

RPU Plugged In



Protect Your Home with Service Assured®

Read more on page 2.

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Service Assured® 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!

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 to the right.)

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, rather than how new your home is.

Can I get coverage on just one utility?

Yes, for \$1.99 per month you can cover just 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 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)

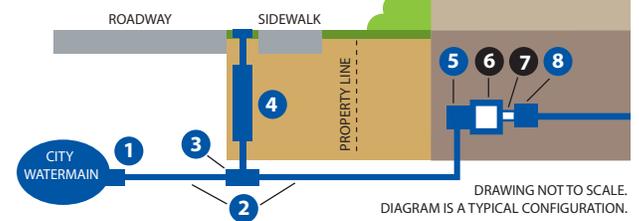
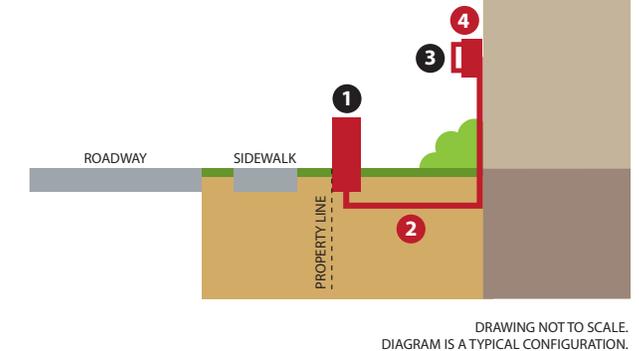


FIGURE 2 Underground Electric Service

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)



Sign Up Today

Visit www.rpu.org to review complete Terms and Conditions. You can enroll online or call RPU at **507.280.1500** to request an enrollment form in the mail.

*Contact us to determine your eligibility; some exclusions apply.

156 Miles of New Transmission Added to the Grid

The CapX2020 Hampton-Rochester-La Crosse 345/161-kV transmission line project is complete. The final phase of the project was energized September 16, 2016. The transmission line runs between the Hampton substation near Hampton, Minnesota, the North Rochester substation north of Pine Island, Minnesota, and the Briggs Road substation north of La Crosse, Wisconsin, and includes three new substations.

Project partners, local officials, renewable energy advocates, and media gathered outside the Hampton substation in Hampton on September 26 to commemorate completion of the 156-mile transmission line.

Joint Ownership

The CapX2020 Hampton-Rochester-La Crosse Project is jointly owned by Xcel Energy, Southern Minnesota Municipal Power Agency, Dairyland Power Cooperative, Rochester Public Utilities and WPPI Energy. Xcel Energy owns approximately 67% of the project.

"We are very proud to be part of the CapX2020 project and what it means to the region, and to Rochester," said Mark Kotschevar, Rochester Public Utilities General Manager. "It serves as



Left-to-right: Mark Kotschevar, Rochester Public Utilities; Dave Geschwind, Southern MN Municipal Power Agency; Teresa Mogensen, Xcel Energy; Chris Kunkle, Wind on the Wires; Ben Porath, Dairyland Power Cooperative; Priti Patel, MISO; and Tim Noeldner, WPPI Energy.

a wonderful example of what can be accomplished when multiple utilities come together with a common goal."

CapX2020 has now invested \$1.85 billion in completing four high-voltage transmission line projects totaling nearly 725 miles across Minnesota, North Dakota, South Dakota, and Wisconsin. A fifth project in eastern South Dakota is scheduled for completion in 2017. The transmission infrastructure projects are addressing local reliability needs and opening up new paths for solar and wind energy across the upper Midwest, helping to

meet state renewable energy standards, including Minnesota's 25% by 2025 mandate (30% by 2020 for Xcel Energy).

A Resource Evolution

"The electric grid is more important than ever as society goes through a resource evolution," said Teresa Mogensen, Xcel Energy senior vice president of transmission. "With increasing proportions of variable generation sources like wind and solar reshaping the resource profile, the transmission system is at the center of making it all work together."

2016 "Be Bright" ENERGY STAR® LED Campaign

Be Bright this fall! Through December 31, while supplies last, our residential electric customers are eligible for reduced pricing on ENERGY STAR® qualified LED light bulbs at participating local and area retailers, for as little as \$0.99 each. Rochester retailers this year include Arrow Ace Hardware, Batteries Plus Bulbs, Home Depot, Lowes, Menards, Sam's Club, and Walmart.

ENERGY STAR-labeled LEDs use 80% less energy and last up to 25 times longer than incandescent light bulbs – but less watts doesn't mean less light!

LEDs produce bright light for less cost because they use less electricity and last longer than incandescent and compact fluorescent bulbs – saving time and money on replacements.

By replacing the five most-used bulbs in your home with energy-efficient LEDs, you can save about \$40 in energy costs during the first year alone. LEDs also produce less heat than incandescents – improving safety.

While these financial savings are a big draw, LEDs also offer environmental benefits to help make our community a little greener.



Remember, supplies are limited, so get your discounted LEDs before they sell out! Visit www.rpu.org for the entire retailer list. Discounted LEDs purchased during this promotion are not eligible for our LED rebate program.



WELL #41 NOW IN SERVICE

Well #41 in southeast Rochester was placed in service as RPU's newest water supply facility.

The new 470-foot-deep Jordan Aquifer well pumps water directly into the Main Level Service Area and is located just east of Rochester Community and Technical College. In the future, Well #41 will also have the ability to pump boosted pressure water into the Rose Harbor High-Level System.

The well was constructed by EH Renner & Sons. The well house that encloses the well was constructed by

Alvin E. Benike, Inc. Total cost of the well/well house was approximately \$850,000.

Currently, Well #41 produces approximately 1,000 gallons per minutes (gpm). As growth continues in the southeast area, Well #41 can increase its production up to 1,800 gpm. Prior to pumping water into the system, Well #41 receives the addition of chlorine (for disinfection), fluoride (prevention of tooth decay), and a polyphosphate blend (for corrosion control).

Do you know where your house needs energy help?

Find out with RPU's Neighborhood Energy Challenge!

1. Attend a **FREE Energy Workshop:**
Saturday, November 19, 2016 • 10-11a.m.
RPU's Community Room • 4000 E River Road NE
2. Schedule a Home Audit for Only \$50 and Receive Free "First Step" Water & Energy Saving Products
3. Get Expert Help With "Next Step" Efficiency Improvements



TO REGISTER CONTACT: Stacy Boots Camp at 888.734.6365 or sbootscamp@mncee.org.

Learn more at www.rpu.org



HIT THE ROAD, JACK!

CFL BULB & FIXTURE REBATES ARE ENDING DECEMBER 31, 2016

(and they won't be coming back no more, no more)

To save money on home lighting, purchase Energy Star® LED bulbs and fixtures and bring home a rebate of up to 50% off your purchase!



CONSERVE & \$AVE

WATER CONSERVATION

Monthly Tip on Saving From the Tap



Want to know where you can save water in your facility? Call us at 280.1500 to schedule an audit. Then get a rebate from RPU when you purchase new, water-efficient fixtures and equipment! (Visit www.rpu.org for a list of eligible items.)

CONSERVE & \$AVE



Celebrate with Savings!

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

1. Purchase LED holiday plug-in (not battery operated) lights and decorations in 2016.
2. Complete this page and submit it to your utility:
 - by March 31, 2017
 - with original sales receipt
 - with LED packaging showing the LED logo and number of lights per string.
3. Rebate is limited to 50% of LED string or package cost, tax excluded.

Customer Name _____

Home Phone # (with area code) _____ Daytime Phone # (with area code) _____

Mailing Address _____ City _____ State _____ Zip +4 _____

Installation Address (if different from above) _____ City _____ State _____ Zip +4 _____

Account # _____ Residential Commercial

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

Rochester Public Utilities
 Attn: Rebate Processing
 4000 E River Rd NE • Rochester, MN 55906-2813
 507.280.1500 • www.rpu.org

Recipient must be an electric customer of Rochester Public Utilities. Valid only on purchases made in 2016.

A Lamp Size	B # of Lamps per String	C # of Strings	D Cost per String	E Rebate per String* (D x .50)	F Total Rebate (C x E)
<input type="checkbox"/> Mini <input type="checkbox"/> Other					
<input type="checkbox"/> Mini <input type="checkbox"/> Other					
<input type="checkbox"/> Mini <input type="checkbox"/> Other					
<input type="checkbox"/> Mini <input type="checkbox"/> Other					
<input type="checkbox"/> Mini <input type="checkbox"/> Other					

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

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

GRAND TOTAL REBATE: _____

OFFICE USE ONLY: ID# _____
 DATE Received _____
 Date Processed _____

Choose Your Way TO PAY YOUR RPU BILL



Go Paperless

Receive an email that your bill is available to view.

Budget Billing

Monthly payments stay the same based on the average of the previous 12 months of service.

NOTE: Account must be at a zero balance to start.

Automatic Payments

- Automatic Checking or Savings Account Debit
- Automatic Credit/Debit Card Payment
- Can be combined with Budget Billing

How to Enroll

Enroll at www.rpu.org or fill out the form below and mail this page to:

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

Visit www.rpu.org to learn how to Pay Online, Pay By Phone, or use Pay Stations and Drop Boxes.

RPU BILL PAYMENT OPTIONS ENROLLMENT FORM *You may also enroll at: www.rpu.org*

_____ **300000** _____
Last Name (As It Appears On Your Account) First Name (As It Appears On Your Account) RPU Contract Account Number

_____ Service Address

_____ Mailing Address (If Different Than the Service Address) City State Zip

_____ Home Phone Number Cell Phone Number

_____ Email Address (Required to Go Paperless)

By signing below, I hereby request RPU to enroll my account in the options I select below, and acknowledge that I have read and agree to the terms and conditions as outlined on www.rpu.org.

_____ Printed Name Customer Signature Date

GO PAPERLESS (Provide an email address above.)

BUDGET BILLING

AUTOMATIC PAYMENTS

PLEASE DEDUCT MY PAYMENT: (Check one.) When My Bill Is Invoiced When My Payment Is Due

Checking Account Withdrawal (Please attach a VOIDED check.) Bank Name: _____

Savings Account Withdrawal (Please attach a VOIDED deposit slip.) Bank Name: _____

Credit / Debit Card (Please fill out your credit/debit card information below.)

WE VALUE YOUR PRIVACY! The portion of this form above this line will be retained for authorization purposes. To protect your privacy the portion below this line, as well as any attached voided checks or deposit slips, will be destroyed.

DISCOVER  MasterCard  VISA 

Name (As It Appears on Card): _____

Card #: _____ - _____ - _____

Exp Date: ____/____/____

'TIS THE SEASON FOR LED HOLIDAY LIGHTING

There aren't many things more festive than holiday lights decorating the inside and outside of a home during the holidays. Whether it be a gentle glow of soft white lights or the blinding splash of color from thousands of blinking lights, they all add to the holiday cheer. If you're planning to string five strings or 500 strings of lights, make sure to do it right this year.

Lighting technology has improved greatly in recent years, making the selection and benefits even better for the consumer. LED (light-emitting diodes) lighting is the newest and most energy efficient string lighting available. LEDs are available in clear, single color strands, or multi-color strands and can be connected together to offer many different color combinations. There are blinking light options available along with the traditional icicle lights using LEDs. The options are almost endless when it comes to using LED holiday lighting.

LEDs Are More Energy Efficient

LEDs use a fraction of the energy that standard incandescents use. Based on the type of LEDs used and the application, LED holiday lighting could save you up to 90% in energy costs when compared to incandescent lighting. In addition, LEDs don't burn a filament to produce the light so they don't put off excess heat in the process.

LED lighting options, including holiday lighting, can be more expensive when compared with standard incandescent lighting, so RPU is again offering a rebate for LED holiday lighting and decorations. The rebate (depending on the number of lights) can be up to \$12 per string of lights. Some restrictions apply. **See page 5 for rebate application.**



RPU Service Center location

*It's that time of year again!
Come in to the RPU Service Center and...*

PICK UP YOUR FREE RPU 2017 CALENDAR!

(while supplies last)

FEATURING:

- 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



Once you've purchased all the new energy efficient LED holiday lights you need this season, what should you do with the old ones?

Don't toss them... RECYCLE them!

Due to the high demand last year, RPU will again 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.

Available now through January 31, 2017.





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

PRESORTED
STANDARD
US POSTAGE
PAID
BlueSpire



RPU SERVICE CENTER Holiday Hours

The RPU Service Center will be closed on:
November 11 for Veterans Day
November 24-25 for Thanksgiving

Lake Zumbro Hydro Drawdown Draws Near

The annual drawdown of Lake Zumbro is scheduled to begin October 30. The drawdown is necessary for planned maintenance and shoreline restoration work. The public should be aware that the drawdown planned for this fall will be substantially greater than normal. A typical fall drawdown is less than 2 feet; whereas this year a 3 foot drawdown will be attempted. These plans are subject to change, depending on rainfall and resulting runoff. RPU's drawdown plan is as follows:

- Sunday, October 30, start the gradual drawdown from summer pool elevation 914.5 feet and continue releasing water until a target elevation of 911.5 feet is achieved.
- Maintain the lake level at or about 911.5 feet from November 5 thru November 13.
- On Monday, November 14, lake refilling will begin. The level will be slowly raised back up to normal winter pool at a rate of no more than 0.5 feet per day while maintaining a minimum release of 70 cubic feet per second. We anticipate a minimum of six days will be required to raise the lake level to normal winter pool of 913.0 feet to minimize the impact on downstream resources.

The drawdown plan is subject to change depending on weather conditions.

During the months of November through March, Rochester Public Utilities (RPU) will attempt to maintain the lake level at the winter pool elevation of 913.0 feet.

Real-time lake level information, along with Lake Zumbro hydro updates, are available on the RPU website (www.rpu.org). For additional information regarding the Zumbro Hydroelectric Facility, please contact Tony Benson at **507.280.1534**.

Tips for Lake Ice Safety

Be extremely careful during winter activities that involve Lake Zumbro such as ice fishing, snowmobiling or just walking out on the frozen lake.

- Watch the weather and river flow conditions.
- Ice thickness and condition can vary greatly. Be very cautious.
- Look out for ice heaves and exposed logs and snags.
- Be cautious in the vicinity of the dam. De-icing equipment has been installed along the upstream face of the dam, resulting in open water and/or thin ice.
- Do not proceed past the warning signs and buoys.