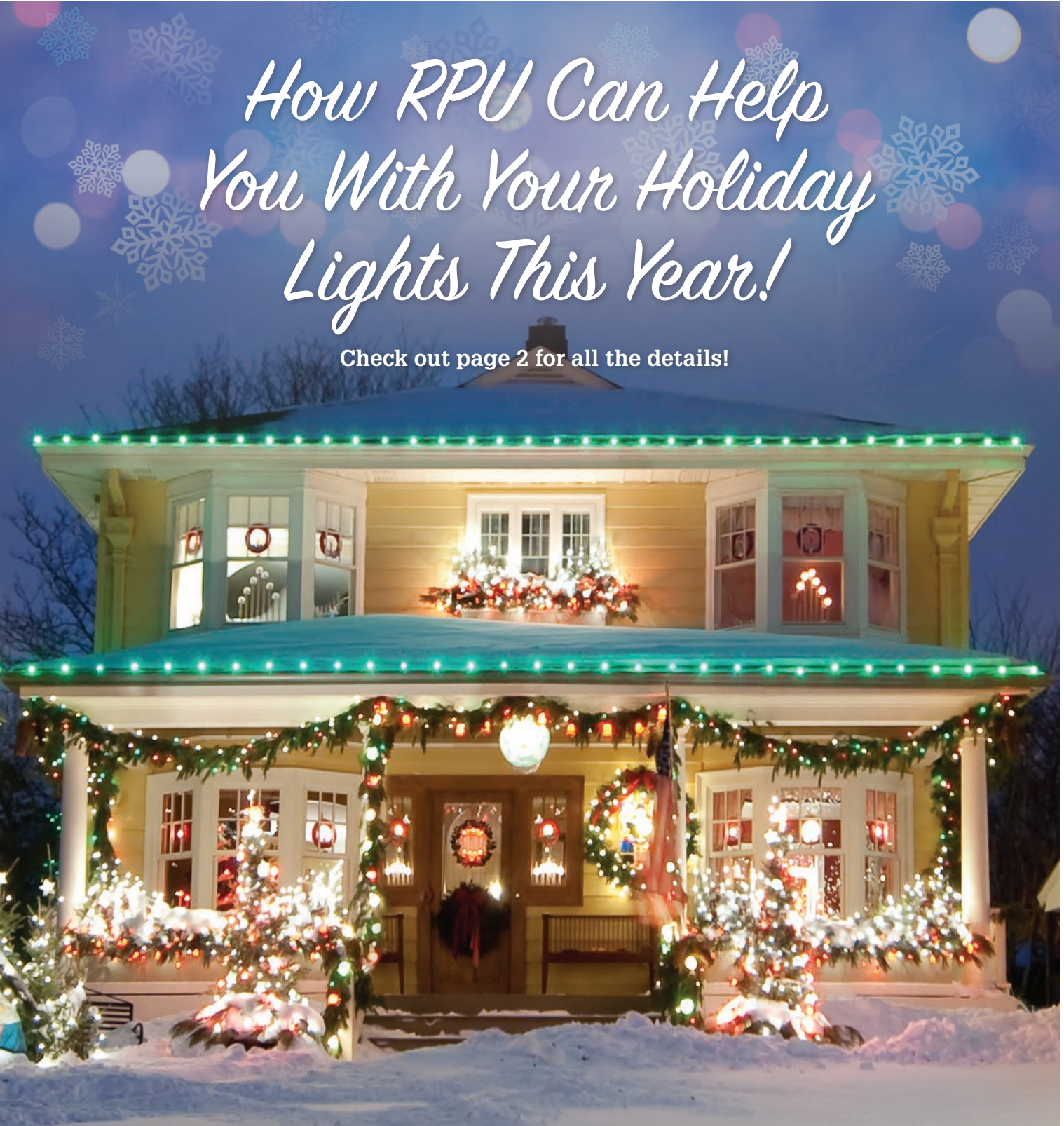


RPU *Plugged In*

*How RPU Can Help
You With Your Holiday
Lights This Year!*

Check out page 2 for all the details!



Light Up Your Home for the Holidays!

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 are planning to hang 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 diode) lighting is the newest and most energy-efficient string lighting available. LEDs are available in clear, single color strands, or multicolored 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.

Savings Abound

LEDs use a fraction of the energy that standard incandescent bulbs use. Based on the type of LED 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 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 strand. There is no cap on the

number of strands you can purchase, and this offer is available no matter where you purchase them. Some restrictions apply, so make sure to visit the RPU website, www.rpu.org, for full details.

Once you've purchased all of the LED holiday lighting you need this season, now what do you do with all of your old strands? RPU can help with that, too. Due to such high demand last year, RPU will again recycle all of your old holiday light strands for FREE this year. Just bring your old strands of lights into the RPU Service Center lobby and drop them in the bins designated for holiday lighting recycling.

SEE AD ON PAGE 3! →

RPU is #COMMUNITYpowered

#CommunityPowered means that we are a public power utility focused on serving our customers and our community every day! We are very proud of what we do in the community and how it benefits all of Rochester.



Starting on January 6, we will be giving away a FREE 3-way LED bulb or reusable RPU grocery tote (while supplies last) for any donation of two or more non-perishable food items brought into the RPU Service Center through March 31, 2020. Last year, RPU collected 130 pounds of food for the Channel One Supplemental Food Shelf.



RPU employees have also had the privilege of delivering Meals on Wheels for Family Service Rochester for many years. This dedicated group of RPU employees volunteer their lunch time to deliver meals to those in need in Rochester.

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 (4000 East River Road NE)** and drop them in the bins designated for holiday light recycling.



Available now through Jan 31, 2020.

Come in to the RPU Service Center and PICK UP YOUR FREE RPU 2020 CALENDAR!*

If your child was a winner or participated in the 2019 Arbor Day poster contest, their artwork may be in our calendar!



FEATURING:

- 2019 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

Celebrate with Savings!

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

1. Purchase new LED holiday plug-in (not battery or solar operated) lights and decorations in 2019.
2. Complete this page and submit it to your utility:
 - by March 31, 2020
 - with original sales receipt
 - with LED packaging showing the LED logo and number of lights per string (one package per type).
3. Rebate is limited to 50% of LED string or package cost, tax excluded.

Customer Name _____

Mailing Address _____ City _____ State _____ Zip +4 _____

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

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

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 2019. All Electric Efficiency Rebate terms and conditions apply.

1119PI

A Date Purchased (MM/DD/19)	B Lamp Size	C # of Lamps per String	D # of Strings	E Cost per String or Package	F Rebate per String (E x .50)*	G Total Rebate (D x F)
___/___/19	<input type="checkbox"/> Mini <input type="checkbox"/> Other					
___/___/19	<input type="checkbox"/> Mini <input type="checkbox"/> Other					
___/___/19	<input type="checkbox"/> Mini <input type="checkbox"/> Other					
___/___/19	<input type="checkbox"/> Mini <input type="checkbox"/> Other					
___/___/19	<input type="checkbox"/> Mini <input type="checkbox"/> Other					
___/___/19	<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 _____

Rate Changes Coming January 1, 2020

On November 12, 2019, the RPU Utility Board approved the 2020 RPU budget, which included a decrease in the Residential Electric Customer Charge rate to \$18.30, with a corresponding 1.7% increase in the Residential Energy rate intended to be revenue neutral overall. Also included in the budget was a proposed 3.5% water rate increase to be applied to all water rates.

Following the RPU Utility Board approval, the Rochester City Council approved the budget at their November 18, 2019 meeting. The new budget and changes will take effect on January 1, 2020. Visit www.rpu.org/my-account/rates-fees.php for more information and to view a table of rate changes.



What will you do with the money you save?



Find out how much you could save on your utility bill!

Attend our next FREE energy efficiency workshop and qualify for a \$50 home energy audit!

Saturday, January 25, 2020 • 10-11am

Northrop Community Education Center (free childcare available)



TO REGISTER:

Call: 888.734.6365

Email: sbootscamp@mncee.org

Learn more: www.rpu.org



Important Changes to 2020 Commercial Lighting Rebates

Starting January 1, 2020, LED lamps and fixtures installed in new construction facilities **must be ENERGY STAR® or DesignLights™ Consortium/DLC Certified to qualify** for a 2020 Commercial Lighting Rebate. Certificates will need to be submitted with the application.



Non-certified lighting equipment purchased in 2019 will still be eligible for the 2019 Commercial Lighting Rebate, as long as the project is completed in 2020.

For more information, contact your Account Representative, or visit our website: www.rpu.org

TEAMING UP TO SAVE YOU MONEY



Anna Basimamovic
507.280.1565



Jan Blevins
507.280.1578



Dru Larson
507.280.1607



Josh Mason
507.280.1588

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 (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.

Don't Let a Broken Pipe Break Your Bank!

When freezing temperatures cause pipes to burst, a water service line repair or replacement can cost \$4,000 to \$8,000 – or more!

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.



Make sure to sign up for RPU's Underground Utility Repair Coverage program, Service Assured®.

5 Questions About EV Charging

HOW LONG WILL IT TAKE TO CHARGE MY CAR?

How long it takes to charge your car depends on the type of charging station and the size of your vehicle's battery. Charging options are measured in kilowatts. Vehicle batteries are measured in kilowatt-hours. The more kilowatts that can flow to your battery at once, the quicker it will charge.

LEVEL 1 (REGULAR WALL OUTLET)	LEVEL 2 (240-VOLT HOME CHARGER)	DC FAST CHARGING (PUBLIC STATION)	SUPERFAST/ ULTRAFAST CHARGING (PUBLIC STATION)
1.2 kW	3.3-19.2 kW	50-150 kW	150-400 kW
42 hours	2.6-15 hours	20-60 minutes	8-20 minutes

Charging station ranges from the Association's report, Understanding the US Electric Vehicle Market. Times based on charging a fully depleted 63 kWh battery (the median battery size of US BEV models as of May 2019) to 80% capacity.

HOW FAR CAN I GO ON A KILOWATT-HOUR?



2-4
miles*

Just as gas-fueled cars can go different distances on a gallon of gasoline, how far you can drive your EV with one kilowatt-hour of electricity depends on the car, how you drive it, and other features you are using, such as heating. The median range – how far it can go on a full battery – for 2019 EVs is **236 miles**.

**Based on EPA estimated fuel economy for 2019 EV models*

HOW MUCH DOES IT COST TO CHARGE?

  **\$5.95**
per charge*

 **\$450-\$800**
per year**

Compared to fueling with gas, it costs the average U.S. driver about half as much to fuel an electric vehicle.

THE EQUIVALENT ELECTRICITY TO ONE GALLON OF GASOLINE***	\$1.21 eGallon of electricity
	\$2.71 gallon of gasoline




*To charge a fully depleted 63kWh battery to 80% capacity using 2018 national public power average residential rate of \$0.118/kWh

**Estimated annual fuel cost for 2019-2020 all-electric models, according to FuelEconomy.gov

***DOE's eGallon calculator, based on average residential electricity price of \$0.13/kWh and average gasoline price as of August 2019.

CAN I USE ANY PUBLIC CHARGING STATION?

No – different manufacturers use different plugs for DC fast charging.

PLUG TYPE	PLUG TYPE	WHICH CARS USE IT
	SAE Combo coupler system (CCS)	Audi, BMW, Chrysler, Ford, GM, Honda, Hyundai, Kia, Mercedes, Porsche
	CHAdemo	Nissan, Mitsubishi
	Tesla	Tesla

Some, but not all, stations can accommodate multiple plug types. Drivers can use onboard systems or mobile apps to look for compatible stations.

HOW OFTEN WILL I HAVE TO CHARGE IT?

2-3
times/week



With typical daily commuting, charging every other night or every few days is common.



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!

- rochesterpublicutilities
- @rpuoutages
- @rpualerts
- blog.rpu.org
- RPU TV

Mobile App:



RPU SERVICE CENTER Holiday Hours

The RPU Service Center will be closed on:

**Tuesday, December 24,
closing at noon**

Wednesday, December 25

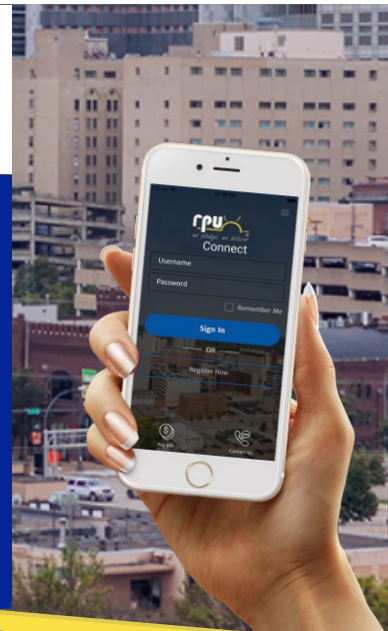
**Tuesday, December 31,
closing at noon**

Wednesday, January 1

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NOW AVAILABLE!

We're excited to announce our new online customer website and mobile app, **RPU Connect**. This new system will provide you with a simpler way to manage your RPU utility services within one screen.



FEATURES



MANAGE YOUR ACCOUNT

Manage your RPU account! Update your account profile and contact details.



PAY YOUR BILL

Paperless billing, autopay, and one-time payment options available for fast, easy, and secure payments.



VIEW YOUR USAGE

Compare current vs. previous time periods to help identify consumption patterns and trends.



COMMUNICATION PREFERENCES

Manage communication preferences to receive proactive alerts pertaining to your account.



CONNECT WITH US

Send messages to our Customer Relations Team from your mobile device or desktop.



DOWNLOAD NOW!

Search "RPU Connect" on the Google Play or Apple App Store

