



ROCHESTER
PUBLIC UTILITIES
WE PLEDGE, WE DELIVER

Plugged In

No Water or Electric Rate Increase for 2021!

Read about important RPU
announcements and initiatives
inside on page 4!



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 2020 can be submitted for a rebate by March 31, 2021. The 2020 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 2021! Whether you are buying LED (light-emitting diodes) 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.

2021 RPU Conserve & Save® Residential Rebates



ENERGY STAR® Appliance Rebates*

Amount

Clothes Washers	\$25-\$90
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 \$7 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
Air Source Heat Pumps.....	See application
Geothermal Heat Pumps	See application



Water Rebates*

Amount

Clothes Washers	\$25
High-Efficiency Toilets.....	\$25
Rain Barrels.....	\$10
Weather-Based Irrigation Controllers.....	50% of cost, not to exceed \$75 per controller

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

Disclaimer: If a customer's Rochester Public Utilities account is more than 30 days delinquent, rebate payments will be applied to their RPU account.

For information on commercial rebates, visit RPU's website www.rpu.org or contact an Energy and Environmental Advisor listed on page 6.

We recommend that all possible customer interaction with RPU be electronic or over the phone at this time.



RPU Customer Care Advisors are available by phone (507.280.1500) Monday-Friday 8am-5pm.



The RPU Service Center lobby hours are Monday-Friday 8am-4pm.

If you must visit the RPU Service Center, please follow these COVID-19 safety requirements:



Read the safety messaging before entering.



Only 3 visitors are allowed in the lobby at one time.



Wear a mask that covers your nose and mouth.



Maintain 6 feet of social distance outside and inside.



Use the appropriate "ENTER ONLY" and "EXIT ONLY" doors.

ENERGY CONSERVATION

Monthly Tip for Plugging into Savings!



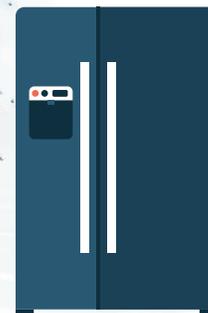
Outlets and switches on exterior walls are a common place for cold air to leak into your home. Consider adding insulators to these outlets and switches to help reduce heating costs and increase your comfort!



CONSERVE & \$AVE

WATER CONSERVATION

Monthly Tip on Saving From the Tap!



Don't use running water to thaw food. For efficiency and food safety thaw food in the refrigerator.

CONSERVE & \$AVE

rpu
we pledge, we deliver

Letter from the GM

Delivering on Our Pledge



Mark Kotschevar
General Manager

RPU's longtime motto has been "We Pledge, We Deliver." The pandemic has caused RPU, like so many public service providers, to reassess how we provide critical services to our customers. It means getting creative and doing things differently, as so many of our households and businesses have had to do.

For RPU employees, our pledge during the past several months has been to ensure that we maintain the high levels of system reliability and responsiveness our customers depend on, especially as so many have witnessed their own and their families' lives impacted. We want all RPU customers to know that every day we think about you and hope you are able to stay safe and healthy, and we remain committed to delivering the power and water for your basic needs every day.

Utility Bill Support Through CARES Act

Over the past few months, we have found new ways to connect with our customers in a time of need. RPU was honored to have partnered with other City departments, Three Rivers Community Action, and Olmsted County to advertise the availability of CARES Act funds, and aid residents and businesses applying for assistance. Together, we were able to distribute almost \$750,000 to 374 commercial customers, and almost \$124,000 to 191 residential customers. Available CARES Act funding from Olmsted County and Three Rivers has been distributed. I encourage anyone still needing assistance to reach out to the United Way of Olmsted County by dialing **211**, or contacting Three Rivers at **800.277.8418** or www.threeriverscap.org. Ask about the Energy Assistance Program, which is an annual program that helps RPU customers pay their bills.

I am happy to share that, in early February, RPU is starting Neighbors Chipping In, a volunteer program which RPU customers may sign up for, and will be able to have their monthly utility bill "rounded up" to the next whole dollar amount, or may select a monthly amount (e.g., \$1, \$5, \$10) to add to their utility bill. The extra money paid on the utility bill goes toward helping customers struggling to pay their RPU utility bills.

No Rate Increases for 2021

Looking ahead to 2021, the RPU Board and City Council authorized a budget with no rate increases for both the electric and water utilities. This is the second consecutive year with no electric rate increase.

Time-of-Use Rate Pilot Program

Also new in 2021, RPU will offer a time-of-use (TOU) rate to up to 200 residential customers, on a pilot basis. This TOU pilot is designed to allow us to evaluate whether a TOU option assists customers in controlling their energy costs by directing energy usage to more optimal times of the day. Space for this pilot is limited, so if you wish to participate, please call RPU Customer Care between 8am-4pm at **507.280.1500** or **800.778.3421**, or e-mail RPU at TOUPilot@rpu.org.

Our customers have told us many times that reliability, reasonable rates, and customer service are key priorities that they expect from their utility. I am thankful for the tireless work of RPU employees to maintain system reliability and address customers' needs, all while taking measures to keep themselves and our customers safe. We look forward to continuing to make good on this pledge in 2021.

A handwritten signature in black ink, appearing to read "Mark". The signature is fluid and cursive.

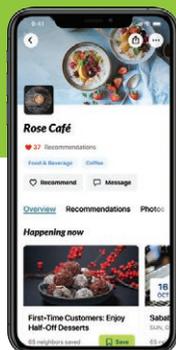


Rochester Public Utilities is proud to be a part of your neighborhood! Look for us on...

nextdoor

Tap into Your Neighborhood with Nextdoor

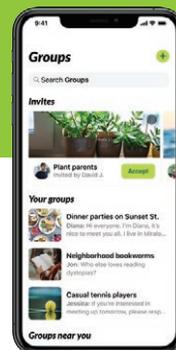
Nextdoor connects neighbors to each other – and to everything nearby: Local businesses, nonprofits and public agencies, services, news updates, recommendations, and even stuff for sale from the people down the block.



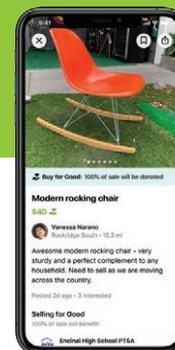
Businesses



News Feed



Groups



Sales

Nextdoor is...



Essential

Relevant news and information from neighbors, businesses, and public agencies in real time.



Local

The only way to instantly connect to the people, businesses, and happenings near your home.



Trusted

A secure environment where all neighbors are verified.

Get the most out of your neighborhood with Nextdoor and connect with Rochester Public Utilities!

Utility Payment Arrangements Available for Military Service Personnel

When a household member has been ordered to active duty, for deployment or for a change of duty station, some customers may find it hard to pay their utility bills. Minnesota Law protects military personnel from shut-off if they cannot pay their bill in full. To qualify for this protection, you must enter into and keep reasonably current with one of the payment plans described below.

- ▶ If your household income is below the state median household income, pay 10% of your household's gross monthly income toward your RPU bill.
- ▶ If your household income is above the state median household income, make and keep a payment plan.
- ▶ If you receive energy assistance, pay 10% of your household's gross monthly income toward your RPU bill.

If you would like to sign up for payment arrangements or have questions regarding the "Military Service Personnel Disconnection Law," please contact RPU Customer Care at **507.280.1500**.

The full statute description for Minnesota Statute 325E.028 can be found on the state of Minnesota website <https://www.revisor.mn.gov/pubs/>.

RPU Commercial Customer Corner:

SAVE THE DATE



Important information regarding 2021 commercial rebate programs will be available in late January. Watch your inbox for a special video release and additional specific program details. If you have questions regarding upcoming program changes or would like to join the mailing list, please contact your RPU representative.



Jan Blevins
Commercial Account Representative
jblevins@rpu.org
507.280.1578



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



Josh Mason
Energy and Environmental Advisor
jmason@rpu.org
507.280.1588



Anna Basimamovic
Energy and Environmental Advisor
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507.280.1565

CONSERVE & \$AVE®

It's the **WRITE** time for scholarship money!

Tom Bovitz Memorial

Scholarships for High School Seniors

Win up to \$2,000!

Visit www.rpu.org for guidelines and to download an entry form.

Essay theme is "Municipal Utilities: Good for All of Us."

Entries Due to RPU by March 26

- **First Place** **\$2000**
- **Second Place** **\$1500**
- **Third Place** **\$1000**
- **Fourth Place** **\$500**



Join our FREE Online Energy Efficiency Workshop

You'll qualify for a \$50 home energy audit, valued at over \$400! Visit www.rpu.org for more details.

**Saturday
Jan 30
10-11am**



Register to receive an email link with instructions 2 days prior to the class date.

**Call or email Stacy:
888.734.6365**

sbootscamp@mncee.org

One of our **CONSERVE & \$AVE** programs.

FREE ONLINE CLASS Solar Energy For Your Home or Business

**Sat, Feb 27, 2021
10am-12pm**

Register to receive an email link to the online event:

Call: 507.328.4000 -or-

Online: <https://rochester.ce.eleyo.com>

CONSERVE & \$AVE

Visit www.rpu.org for class details.

Repairing or replacing your water service line can cost you \$4,000 to \$8,000 – or more!

Freezing temperatures can cause broken underground pipes. Make sure you're covered by RPU's Service Assured® program.

To learn more and/or enroll, visit www.rpu.org.



"What a relief! Very thankful that we had Service Assured® coverage. RPU just took care of everything. \$3 a month is a pretty nominal cost compared to the cost of replacing and digging up one of those [underground water] pipes."

*- Richard Bennett
Service Assured® Customer*



Service Assured® costs \$1.99 per month for water service coverage and only \$1.00 more to cover your underground electric service also. Contact us to determine your eligibility; some exclusions apply. Visit www.rpu.org to review our Terms & Conditions.



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

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STANDARD
US POSTAGE
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Bluespire



RPU Service Center Holiday Hours | The RPU Service Center will be closed on:
• Monday, January 18, Martin Luther King Jr. Day • Monday, February 15, Presidents' Day

Social Media:

- rochesterpublicutilities
- @rpuoutages @rpualerts
- Rochester Public Utilities
- blog.rpu.org
- RPU TV
- Rochester Public Utilities

Mobile App:



Customer Care: 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)

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**ROCHESTER
PUBLIC UTILITIES**
WE PLEDGE, WE DELIVER

New RPU Logo

Did you notice the new Rochester Public Utilities logo on the front cover? We're excited to unveil it and share it with our customers. Watch for the new logo to start showing up on more RPU items and equipment as our budget allows throughout the year.

