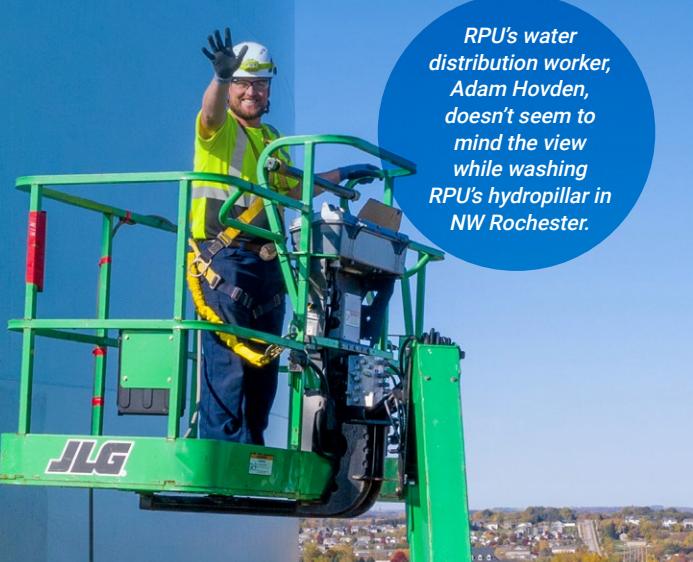
MMUA President Vernel Roberts honored municipal employees with the 2020 President's Award. This is MMUA's highest honor. Roberts made the selection based on employee response to the COVID-19 pandemic.

Municipal utility employees were officially recognized as 'essential' in 2020. For their contribution to keeping the lights on, the water running, and everything else a city or utility provides, all while operating under a pandemic, the 2020 MMUA President's Award goes to them!



## FALL CLEANING!

RPU's water distribution workers were busy this fall cleaning the inside and outside of many of RPU's water storage facilities around town. The cleaning is actually for much more than just aesthetic purposes. By getting the grime and dirt off of the towers, it helps to prevent rusting and deterioration of the metal, saving RPU and its customers money by extending the useful life of the water facilities.



*RPU's water distribution worker, Adam Hovden, doesn't seem to mind the view while washing RPU's hydropillar in NW Rochester.*

## Come in to the RPU Service Center and **PICK UP YOUR FREE RPU 2021 CALENDAR!\***

If your child was a winner or participated in the 2020 Arbor Day poster contest, their artwork may be in our calendar!



### FEATURING:

- 2020 Arbor Day posters drawn by Rochester area elementary school children
- Information on RPU's CONSERVE & SAVE® rebate and educational programs
- Monthly energy and water conservation tips

\*while supplies last



PRESORTED  
STANDARD  
US POSTAGE  
PAID  
Bluespire

4000 East River Road NE  
Rochester, MN 55906  
**507.280.1500**  
[www.rpu.org](http://www.rpu.org)



## RPU Service Center Holiday Hours |

- Thursday, December 24, closing at noon
- Friday, December 25, for Christmas Day

- The RPU Service Center will be closed on:
- Thursday, December 31, closing at noon
  - Friday, January 1, 2021, for New Year's Day

### Social Media:



**rochesterpublicutilities**



**@rpuoutages**  
**@rpualerts**



**Rochester Public Utilities**



**blog.rpu.org**



**RPU TV**



**Rochester Public Utilities**

### Mobile App:



**Customer Service:** 507.280.1500

**Toll-Free:** 800.778.3421

**Pay By Phone:** 855.631.3643  
(toll-free • no fee • 24 hrs)

**Electric Emergency:**  
507.280.9191 (24 hrs)

**Water Emergency:**  
507.280.1500 (8am-5pm)  
507.280.9191 (5pm-8am)

Images may be from ©iStock and/or ©Fotolia.  
©2020 Rochester Public Utilities

## Protect Your Water Service This Winter

Each winter, we urge customers to be mindful of their water service. The extreme cold and frost line can cause major damage to your water service underground and in your home if it goes unnoticed. Here are some tips and reminders for you as we head back into winter.

- Customers who have outside faucets should make sure garden hoses are disconnected so the faucet can drain properly.
- If left connected, the faucets will not drain and can freeze and break. The line usually breaks in the wall so the first sign of a problem is water running through the wall.
- Customers who live in mobile homes should make sure their heat tape is turned on and working properly. If the heat tape is turned off or malfunctioning, the pipes and water meter can freeze and break.
- If there is exposed plumbing in closets or cabinets on an outside wall, open doors and let warm air from your home circulate into the closet to prevent frozen pipes.
- Customers who have experienced frozen water services in the past, or who know their service is susceptible to freezing, should begin monitoring the temperature and condition of their water. Taking your water's temperature is a simple way to avoid a costly problem. If the water temperature reaches 35 degrees Fahrenheit, or if water sporadically appears rusty, then the water service could be in danger of freezing.

- To reduce the possibility of a water service giving in to the cold weather, let a tap or faucet flow continuously with the water stream about as wide as a pencil ( $\frac{1}{4}$ "). This will allow about one-quarter gallon per minute to run through the pipes in a home, thus reducing the likelihood of a freeze-up of the water service. This step may also prevent the freezing of sewer services.



**Call RPU (507.280.1500) to have it noted on your account that you are running your water to prevent freezing.**

- If you are leaving your home for an extended time, contact RPU with the dates you will be gone. Also, leave a name and phone number of a person in the area who knows how to reach you in case of a utility emergency at your home.
- If you would like bills forwarded to your winter or temporary address, please give us that address. Call RPU Customer Relations at **507.280.1500**.



Make sure to sign up for RPU's Underground Utility Repair Coverage program, Service Assured®. Visit [www.rpu.org](http://www.rpu.org) for more details and to sign up.