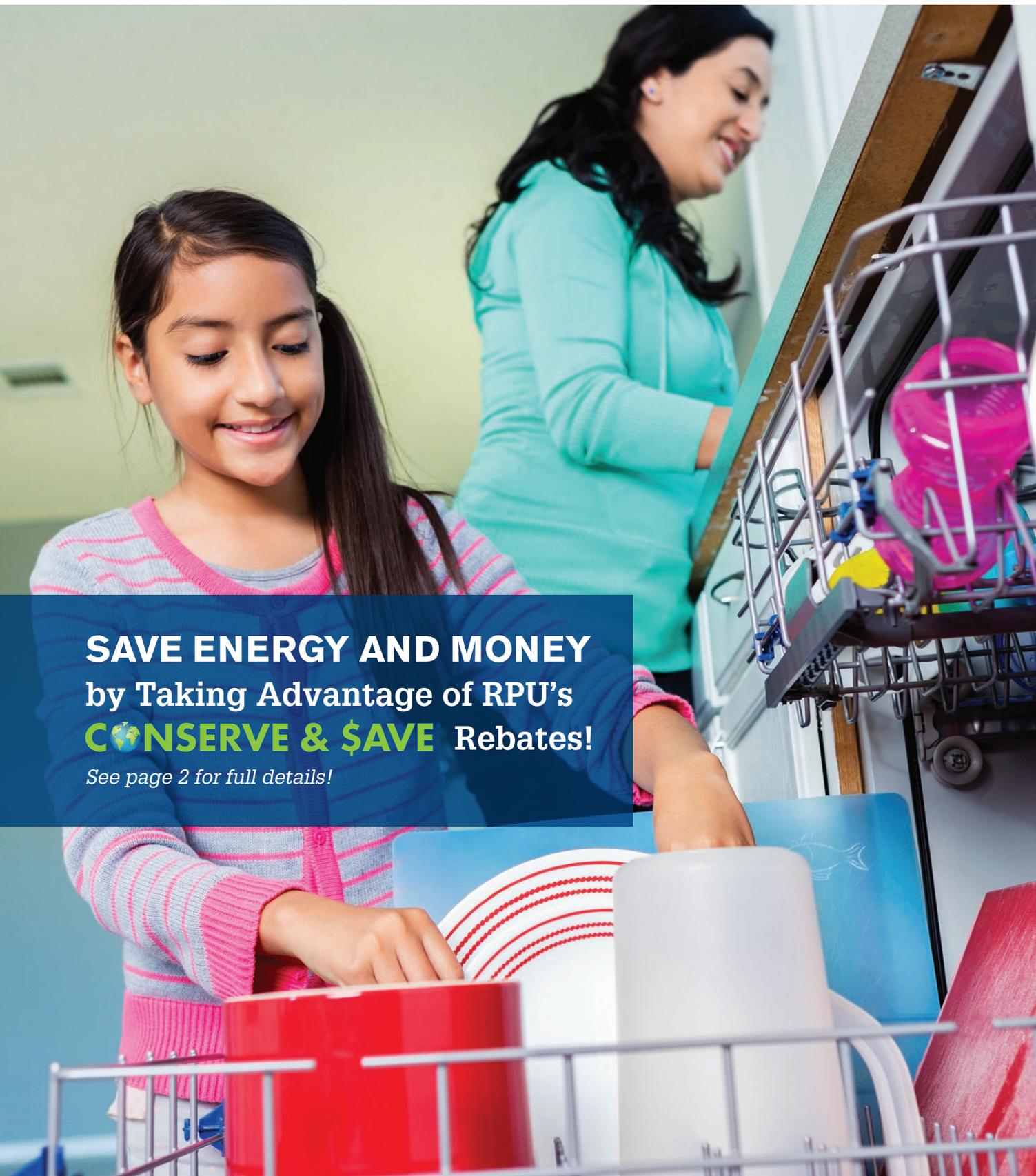


RPU **Plugged In**



SAVE ENERGY AND MONEY
by Taking Advantage of RPU's
CONSERVE & \$SAVE Rebates!

See page 2 for full details!

SAVE ENERGY AND MONEY

by Taking Advantage of RPU's CONSERVE & \$SAVE® Rebates

Thank you to everyone who worked with us this past year to save energy and water through RPU's Conserve & Save® program! Any qualifying purchases made in 2017 can be submitted for a rebate by March 31, 2018. The 2017 rebate applications will be posted on the RPU website (www.rpu.org) and available at the RPU Service Center up until March 31.

With the great momentum and interest in the Conserve & Save® rebates, we are excited to continue our work with customers in 2018! Whether you are buying LED (light-emitting diodes) light bulbs, a new toilet, or even a new air conditioning unit – your purchase may qualify for a rebate. Before you shop, visit the RPU website for minimum qualifications for purchases and be sure to purchase ENERGY STAR® and WaterSense® products.



2018 RPU CONSERVE & SAVE® RESIDENTIAL REBATES

ENERGY STAR® Appliance Rebates*	Amount
Clothes Washers	\$25-\$100
Dehumidifiers	\$15-\$25
Dishwashers	\$25-\$40
Freezers	\$25
Refrigerators	\$25
Room Air Conditioners	\$25
Bonus Recycling Rebates*	Amount
Dehumidifiers	up to \$15
Freezers	up to \$15
Refrigerators	up to \$15
Room Air Conditioners	up to \$15
ENERGY STAR® LED Lighting Rebates*	Amount
LED Bulbs	50% of bulb or package cost, not to exceed \$15 per bulb
LED Light Fixtures	50% of bulb or package cost, not to exceed \$20 per fixture
Ceiling fans with LED Lighting	50% of fixture cost, not to exceed \$15 per fixture (\$25 for ENERGY STAR® Most Efficient models)
Additional Electric Rebates*	Amount
Central Air Conditioners	Rebates starting at \$100
Furnace Fan Motors	\$50
Air Source Heat Pumps	Rebates starting at \$100
Geothermal Heat Pumps	See application
Water Rebates*	Amount
Clothes Washers	\$25
High-Efficiency Toilets	\$25
Rain Barrels	\$10
Weather-Based Irrigation Controllers	\$75

For information on commercial rebates, visit RPU's website www.rpu.org or contact an Energy and Environmental Advisor listed on page 4.

* For all of the above rebates, see applications for minimum efficiency requirements and complete Terms and Conditions.



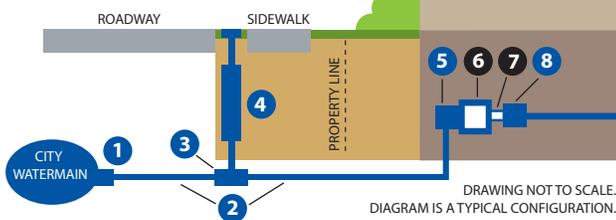
Is Your Home Protected?

If you don't have RPU's underground utility repair coverage, Service Assured®, you could get stuck paying thousands of dollars out-of-pocket to repair your damaged underground water or electric services. For only \$2.99 per month,* you can rest assured that you won't be hit with costly repair bills if your underground electric or water service breaks!

FIGURE 1 Water Service

SERVICE ASSURED® covers from 1 to 7

- 1 Corporation Stop (CUSTOMER OWNED)
- 2 Service Line (CUSTOMER OWNED)
- 3 Curb Valve (CUSTOMER OWNED)
- 4 Curb Box (CUSTOMER OWNED)
- 5 Angle Stop (CUSTOMER OWNED)
- 6 Meter (RPU OWNED)
- 7 Meter Tail (RPU OWNED)
- 8 Full Flow Gate Valve (CUSTOMER OWNED)



Are there really parts of my electric and water service that I own as the homeowner?

Yes, as a homeowner you own a number of components necessary for getting electric or water service into your home. Without having a professional contractor or RPU Service Assured® coverage, you may be left without service. (See Figures 1 and 2.)

My home is fairly new. It can't happen to me, right?

The age of your home may not matter when it comes to what is underneath the ground. Weather, soil, and frost can play a big part in the disruption of underground utilities.

Can I get coverage on just one utility?

Yes, for \$1.99 per month you can cover only one of your utilities, but cover both for just \$1 more!

I get mailers selling a similar coverage for utilities. Does that coverage have anything to do with RPU?

No, RPU's only underground utility repair coverage is Service Assured®. Other companies send out mailers and postcards advertising services to cover underground utilities for \$5.49 per month or more. Protecting underground utilities should be left to the professionals who work with these utilities every day such as RPU's electric line workers and water operators. If you choose to go with a third-party company, RPU strongly recommends investigating their work record and their contract fine print. Buyer beware.

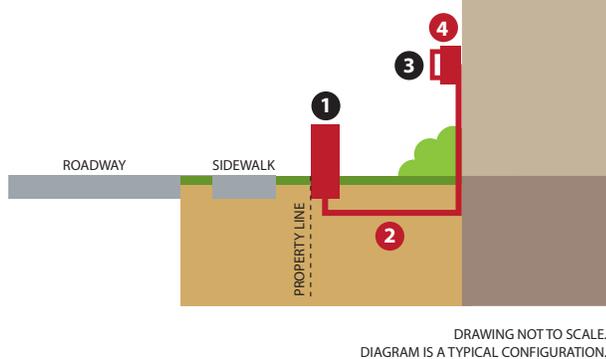
Where can I get more details on Service Assured®?

All of the information on Service Assured® can be found on the RPU website www.rpu.org. This includes terms and conditions, pricing, and diagrams of what is owned and maintained by the homeowner, and what is owned and maintained by RPU.*

FIGURE 2 Underground Electric Service

SERVICE ASSURED® covers from 1 to 3

- 1 Transformer or Secondary Pedestal (RPU OWNED)
- 2 Service Line (CUSTOMER OWNED)
- 3 Meter (RPU OWNED)
- 4 Meter Socket (CUSTOMER OWNED)



* Contact us to determine your eligibility; some exclusions apply. Visit www.rpu.org to review complete Terms and Conditions. To determine if your home qualifies, or if you want to enroll in Service Assured®, call us at 507.280.1500. A pre-inspection of your water and/or electric service is required before enrollment can be completed. When one of our employees comes out to do the inspection, they will bring the enrollment form with them for you to complete.

RPU Commercial Customer Corner

Commercial Rebates for 2018

As you start the New Year, do you have energy efficiency projects in your plans? Let RPU's Conserve & Save® rebates help cover some of the costs for these projects.

The 2018 rebate program returns with a few changes from 2017. Lighting rebate amounts remain the same, but T8 lighting has been removed from the program due to being surpassed by LEDs in both cost and performance. Rebates for variable speed drives have also changed to reflect technology and cost trends.

We have also added the WaterSense® flushometer valve to our water rebates, reduced the rebate of the WaterSense® toilet rebate, and eliminated the WaterSense® urinal rebate due to low participation. The rest of RPU's rebate portfolio continues without change.

If you completed your project in 2017, you have until March 31, 2018, to get in your 2017 rebates. To review or download any of 2017 or 2018 commercial rebates, please visit our website. If you have any questions regarding RPU's Conserve & Save® rebates, please contact your RPU representative.



Welcome William Swanson

RPU is pleased to announce the addition of William Swanson to the marketing team as an Energy and Environmental Advisor. William will be working with commercial customers, answering their questions and managing their energy service needs. He joins us from New Ulm Public Utilities where he had seven years of experience managing energy conservation programs and customer outreach. William attended the University of Minnesota, Duluth where he earned a bachelor's degree in Environmental Studies. Please feel free to contact William or any member of our commercial team.

Here are a few Rochester businesses we worked with on energy and water conservation projects in 2017! Call us today to find out about what rebates might be available for your business!



Mayo Civic Center

CONSERVE & \$AVE®



Dirk Bierbaum
Energy and Environmental Advisor
dbierbaum@rpu.org
507.292.1225



Jan Blevins
Commercial Account Representative
jblevins@rpu.org
507.280.1578



Dru Larson
Energy and Environmental Advisor
dlarson@rpu.org
507.280.1607



William Swanson
Energy and Environmental Advisor
wswanson@rpu.org
507.280.1588

Contact your RPU representative for more information on lighting and our Conserve & Save® rebate program.



Rennings Flowers



IBM



Family Dentist Tree: Energy Solutions Partner was Kuntz Electric



The Prow Company: Energy Solutions Partner was Judisch & Judisch Enterprises

ENERGY CONSERVATION

Monthly Tip for Plugging into Savings!



Outlets and switches on exterior walls is a common place for cold air to leak into your home. Consider adding insulators to these outlets and switches to help reduce heating costs and increase your comfort!



rpu  **CONSERVE & \$AVE**
we pledge, we deliver

WATER CONSERVATION

Monthly Tip on Saving From the Tap!



Time your shower to keep it under 5 minutes. You'll save up to 1,000 gallons per month!

rpu  **CONSERVE & \$AVE**
we pledge, we deliver

2018 RPU Board Meeting Calendar

Consider being a part of the decision-making process at RPU by attending a Board meeting in 2018. All RPU Board meetings are open to the public and allow time for visitors to address the Board, if they choose.

Meetings are held at the RPU Service Center (unless an alternate location is otherwise noted on the RPU website).

Meeting time is at 4 p.m. (unless an alternate time is noted on the RPU website).

Board meeting information can be found on the RPU website, www.rpu.org, under the "About RPU" tab.

UTILITY BOARD



Mark Browning



Tim Haskin



Melissa Graner Johnson



Brian Morgan



Michael Wojcik

Utility Board Meeting Dates for 2018

Utility Board meetings are regularly scheduled on the last Tuesday of the month (see dates below for exceptions) at 4 p.m. at the:

RPU Service Center

4000 East River Road NE
Rochester, MN 55906

Special meetings are scheduled as needed. Call **507.280.1540** to confirm.

Dates:

January 30	June 26	November 13
February 20	July 31	November 27
March 27	August 28	December 18
April 24	September 25	
May 22	October 30	



Energy = Education

FREE CLASS!



Solar Energy for Your Home or Business
Sat Feb 24, 2018 | 10am – 12pm
Northrop Community Education Center

REGISTER:

Call: 507.328.4000

Online: rochester.thatscommunityed.com

Sponsored By:



Learn more at www.rpu.org

CONSERVE & \$SAVE

WARNING



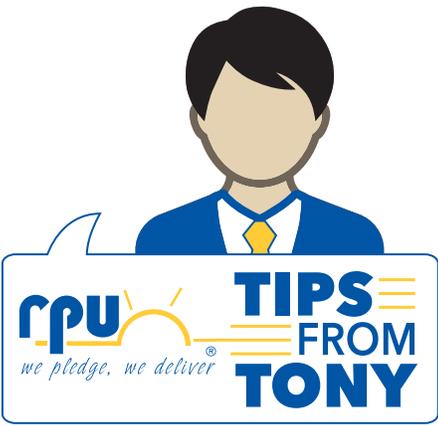
Be Informed About Utility Scams!

Please be vigilant and mindful of utility scams this winter. We have received calls from customers stating that they have received phone calls by scammers who threaten to shut off their power if they don't pay their bill immediately. With today's phone technology, thieves can even make the caller ID show the RPU customer service line (**507.280.1500**). They demand payment in the form of pre-paid debit cards or a credit card number given over the phone.

RPU will **never request** bank or personal information from you over the phone unless you call us to discuss your account. The RPU representative will then ask for information to identify who you are and that you are authorized to speak on behalf of the account.

What to Do If You Receive a Scam

- If someone calls threatening to cut off your power if you don't pay, hang up!
- Call RPU at **507.280.1500** to report the scam.
- Never give personal or financial information to an unknown caller.
- Remember that RPU will never use threatening language or make forceful demands for payment.



REMINDS YOU TO
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



Make sure to sign up for RPU's Underground Utility Repair Coverage program, Service Assured.® Learn more on page 3.



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 (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.

- ✓ 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.



4000 East River Road NE
Rochester, MN 55906
507.280.1500
www.rpu.org

PRESORTED
STANDARD
US POSTAGE
PAID
Bluespire



Where to Find RPU

Find us on social media for the latest RPU news and updates!

- @rpuoutages for outage information
- @rpualerts for RPU news and general information
- Rochester Public Utilities

RPU SERVICE CENTER Holiday Hours

- The RPU Service Center will be closed on:
- Monday, January 1 for New Year's Day
 - Monday, January 15 for Martin Luther King Jr. Day
 - Wednesday, January 17 – closed until 10 a.m. for an employee meeting



Make a Resolution for Conservation



RPU can help! We offer rebates on your purchase and installation of new energy and water efficient appliances and equipment.



Visit www.rpu.org for a list of eligible items and to download rebate applications with complete terms and conditions.

Have a Happy, Greener New Year!

CONSERVE & \$AVE[®]