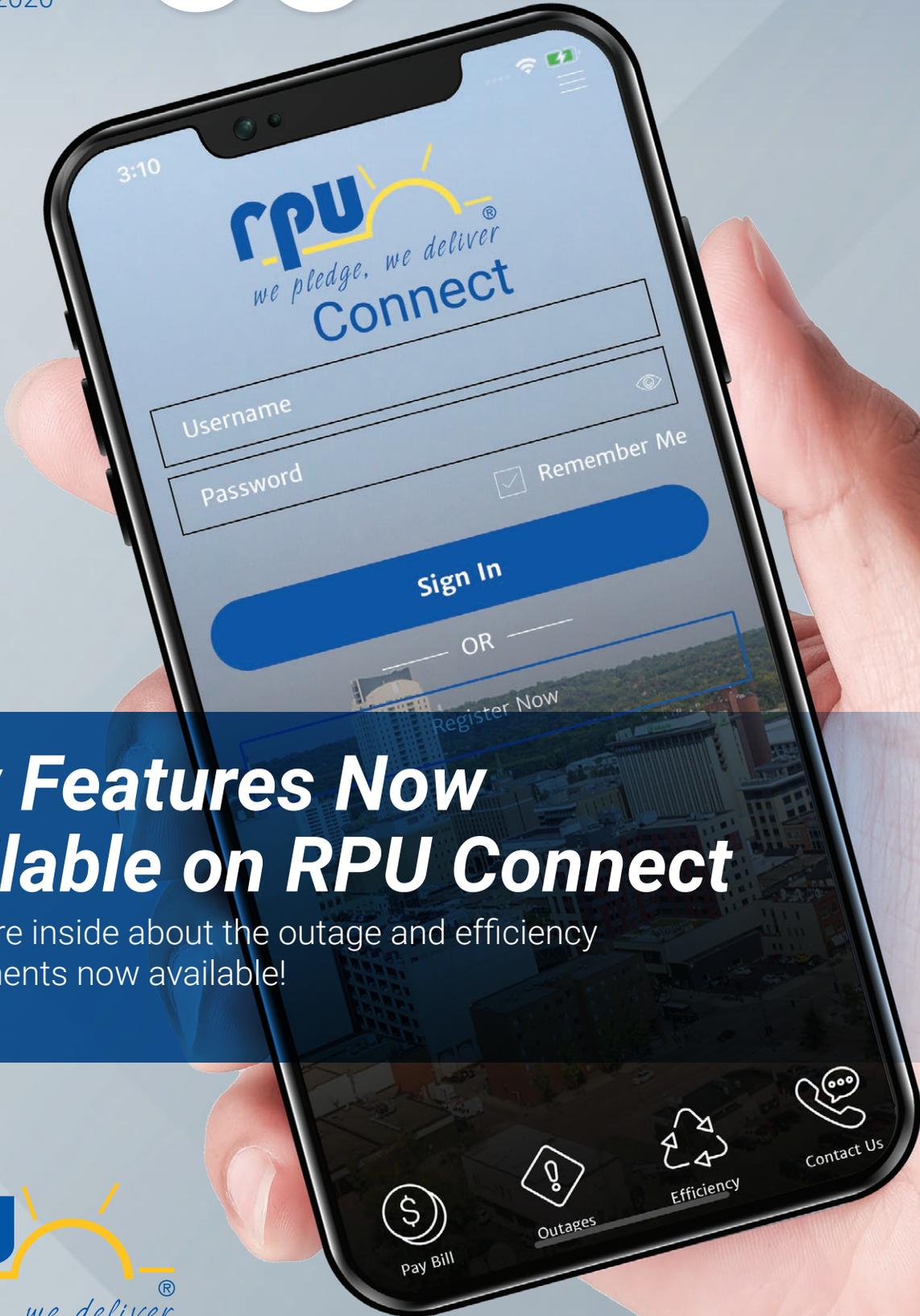


ROCHESTER PUBLIC UTILITIES

Plugged In

September 2020



New Features Now Available on RPU Connect

Learn more inside about the outage and efficiency improvements now available!

pg. 2



New Features Now Available on RPU Connect

We hope that you've been able to enjoy all the features that RPU's online portal and mobile app, RPU Connect, has to offer. We know there were additional features and functionality you were looking for and we are excited to tell you that we listened!

RPU Connect now offers power outage communication enhancement and quicker, easier access to important information such as

rebates, programs, and efficiency tips for water and electric usage.

What will be different for RPU customers during a power outage?

- Customers will now be able to report outages through the RPU Connect online portal and mobile app. The outage line will still be available for customers if they prefer to use the phone to report an outage.

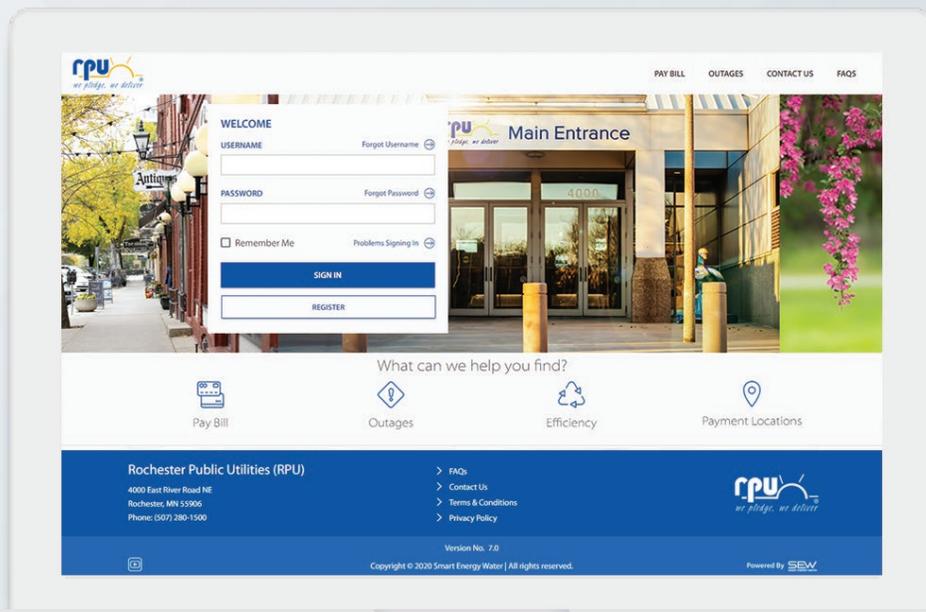
If you haven't yet, download the FREE RPU Connect app through Google Play or the Apple Store to get started!

- The outage map on RPU Connect will look different and categorizes the outages into groups based on the number of customers out of power in each area. The map information updates every 10 minutes.

- Customers can now sign up for outage notifications via IVR, email, or text. Once signed up, they will receive a notification when the power is out at their address and a follow-up notification when power has been restored. (Data/text rates may apply.)

What additional functionality is now available through RPU Connect?

- Customers can learn more about RPU rebates and programs.
- Customers can view personalized energy and water saving tips based on their customer classification.



Seeing Double?

You may do a double take when you receive your October billing and see two energy charges. This actually happens twice a year: once in June and again in October. The reason behind the dual energy charge is the change in the rate. As of October 1, the cost per kilowatt drops. This means that part of your usage is prorated at the higher (summer) rate and part of your usage is prorated at the lower (non-summer) rate, hence the reason for two separate energy charges appearing on your bill.

As of June 1, the rate then goes back up to the summer rate. The reason for the rate adjustment twice a year is to

accommodate the costs due to increased usage during the summer months when there is a greater demand for energy. Increased usage in summertime results from higher usage of air conditioners and dehumidifiers.

So, when you receive your October statement, don't fret. It's not a double billing. It's just a prorated adjustment to your bill based on the shift in rates. The energy customer charge is a flat fee on the billing statement and that will stay the same regardless of how much energy you use.

If you have questions about summer and non-summer rates, contact RPU customer relations at **507.280.1500**.

HOW TO READ YOUR UTILITY BILL

If you have questions that are not fully answered here, please contact our Customer Relations Team at 507.280.1500.

SUMMARY OF CHARGES

- Account Number** is your unique RPU number. Please reference this number when calling us with account or customer service related questions.
- Amount Due** is the amount to be paid. This total will reflect your previous balance, recent payments, adjustments or credits (if applicable), and current charges.
- Account Information** includes your account name and service address.
NOTE: Accounts with multiple service addresses will not have an address listed here. Please see the back of your bill for specific address details.
- Billing Period** is the period of time when charges are accrued and billed to your account.
- Total Current Charges** is the total of each service (i.e. **Electricity**, **Water**, etc.) and any applicable taxes summarized for the current billing period.
NOTE: See the back of the bill for meter readings and usage.
- Total Amount Due** is your amount to be paid. This total will include any activity since your last bill, showing your previous balance, recent payments, adjustments or credits (if applicable), and current charges.
- Message Center** is the area where important messages from RPU are communicated – general and/or account specific.
- Payment Stub (front)** is the bottom portion of your statement that should be returned when mailing in your payments. This will include the amount due and the due date. **If you are on autopay, this portion will indicate the date and the amount to be deducted.**
- Payment Stub (back)** includes information regarding payment options, as well as compliance information, electronic check conversion, and late penalty terms.

BUDGET BILLING SUMMARY (if applicable)

- Budget Billing (BB) Plan** is your monthly Budget Billing (BB) amount.
- Actual Charges Billed this Period** is the total of your actual charges during the current billing period.
- Difference of BB Plan and Actual Charges** is the difference between your monthly Budget Billing (BB) amount and your actual charges during the current billing period.
- Previous Carry Over Balance** is the balance from your previous billing period.
- New Carry Over Balance** is the cumulative account balance at the end of each billing period. This balance takes into account your actual charges, your monthly Budget Billing (BB) Plan, your previous carry over balance, and assumes the recent Budget Billing (BB) amount billed is paid in full by the due date.

NOTE: This balance could be a debit or credit. 'CR' indicates a credit.

N N 20190731 217 \$176.87 \$176.87 Page 1 of 2

rpu we pledge, we deliver®
rpu.org/MyAccount
507.280.1500 or 800.778.3421
4000 East River Rd NE
Rochester, MN 55906-2813

1 Account # 2112187
2 Amount Due \$176.87

3 JANE DOE
For service address 12345 UTILITY AVE NE ROCHESTER, MN 55901

4 Billing Period 6/28/19 - 7/31/19

Electricity	\$112.94	Previous Balance	\$487.82
Water	\$12.36	Payments	\$487.82CR
Products & Services	\$2.99	Balance Forward	\$0.00
Rochester Public Works		Current Charges	\$176.87
Wastewater	\$29.88	Current Bill	\$176.87
Stormwater	\$9.29	6 Total Amount Due	\$176.87
Taxes	\$9.41		

5 TOTAL CURRENT CHARGES \$176.87

Detach and return portion below with your payment. CONTINUED ON BACK

8

rpu we pledge, we deliver®
4000 East River Road NE, Rochester, MN 55906-2813

2112187 - 12345 UTILITY AVE NE

Current Bill \$176.87
Total Amount Due \$176.87 Due 08/21/19

Amount Enclosed \$

ROCHESTER PUBLIC UTILITIES
PO BOX 77074
MINNEAPOLIS, MN 55480-7774

JANE DOE
12345 UTILITY AVE NE
ROCHESTER, MN 55901

9 PAYMENT OPTIONS

Pay Online @ www.rpu.org
One-time payment or enroll in automatic payments through your checking, savings, Visa, MasterCard, or Discover.

Pay By Phone:
1.855.631.3643 • no fee, available 24/7

In Person:
RPU • 4000 E River Rd NE

Drop Boxes:
RPU • 4000 E River Rd NE
Silver Lake Plant • 425 W Silver Lake Dr NE
City Clerk's Office • 201 4th St SE
Hy-Vee Stores • 37th St NW, Crossroads, Barlow

Customer Charge: Covers the cost of operation to supply and maintain each separate service. It includes items such as meters, equipment, and account information.

Notice About Electronic Check Conversion: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. You may choose not to have your payment collected electronically by sending your payment and payment coupon in your own envelope, NOT the enclosed return envelope. Address your payment envelope to RPU, ARC Opt Out, 4000 East River Rd NE, Rochester MN 55906-2813.

Amounts not paid as of the due date will be assessed a late penalty of ten percent (10%) with a minimum penalty of ten dollars (\$10.00). Accounts that become past due because of a returned check or declined electronic payment will also be assessed a late penalty and returned/declined payment fees.

FAILURE TO RECEIVE BILL DOES NOT WAIVE LATE FEE.

Bills In Dispute: Mail payments to RPU, 4000 East River Rd NE, Rochester MN 55906-2813

City of Rochester Notice: Taxable purchases made outside City limits may be subject to local use tax. Visit www.revenue.state.mn.us or call 800-657-3777 for more information.

NOTE: You will find the Budget Billing Summary (if applicable) on page 2 of your bill.

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Budget Billing Summary:	
Budget Billing (BB) Plan	\$188.00
Actual Charges Billed this Period	\$176.87
Difference of BB Plan and Actual Charges	\$11.13CR
Previous Carry Over Balance	\$286.28CR
New Carry Over Balance	\$297.41CR

*This summary is comparing the amount billed to your monthly BB Plan

RPU CHARGES: ELECTRICITY

15 Electric Usage Charge is the total metered kilowatt-hours (kWh) used. The rate per kWh is then multiplied by the kWh used for the current billing period.

NOTE: Two energy charges may appear during the transition between summer (Jun–Sep) and non-summer (Oct–May) rates or when any changes to our rates occur (Dec–Jan).

16 Electric Customer Charge is a fixed charge for all residential customers regardless of electric usage. This charge covers the cost to maintain electric facilities and infrastructure. It also includes costs for meters, distribution poles, safety equipment, miscellaneous supplies, and account administration.

17 Clean Air Rider covers the bond payments for the Emission Reduction Project (ERP). All residential, commercial, and industrial electric customers are impacted by the charge. The amount you pay on the Clean Air Rider is dependent on your electric usage. The rate of the Clean Air Rider will change each year depending on the debt service payment schedule. The payments are scheduled to be complete by 2030.

18 Power Cost Adjustment is charged if the cost to supply the electricity needed for our customers exceeds projections. This adjustment is made in cases such as high fuel costs, higher market pricing for electricity, or the load is higher than projected. This adjustment is based on your electric usage and varies each billing period.

RPU CHARGES: WATER

19 Water Usage Charge is the total metered water (Units) used during the current billing period. Each Unit of water equals 100 cubic feet or 748 gallons (1 Unit = 748 gallons). The rate structure is tiered to encourage water conservation.

20 Water Customer Charge is a fixed charge for all residential customers regardless of water usage. This charge covers the cost to maintain water facilities and infrastructure. It also includes costs for meters, pipes, fittings, excavation tools and machinery, and account administration.

21 Fire Hydrant Facilities Charge is for the installation, maintenance, and availability of water for the City and other emergency services (e.g., fire department). All residential, commercial, and industrial water customers are impacted by the charge. It is based on the rate class, not the meter size. This charge is not taxed.

22 State Mandated Water Fee is required by the MN Department of Health and funds the required testing for drinking water. This fee is not taxed.

RPU CHARGES: PRODUCTS & SERVICES (if applicable)

23 Products & Services is the area where charges for additional offerings will appear such as our Service Assured® Underground Utility Repair Coverage Program and our Carbon Offset Program.

Billing Period		June 28 - July 31 (34 days)		Account # 2112187	
Electricity					
Residential Electric					
Meter # 100000092					
15	Jul 31	6500	Actual Reading		
	Jun 27	5800	= 700 kWh		
16	Summer Energy/kWh				
	700 kWh @ \$0.12596/kWh			\$88.17	
17	Electric Customer Charge			\$19.50	
	Clean Air Rider @ \$0.00166/kWh			\$1.15	
	Power Cost Adjustment			\$4.11	
18	Subtotal - Metered Charges			\$112.94	
	Total - Electricity			\$112.94	
Water (1 Unit = 748 Gallons)					
Residential Water					
Meter # 10876477					
19	Jul 31	15.00	Actual Reading		
	Jun 27	11.60	= 3.40 Unit(s)		
20	Residential Water Consumption				
	3.40 Unit(s) @ \$0.862			\$2.93	
	Water Customer Charge			\$7.95	
	Fire Hydrant Facilities Charge			\$0.95	
	State Mandated Water Fee			\$0.53	
21	Subtotal - Metered Charges			\$12.36	
22	Total - Water			\$12.36	
Products & Services					
23	Service Assured Electric			\$1.50	
	Service Assured Water			\$1.49	
	Total - Products & Services			\$2.99	
Rochester Public Works					
The following services are operated and maintained by Rochester Public Works. These charges are billed on their behalf.					
Wastewater					
3.40 Unit(s)					
	Wastewater Customer Charge			\$12.58	24
	Total - Wastewater			\$29.88	25
Stormwater					
	Stormwater Utility Fee			\$4.79	26
	Stormwater Customer Charge			\$4.50	27
	Total - Stormwater			\$9.29	
Taxes					
	City Tax 0.75%			\$0.87	
	County Tax 0.50%			\$0.58	
	State Sales Tax 6.875%			\$7.96	
	Total - Taxes			\$9.41	
	Total Current Charges				\$176.87

ROCHESTER PUBLIC WORKS CHARGES: WASTEWATER

24 Wastewater Usage Charge is how your wastewater charge is determined. For residential customers, the base rate for April–December is determined by your average water usage (Units) during the months of January, February, and March. If your actual water usage in any month of April–December is less than your base rate, you will be charged your actual usage. If you use more than your base rate, you will not be charged more than your base rate. *The Wastewater Usage Charge for commercial customers is based on actual water usage (Units).*

25 Wastewater Customer Charge is a fixed monthly charge per sanitary connection that covers the cost to maintain sewer facilities and infrastructure.

ROCHESTER PUBLIC WORKS CHARGES: STORMWATER

26 Stormwater Utility Fee collects funds from every developed residential and commercial property in the City of Rochester to support the Public Works Stormwater Management program. Each parcel of land is assigned a parcel identification number (PIN#). The fee is based on the parcel size, land use, and the amount of impervious (hard surface) area.

27 Stormwater Customer Charge is a monthly charge used exclusively to support the Public Works Stormwater Management program.

TAXES

28 City Tax is the sales and use tax that the City of Rochester imposes on all taxable items or services in the city, including utility services. The current city sales tax rate is 0.75%.

29 County Tax is the sales and use tax that Olmsted County imposes on all taxable items or services in the county, including utility services. The City of Rochester falls within Olmsted County; therefore, this tax is required. This tax is used to fund maintenance on roads and bridges, construct public infrastructure, and for other transit and transportation projects within the county. The current county transit tax rate is 0.50%.

30 State Sales Tax is the sales tax charged by the State of Minnesota on retail sales of taxable products and services, including utility services. The current state sales tax rate is 6.875%.

NOTE: Utility services are generally taxable; however, some exemptions may apply. Information can be found on the Minnesota Department of Revenue website to further explain possible sales tax exemptions. Customers who qualify for a sales tax exemption must provide RPU with a valid Certificate of Exemption (ST3 form).

PUBLIC WATER SYSTEM CROSS CONNECTION AND BACKFLOW PREVENTION PROGRAM

Why Is Backflow Protection Important?

Providing safe drinking water is the highest priority for Rochester Public Utilities (RPU). Regulated by the Federal Safe Drinking Water Act, the Minnesota Department of Health, Minnesota Plumbing Code, and RPU's Water Service Rules & Regulations, RPU follows strict standards to ensure that the public drinking water supply remains safe. As a customer, you also have a responsibility to help keep the water supply safe. Proper backflow prevention on cross connections can eliminate contaminants from entering our public water supply. Remember you are drinking the same water as your neighbor – we are all connected! Help keep your family and our community safe.

What Is Backflow?

Backflow is the flow of water or other liquids, mixtures or substances, under positive or reduced pressure, into the distribution pipes of a potable water supply from any source other than its intended source.

Backflow is caused by either backsiphonage or backpressure.

Backsiphonage occurs when a flow of used, contaminated, or polluted water from a plumbing fixture or vessel enters into the public water system, often due to negative pressure in a pipe.

Backpressure occurs due to a drop in pressure from the water system. It is important to note that a drop in pressure is out of your control and can occur at any time.

What Is Cross Connection?

Cross connection is any connection between the public water supply and a source of contamination or pollution.

EXAMPLES OF CROSS CONNECTION:

Residential

- Hose bibs/garden hose
- Lawn irrigation system
- Water softeners

Commercial

- Water service connection
- Boilers
- Irrigation
- Fire systems

How Do You Prevent Contamination?

Do:

- ✓ Ensure your business has a backflow prevention assembly at the meter.
- ✓ Have your backflow prevention assemblies tested annually by a certified tester.
- ✓ Eliminate cross connections where possible.
- ✓ Buy and install hose bib type vacuum breakers (available at hardware or plumbing stores) on all threaded faucets in and around your business.

Don't:

- ✗ Don't use spray attachments, such as lawn fertilizers, herbicides, or pesticides, without a backflow protection assembly.
- ✗ Don't connect waste pipes from water softeners or other treatment systems to the sewer, submerged drain pipe, etc.
- ✗ Don't leave a hose submerged in buckets, pools, tubs, sinks, ponds, etc.

How Does Backflow Occur?

Event 1: Water pressure is reduced because of a break in the water main.

Event 2: Reverse pressure is created by a drop in water pressure. Dangerous chemicals can then be drawn into the drinking water supply through a hose (also known as a cross connection).

Event 3: Dangerous chemicals enter the drinking water supply and come out of neighboring showers and taps. This can cause serious or fatal injury.

Does My Backflow Assembly Need to Be Tested?

YES! RPU's Cross Connection and Backflow Prevention Program requires all backflow assemblies to be tested annually. All commercial and industrial customers must have backflow protection at the water service entrance to the premise, near the RPU water meter.

How Do I Get My Backflow Assembly Tested or Installed?

Contact a plumber of your choice who is an American Society of Sanitary Engineers (ASSE) certified backflow preventer tester or licensed plumber to perform an installation. The annual test reports must be submitted, no more than 30 days after the test date, to:

Rochester Public Utilities

Attn: Backflow Testing
4000 East River Rd NE
Rochester, MN 55906

THINGS TO NOTE IF YOU ARE PLANNING TO VISIT THE RPU SERVICE CENTER

We are continuing to recommend that all possible customer interaction with RPU be electronic or over the phone at this time. If you must visit the RPU Service Center, please be aware of our lobby changes and in-person requirements.

The RPU Service Center lobby hours are now Monday-Friday, 8am-4pm. RPU Customer Relations staff are available on the phone (507.280.1500) Monday-Friday, 8am-5pm, to help customers with their RPU needs.

RPU staff are working safely at the Service Center and from home, depending on their job and remote capabilities. This time has certainly been a test of creative teamwork and how to maximize resources remotely. The great thing is that RPU employees want to embrace new ways to work as a team to ensure that we are meeting and exceeding the expectations of our customers.

Guidelines at the front door of the lobby show the requirements to enter the RPU Service Center.



One of the floor markers for social distancing.



Online Energy Efficiency Workshop

Participate in our FREE Neighborhood Energy Challenge online workshop and qualify for a \$50 home energy audit, valued at over \$300!

**Thurs
Sept 17
2020
6:30-7:30pm**

Register to receive an email link to the online event:
Call: 888.734.6365
-or- Email Stacy:
sbootscamp@mncee.org

Visit www.rpu.org for more details.

FREE ONLINE CLASS Solar Energy For Your Home or Business

**Sat, Oct 10, 2020
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.

RPU Commercial Customer Corner: Overlooked Energy Efficiency Method for Mechanical Insulation

You don't hear much about mechanical insulation, but it's one of the best energy efficiency bargains available. Over a 20-year period, a mechanical insulation system saves up to 500 times the energy it takes to manufacture it, according to the National Insulation Association.

The Benefits

Mechanical insulation, sometimes known as the "forgotten technology," is thermal insulation on pipes, valves, and all kinds of mechanical equipment, including HVAC systems, boilers, ductwork, and refrigeration. Mechanical insulation can help facilities:

- Save energy
- Control condensation
- Reduce noise
- Improve safety by controlling surface temperatures
- Lower emissions
- Increase equipment life

Best Applications

Where can mechanical insulation most effectively save energy and money in your facility? Here are some examples:

Ductwork. Insulation helps keep conditioned air at the right temperature as it passes through ducts. It can also reduce HVAC fan and motor noise.

Chilled water pipes. Insulating cold water piping in air-conditioning and refrigeration systems helps reduce the amount of heat chilled water absorbs from the surrounding air. It also guards against condensation.

Hot water distribution lines. For facilities using boilers for space heating, insulation on distribution lines reduces

heat loss in unconditioned spaces and improves overall system efficiency by delivering more heat where it's needed.

Ensuring Performance

To get the most out of mechanical insulation, you must install it correctly. To get it right, follow this advice:

Check the codes: Make sure that mechanical insulation installations meet or exceed local energy code regulations.

Choose the right materials: Get the right insulation for the job. Insulation manufacturers typically label their products to ensure they're used correctly.

Look for moisture: Insulation should be installed on dry surfaces free of condensation. Moisture may damage insulation, grow mold, or reduce the insulation's performance.

Close the gaps: Gaps on cold water pipes could allow condensation to form, while gaps on hot water pipes increase heat loss.

Put up vapor barriers: Improperly installed vapor barriers can increase costs significantly; failures usually occur at irregular and joined surfaces. Ensure that mastic is used for vapor barrier material.

Learn More

For more information about designing, specifying, and installing a mechanical insulation system, see the Mechanical Insulation Design Guide developed by the National Institute of Building Sciences. Also check out 3E Plus, free software from the North American Insulation Manufacturers Association (NAIMA). It calculates the energy savings, environmental impact, and economics of adding different kinds and thicknesses of insulation.

First Fast-Charging Vehicle Charging Station Arrives in Rochester!

As part of a grant from the Minnesota Pollution Control Agency (MPCA), the first fast-charging vehicle charger was installed in Rochester recently. The charger is part of a statewide grant with ZEF Energy to install 22 fast-charging stations along Minnesota highways. The new station will provide approximately 40 miles of travel from a 10-minute charge.

The charging station is located in the parking lot of Fresh Thyme, next to the Miracle Mile.





PRESORTED
STANDARD
US POSTAGE
PAID
Bluespire

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



RPU Service Center Holiday Hours

The RPU Service Center will be closed on:
Monday, September 7, in observance of Labor Day

Social Media:

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

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)

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Now Accepting Nominations for the Environmental Achievement Awards

Since 1992, recognizing local environmental work from individuals, groups, organizations, and businesses has been a focus for RPU and Olmsted County. With your help, we hope to acknowledge more of the great environmental work going on in the community, through nominations from you!

Last year's recipients offered a wide breadth of environmental reach and expertise. We've highlighted some to show the many ways that people are making positive environmental impacts in Rochester and Olmsted County.



Pam & Michael Pagelkopf Nominator:
Jo Anne Judge-Dietz
Minnesota Master
Naturalist Volunteers,
Pam and Michael

Pagelkopf, were excited to respond to the call from Sara Holger with Minnesota Project Get Outdoors. In 2011, the Pagelkopfs created a nature-based program for Rochester area preschools called "Nature with Pam and Michael."

Resourcing with the Statewide Health Improvement Partnership (in Olmsted County), the Pagelkopfs created

"Touch 'N' Feel" in 2018, offering children a hands-on experience with nature. Pam and Michael are active in the Minnesota School Forest Program. Since 2010, they have built and delivered 1,172 field desks to 42 School Forest sites across Minnesota traveling 6,800+ miles.



318 Commons
Nominator: Kevin Bright
318 Commons is a mixed-use retail, office, classroom, and residential

development located in downtown Rochester. This past year, the facility participated in Rochester's Voluntary Energy Benchmarking Program. Program participants shared their utility consumption data publicly to develop an understanding of energy performance, encourage best-practice sharing, and accelerate the pace of energy conservation projects in Rochester.

Make sure to submit your nomination for a deserving individual, group, organization, or business by October 2. Visit the RPU website (www.rpu.org) for full details.