



**Public Utility Board Agenda**  
**Rochester Boards & Commissions - Public Utility Board**  
**April 29, 2025**  
**4:00 p.m.**

**Attending and Viewing the Meeting**

Attend in-person at 4000 E River Rd NE, RPU Community Room, Rochester, MN or via [MS Teams](#).

Call in audio only number: 347-352-4853 Conference ID: 671 364 228#

A recording is made available after the meeting at the [City's website](#).

**Call to Order/Roll Call**

- 1. Approval of Agenda**
- 2. Safety Moment**
- 3. Consent Agenda**

**3.A. Minutes of the Rochester Public Utility Board Meeting of March 25, 2025.**

Approve the minutes and video of the March 25, 2025, meeting of the Rochester Public Utility (RPU) Board.

**3.B. Review of Accounts Payable**

Review the list of consolidated and summarized transactions for 03/12/2025 to 04/10/2025 in the total amount of \$12,261,614.42.

**3.C. Rochester Public Utilities Renewable Energy Objective**

Accept and place on file.

**Open Public Comment Period**

*This agenda section is for the purpose of allowing citizens to address the Utility Board.*

*People wishing to provide public comment may appear in person or provide written commentary in advance by email to [publiccomment@rpu.org](mailto:publiccomment@rpu.org). Virtual participation is currently not available.*

*Comments are limited to 2 minutes, and the total comment period is limited to 20 minutes. Any speakers not having the opportunity to be heard will be the first to present at the next Board meeting.*

**4. Consideration of Bids**

**4.A. 2025 Electric Manhole Rebuild - Project #2025-03**

Approve a resolution to accept the bid from MasTec North America, Inc. in the amount of \$199,058.25 and authorize the Project Manager to execute the services up to the approved budgeted amount.

**4.B. Underground Medium Voltage Cable Bid Acceptance and Award**

Approve a resolution to accept the bid from Border States Electric for the purchase of 108,000 ft (+/-) medium voltage cable (inventory item 2247; 1/0 AWG, 15KV), subject to escalation/de-escalation at the time of delivery.

**5. Regular Agenda**

**5.A. Financial Audit Presentation - 2024 Annual Financial Audit Results**

Accept and place on file.

**6. Informational**

**6.A. Customer Survey Results**

No action required. Informational only.

**6.B. Advanced Metering Project Update**

No action required. Informational only.

**6.C. Power Supply Resource Plan Update**

No action required. Informational only.

**7. Board Policy Review**

**7.A. Board Policy 18: Water and Electric Metering**

Review and receive comments on the policy. No Board action requested.

**7.B. RPU Index of Board Policies**

Review the Index of Board Policies to summarize progress on policy updates and determine future policy review items.

**7.C. Ad Hoc Assignment for Policy 30: Life Support**

Assign two board members to an Ad Hoc assignment to review Policy 30: Life Support.

**8. General Managers Report**

**8.A. General Managers Report**

No action required. Informational only.

**9. Division Reports & Metrics**

**9.A. Division Reports and Metrics for April 2025**

Review the reports from each of RPU's divisions: Safety, Water Division, Power Delivery, Power Resources, Customer Relations, Corporate Services, and Information Technology.

**10. Other Business**

**11. Adjournment**



## **REQUEST FOR ACTION**

Minutes of the Rochester Public Utility Board Meeting  
of March 25, 2025.

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Consent Agenda

**PRESENTER:**

Tim McCollough

**Action Requested:**

Approve the minutes and video of the March 25, 2025, meeting of the Rochester Public Utility (RPU) Board.

**Report Narrative:**

Official minutes of the RPU Board are published in accordance with Open Meeting Law, capturing the official record of the RPU Board.

**Policy Considerations & DEI Impact:**

Minutes and video of the appointed boards of the City provide access and transparency to RPU systems, processes, and decision making.

**Prior Legislative Actions & Community Engagement:**

Minutes of the previous RPU Board meeting are generated monthly.

**Fiscal & Resource Impact:**

No fiscal impact of publishing minutes.

**Prepared By:**

Erin Henry-Loftus

**Attachments:**

[20250325 Public Utility Board Meeting Minutes](#)



**CITY OF ROCHESTER, MINNESOTA  
Public Utility Board MINUTES**

***Attending and Viewing the Meeting***

**Call to Order/Roll Call**

Meeting started at 4:00 p.m.

Attendee Name	Status
Melissa Graner Johnson	Present
Brett Gorden	Present
Patrick Keane	Present
Malachi McNeilus	Present
Wendy L Turri	Present

**1) Approval of Agenda**

Motion to Approve the agenda with the addition of walk on item 4.C.: Mayo Clinic Bold Forward Unbound MOU with RPU (Electric).

**MOVER:** Patrick Keane  
**SECONDER:** Malachi McNeilus  
**AYES:** Melissa Graner Johnson, Brett Gorden, Patrick Keane, Malachi McNeilus, Wendy L Turri  
**RESULT:** **APPROVED [UNANIMOUS]**

**2) Safety Moment**

Safety Manager Bob Cooke presented to the Board.

**3) Consent Agenda**

3.A) Minutes of the Rochester Public Utility Board Meeting of February 18, 2025.

**Official Act:** Approve the minutes and video of the February 18, 2025, meeting of the Rochester Public Utility (RPU) Board.

[Cover Page](#) 

[20250218 Public Utility Board Meeting Minutes](#) 

3.B) Review of Accounts Payable

**Official Act:** Review the list of consolidated and summarized transactions for



02/11/2025 to 03/11/2025 in the total amount of \$11,572,476.72.

[Cover Page](#) 

[AP Board Listing](#) 

3.C) Board Policy 21. Involuntary Disconnection

**Official Act:** Approve the revised Involuntary Disconnection policy.

[Cover Page](#) 

[21 Involuntary Disconnection 20250325](#) 

[20250325 Involuntary Disconnection Policy - Resolution](#) 

3.D) Distributed Energy Resource Annual Report

**Official Act:** Approve the 2024 RPU Distributed Energy Resource Report.

[Cover Page](#) 

[RPU Distributed Generation Board Report 2024](#) 

[20250325 Resolution - 2024 RPU Distributed Energy Resource Report](#) 

3.E) Distributed Energy Resource Tariff Schedule Update

**Official Act:** Approve the Distributed Energy Resource Tariff Schedules

[Cover Page](#) 

[Schedule1\\_RPU\\_2025](#) 

[Schedule2\\_RPU\\_2025](#) 

[Schedule3\\_RPU\\_2025](#) 

[20250325 Resolution - Distributed Energy Resource Tariff Schedules](#) 

Motion to approve the consent items in block (3.A - 3.E).

**MOVER:** Wendy L Turri

**SECONDER:** Patrick Keane

**AYES:** Melissa Graner Johnson, Brett Gorden, Patrick Keane,  
Malachi McNeilus, Wendy L Turri

**RESULT:** **APPROVED [UNANIMOUS]**

### **Open Public Comment Period**

None.

## **4) Regular Agenda**

4.A) [Establish a Special Capital Project Fund for PFAS Monitoring or Mitigation](#)

**Official Act:** Approve a resolution designating all per- and polyflouroalkyls substance (PFAS) settlement proceeds received by the Water Utility, for costs to monitor or mitigate PFAS elements.

[Peter Hogan, Director of Corporate Services, presented to the Board.](#)

[Todd Blomstrom, Director of Water, presented to the Board.](#)

[Cover Page](#) 

[20250325 Resolution - Speical Capital Project Fund PFAs Monitoring or Mitigation](#) 

Motion to approve a resolution designating all per- and polyflouroalkyls substance (PFAS) settlement proceeds received by the Water Utility, for costs to monitor or mitigate PFAS elements.

**MOVER:** Malachi McNeilus  
**SECONDER:** Brett Gorden  
**AYES:** Melissa Graner Johnson, Brett Gorden, Patrick Keane, Malachi McNeilus, Wendy L Turri  
**RESULT:** **APPROVED [UNANIMOUS]**

4.B) [Reimbursement Authorization for the Power Supply Resource Plan and the Advanced Metering Infrastructure Projects](#)

**Official Act:** Approve the reimbursement resolutions for the Electric and Water Utilities and authorize management to request a declaration from the City Finance Director for each Utility.

[Peter Hogan, Director of Corporate Services, presented to the Board.](#)

[Cover Page](#) 

[2025\\_03\\_25\\_Reimbursement\\_Resolution\\_AMI\\_Water\\_Utility](#) 

Motion to approve a resolution relating to the financing of Power Supply Resource Plan Generation, Substation, Distribution and Transmission Projects; establishing compliance with reimbursement bond regulations under the Internal Revenue Code.

**MOVER:** Patrick Keane  
**SECONDER:** Wendy L Turri  
**AYES:** Melissa Graner Johnson, Brett Gorden, Patrick Keane, Malachi McNeilus, Wendy L Turri  
**RESULT:** **APPROVED [UNANIMOUS]**

[2025 03 25 Reimbursement Resolution Power Supply Resource Plan](#) 

Motion to approve the resolution relating to the financing of advanced metering infrastructure projects; establishing compliance with reimbursement bond regulations under the Internal Revenue Code.

**MOVER:** Patrick Keane  
**SECONDER:** Brett Gorden  
**AYES:** Melissa Graner Johnson, Brett Gorden, Patrick Keane, Malachi McNeilus, Wendy L Turri  
**RESULT:** **APPROVED [UNANIMOUS]**

4.C) [The Mayo Clinic Bold Forward Unbound MOU with RPU \(Electric\)](#)

**Official Act:** Approve a Resolution delegating authority to the General Manager and City Attorney to execute a Memorandum of Understanding (MOU) with the Mayo Clinic to support the Bold Forward Unbound initiative.

[Cover Page](#) 

[20250325\\_Resolution\\_-Mayo Clinic Bold Forward Unbound MOU with RPU - Electric](#) 

[Board member Brett Gorden recused himself from the discussion and abstained from the vote on agenda item 4.C., due to a potential conflict of interest.](#)

[Timothy McCollough, General Manager, presented to the Board.](#)

[City Attorney, Michael Spindler-Krage, clarified information for the Board.](#)

Motion to approve a Resolution delegating authority to the General Manager and City Attorney to execute a Memorandum of Understanding (MOU) with the Mayo Clinic to support the Bold Forward Unbound initiative.

**MOVER:** Malachi McNeilus  
**SECONDER:** Patrick Keane  
**AYES:** Melissa Graner Johnson, Patrick Keane, Malachi McNeilus, Wendy L Turri  
**ABSTAIN:** Brett Gorden  
**RESULT:** **APPROVED [4 - 0 - 1]**

## 5) [\*\*\*Informational\*\*\*](#)

5.A) 2024 Customer Relations Operations Report

**Official Act:** No action required. Informational only.?

[Cover Page](#) 

[2024 Customer Relations Operations Report Final March 2025](#) 

[Patty Hanson, Director of Customer Relations, presented to the Board.](#)

[Mikki Valere, Manager of Customer Care, presented to the Board.](#)

[Josh Mason, Manager of Marketing and Energy Services, presented to the Board.](#)

[Raquel Hellman, Communications Coordinator, presented to the Board.](#)

## 6) [\*\*\*Board Policy Review\*\*\*](#)

6.A) RPU Index of Board Policies

**Official Act:** Review the Index of Board Policies to summarize progress on policy updates and determine future policy review items.

[Cover Page](#) 

[Rochester Public Utilities Index of Board Policies](#) 

## 7) [\*\*\*General Managers Report\*\*\*](#)

7.A) General Manager's Report for March 2025

[Cover Page](#) 

[March 2025 General Manager's Report.pdf](#) 

8) **Division Reports & Metrics**

8.A) Division Reports and Metrics for March 2025

**Official Act:** Review the reports from each of RPU's divisions: Safety, Water Division, Power Delivery, Power Resources, Customer Relations, Corporate Services, and Information Technology.

[Cover Page](#) 

[March Division Report](#) 

9) **Other Business**

None.

10) **Adjournment**

Meeting adjourned at 5:14 p.m.

10) Adjournment

**MOVER:** Patrick Keane  
**SECONDER:** Brett Gorden  
**AYES:** Melissa Graner Johnson, Brett Gorden, Patrick Keane,  
Malachi McNeilus, Wendy L Turri  
**RESULT:** **APPROVED [UNANIMOUS]**

\_\_\_\_\_  
Board President

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Date



## **REQUEST FOR ACTION**

### **Review of Accounts Payable**

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Consent Agenda

**PRESENTER:**

Tim McCollough

**Action Requested:**

Review the list of consolidated and summarized transactions for 03/12/2025 to 04/10/2025 in the total amount of \$12,261,614.42.

**Report Narrative:**

Reference the detailed Rochester Public Utilities A/P Board Listing by Dollar Range Report (attached).

**Policy Considerations & DEI Impact:**

This item is in compliance with Minnesota statute 412.271 requiring all claims to be reviewed by boards and councils.

**Fiscal & Resource Impact:**

This is for payment of previously approved amounts, through budget or other Board action.

**Prepared By:**

Erin Henry-Loftus

**Attachments:**

[AP Board List Current Month](#)

**ROCHESTER PUBLIC UTILITIES**  
**A/P Board Listing By Dollar Range**  
For 03/12/2025 To 04/10/2025  
**Consolidated & Summarized Below 1,000**

**Greater than 50,000 :**

1	SOUTHERN MN MUNICIPAL POWER A	March SMMPA Bill	6,990,478.77
2	MN DEPT OF REVENUE	February Sales and Use Tax	850,470.96
3	ITRON INC	4320EA-Itron, 500W, Gen5 Pit Ert Mod 3-Phase	333,790.74
4	CONSTELLATION NEWENERGY-GAS D	February Gas - SLP	254,876.81
5	IRBY UTILITIES dba	13EA-Trans, PM, 3ph, 45kVA, 13.8/8, 208/12	234,702.00
6	SHI INTERNATIONAL CORP (P)	2024-27 Microsoft Enterprise Agreement	204,004.11
7	ASPLUNDH TREE EXPERT LLC (P)	801 Tree Clearance	187,114.65
8	L & S ELECTRIC INC (P)	Hydro Controls Project	147,780.00
9	ITRON INC	180EA-Meter, Diehl, Ultra Hydrus, 2", M17	117,979.20
10	MN DEPT OF HEALTH	Community Water Supply Fee Jan-Mar 2025	101,957.00
11	ITRON INC	846EA-Meter, Diehl, Ultra Hydrus, 3/4"	101,655.36
12	ASPLUNDH TREE EXPERT LLC (P)	2025 Hourly Tree Trimming	93,132.51
13	RESCO	72EA-SL Pole, 25', Residential, 21' Mtg	80,181.90
14	ASPLUNDH TREE EXPERT LLC (P)	Q4 Tree Clearance	79,352.00
15	N HARRIS COMPUTER CORP	Cayenta AMI Integration - Phase 1	75,881.25
16	IRBY UTILITIES dba	2EA-Trans, PM, 3ph, 300kVA, 13.8/8, 480	70,098.00
17	ECHO SOLAR 2022 HOLDCO LLC	February Solar Power	61,579.94
18	PAYMENTUS CORPORATION	February Electronic Bill Payment Services	58,227.43
19	NPL CONSTRUCTION	Century Valley Jnt Tr Directional Boring	57,051.82
20	OSI - OPEN SYSTEMS INTERNATIO	Open OTS Simulator Implementation	54,313.88
21	LIFELINE INCORPORATED	60EA-AED Plus, Zoll, w/Soft Case	54,141.06
22	IRBY UTILITIES dba	2EA-Trans, PM, 3ph, 150kVA, 13.8/8, 480	52,224.00
23			
24		<b>Price Range Total:</b>	<b>10,260,993.39</b>

**5,000 to 50,000 :**

25			
26			
27			
28	IBM CORP	Customer Overpayment	46,400.00
29	NPL CONSTRUCTION	Ponderosa Pines Jnt Tr Directional Boring	44,713.74
30	BAKER TILLY US, LLP	2023-2025 Audit Fees	44,085.00
31	UTIL-ASSIST INC	AMI Systems Integrator	37,917.33
32	DOXIM UTILITEC LLC	March 2025 Bill Print and Mail Services	37,579.76
33	KRAMER CONTRACTING LLC	Willow Heights Construction #95	34,997.47
34	REGENCY CONSOLIDATED RESIDENT	CIP-LED Light Fixtures-Incnctivs/Rebts	34,872.64
35	MOTOR SERVICES HUGO STAMP (MS	Elec Repair/Rebuild GT2 Main Gas Fuel Valve	33,525.00
36	RESCO	2EA-Trans, PM, 3ph, 75kVA, 13.8/8, 208/1	28,669.34
37	SHORT ELLIOTT HENDRICKSON INC	Lead Service Line Replacement - Phase 1	28,471.39
38	MEGGER (P)	1EA-VLF SIN-45-V2 Test System	27,976.16
39	BURNS & MCDONNELL INC (P)	Peaker Development and Bids	26,050.40
40	CONSTELLATION NEWENERGY-GAS D	February-2025 WES	25,745.98
41	PEOPLES ENERGY COOPERATIVE (P	March Compensable	25,662.58
42	MILLS PROPERTIES INC	CIP-Lighting (C&I)-Incentives/Rebates	25,285.96
43	TRAUT COMPANIES	Well Sealing Srvs RPU Olmsted County Well	24,970.00
44	B & B TRANSFORMER INC	5EA-Trans, PM, 1ph, 100kVA, 13.8/8, 240	24,576.75
45	BADGER METER INC (P)	240EA-Badger M25HRE CFReg Wired Itron	23,328.00
46	OSI - OPEN SYSTEMS INTERNATIO	OpenAAR Addition	21,600.00
47	WHITLOCK CONSULTING GROUP LLC	AMI & MDM Implementation Services	21,445.88
48	RESCO	1EA-Trans, PM, 3ph, 225kVA, 13.8/8, 208	20,833.33
49	N HARRIS COMPUTER CORP	Cayenta AMI Integration SOW - Phase 2	20,773.83

**ROCHESTER PUBLIC UTILITIES**  
**A/P Board Listing By Dollar Range**  
**For 03/12/2025 To 04/10/2025**  
**Consolidated & Summarized Below 1,000**

50	IRBY UTILITIES dba	1EA-Trans, PM, 3ph, 75kVA, 13.8/8, 480	20,492.00
51	POWER SYSTEMS ENGINEERING INC	RPU System Restoration Study	19,930.00
52	WIESER PRECAST STEPS INC (P)	3EA-Manhole, Straight Thru, 8' x 6' x 5'	19,590.00
53	ZOHO CORPORATION	2025-26 ManageEngine Firewall Analyzer	19,345.82
54	B & B TRANSFORMER INC	5EA-Trans, PM, 1ph, 50kVA, 13.8/8, 240/1	18,933.75
55	VIRTUAL PEAKER INC	Distributed Energy Platform Services	17,426.00
56	HDR ENGINEERING INC (P)	Risk and Resilience Assessment Update	17,085.01
57	US BANK-VOYAGER	March Fuel	15,605.90
58	DAKOTA SUPPLY GROUP-ACH	3800FT-Conduit, 5", PVC Sch 40, 10'	15,510.84
59	N HARRIS COMPUTER CORP	Benchmarking IntegrationMyMeter-50% Comp	15,005.25
60	HAWKINS INC	2025 Chlorine Gas	14,772.68
61	NPL CONSTRUCTION	2025 Joint Trench Directional Boring	14,628.37
62	GDS ASSOCIATES INC	2025 NERC Compliance Program Training	13,798.75
63	USIC HOLDINGS INC	March 2025 Locating Services	13,623.88
64	UNIVERSITY OF WISC-MILWAUKEE	Archaeological Burial Site Assessment	12,736.00
65	CENTURYLINK (P)	2025 Monthly Telecommunications	12,706.79
66	TOWLE WELDING SERVICE LLC	Willow Heights #94 Emergency Repairs	12,000.00
67	MEGGER (P)	1EA-Internal tanDelta option	11,895.73
68	DAVIES PRINTING COMPANY INC	Service Assured Mailing	11,644.03
69	ITRON INC	55EA-AP & Relay Photocell Power Cable	10,978.57
70	THOMPSON GARAGE DOOR CO INC	Steel Door-Light Curtain Install/Labor-Seal Rplcmt	10,914.08
71	KATAMA TECHNOLOGIES INC	March 2025 AMI Consulting	10,560.81
72	TESCO - THE EASTERN SPECIALIT	30000EA-Meter Seal, Green	10,500.00
73	SHI INTERNATIONAL CORP (P)	2025 Symantec Protection Suite/Endpoint	10,322.00
74	HAWKINS INC	860GAL-2025 Carus 8500	10,274.16
75	STOEL RIVES LLP	Legal Services,Grid North Partners Project	9,994.50
76	ACCELERATED INNOVATIONS LLC	One-Time Set Up Fee	9,975.00
77	ACCELERATED INNOVATIONS LLC	Annual License Fee	9,975.00
78	OSI - OPEN SYSTEMS INTERNATIO	Open OTS License EMS Simulator: Year 1	9,856.01
79	SORENSEN & SORENSEN PAINTING	Paint Northern Hills Control Bldg Floor	9,600.00
80	EPLUS TECHNOLOGY INC	Cisco FPR1120 Threat Defense	9,210.98
81	EPLUS TECHNOLOGY INC	Cisco Firepower Mgmt Center Renewal	8,872.45
82	FLOURISH CONSULTING LLC	2024-2025 Strength Finder-RPU Board Mmbrs	8,750.00
83	THINK MUTUAL BANK	CIP-Custom (C&I)-Incentives/Rebates	8,523.72
84	CONSTELLATION NEWENERGY-GAS D	February 2025 Cascade Creek	8,465.19
85	WHKS & CO	Silver Lake Power Plant Survey	8,463.10
86	CITY OF ROCHESTER	Workers Compensation Payments	8,431.09
87	ALTEC INDUSTRIES INC	Inspection-Mtls & Labor	8,345.00
88	DELL MARKETING LP	5EA-Dell, Laptop, Latitude 5550	8,136.29
89	N HARRIS COMPUTER CORP	SmartWorks AMI Integration	7,776.50
90	TWIN CITY SECURITY INC	2025 Security Services	7,545.07
91	JETTER CLEAN INC	Sewer Jetting associated w/Water Main Break	7,200.00
92	US BANK PURCHASING CARD	Travel,SANS Conf,Keltgen-Registration	7,150.00
93	SPENCER FANE LLP	2030 Resource Plan	7,056.00
94	VALLEYHIGH FLATS II LP	CIP-Lighting (C&I)-Incentives/Rebates	6,941.19
95	WIESER PRECAST STEPS INC (P)	1EA-PV651 Custom Pulling Vault	6,925.00
96	HAWKINS INC	13398LB-2025 Hydrofluosilicic Acid	6,839.68
97	RESCO	4EA-Trans, OH, 1ph, 15kVA, 13.8/8, 120	6,814.12
98	MINNESOTA ENERGY RESOURCES CO	March Gas - WES	6,791.35
99	WELLS FARGO BANK ACCT ANALYSI	March 2025 Banking Services	6,547.77
100	SHORT ELLIOTT HENDRICKSON INC	2025 MH Rebuild Work	6,482.50

**ROCHESTER PUBLIC UTILITIES**  
**A/P Board Listing By Dollar Range**  
For 03/12/2025 To 04/10/2025  
**Consolidated & Summarized Below 1,000**

101	IRBY UTILITIES dba	3EA-Drill, Jacket Removal Tool	6,420.00
102	KATS EXCAVATING LLC	SAW-Service Repair	6,365.00
103	CITY OF ROCHESTER	Q1 Attorney Services	6,312.50
104	IDEXX DISTRIBUTION CORP	4CAS-Chem, Colilert, 100ml	6,298.64
105	BURNS & MCDONNELL INC (P)	Wind RFI	6,104.00
106	PREMIER ELECTRICAL CORP dba	OCC Sensors Added to Hallways	5,761.63
107	GRAYBAR ELECTRIC COMPANY INC	12EA-Meter Socket, 13T Prewired w/Test Strps	5,605.94
108	BURNS & MCDONNELL INC (P)	Battery Storage RFI	5,586.08
109	TRANSCAT	1EA-Ohmmeter, Megger DLRO-10HDX(WES)	5,518.44
110	RESCO	9EA-Three Phase VT Pack Ratio 2.5:1	5,484.69
111	VERIZON WIRELESS	2025 Cell & iPad Monthly Service	5,458.31
112	SIEMENS INDUSTRY INC (P)	2025 CAPE M & S Software Maintenance	5,399.33
113	A & A ELECT & UNDERGROUND CON	2025 Directional Boring	5,394.00
114	125 LIVE	CIP-Lighting (C&I)-Incentives/Rebates	5,300.00
115	SORENSEN & SORESEN PAINTING	Chester Sub Control House Floor Painting	5,200.00
116	L & S ELECTRIC INC (P)	GT1 Synchronizer Rplcmt-Engineer Hrs/Trav Exp	5,181.22
117	GRAYBAR ELECTRIC COMPANY INC	12EA-Elbow, 5", Steel, 36 Radius, 90Deg	5,176.92
118	SPENCER FANE LLP	AMI Contract Legal Review	5,165.00
119	US BANK PURCHASING CARD	20EA-Spark Plug, Prechamber, WES	5,093.40
120	REGENCY CONSOLIDATED RESIDENT	CIP-Lighting (C&I)-Incentives/Rebates	5,002.00

**Price Range Total:**

1,342,255.57

**1,000 to 5,000 :**

126	IRBY UTILITIES dba	5EA-Vault, Fiber Optic, w/Cover 24"x36"	4,975.00
127	STRUCTURAL CONNECTION INC	Safety Rail Analysis for Hydro	4,950.00
128	VALLEYHIGH FLATS II LP	CIP-Cooling Eq. (C&I)-Incentives/Rebates	4,932.00
129	BARR ENGINEERING COMPANY (P)	Silver Lake Dam Inspection & Report	4,881.00
130	TIME CONSULTING LLC	SAP HCM/Payroll Assistance	4,800.00
131	DAKOTA SUPPLY GROUP-ACH	6300FT-Wire, Copper, #6 SD Solid, Bare	4,643.23
132	BAKER TILLY US, LLP	Visual Lease 2024 License Fee	4,567.50
133	RESCO	2EA-Trans, OH, 1ph, 25kVA, 13.8/8, 120/2	4,548.24
134	HATHAWAY TREE SERVICE INC	February 2025-Large Clam Brush Load	4,500.00
135	JOHN HENRY FOSTER MN INC (P)	1EA-Air Compressor, Quincy QP-5 PRO	4,483.41
136	DAKOTA SUPPLY GROUP-ACH	15EA-Filter, Mini-Pleat, 20 x 20 x 4, AH	4,476.73
137	POLLARDWATER dba	1EA-Water Leak Detector, SLD 15 Sub Surf	4,400.00
138	DAKOTA SUPPLY GROUP-ACH	150EA-Coupling, Repair, PVC, 5" Slip	4,362.00
139	MEGGER (P)	1EA-HV connection cable VLF SIN-45 15m	4,358.25
140	BORDER STATES ELECTRIC SUPPLY	100EA-Elbow, 15kV, 200A, LB, 1/0 Sol, 175	4,348.00
141	ITRON INC	24EA-Meter, Diehl, Ultra Hydrus, 1", M70	4,345.44
142	METROPOLITAN MECHANICAL CONTR	2025-2026 HVAC Preventative Maintenance	4,334.00
143	IRBY UTILITIES dba	32EA-Pedestal, Base, Secondary, w/o Cover	4,320.00
144	PREMIER ELECTRICAL CORP dba	Repair Lighting Controls-Mtls & Labor	4,072.19
145	MINNESOTA ENERGY RESOURCES CO	February Gas - SLP	4,031.53
146	QUADIENT INC	Postage-Acct# 7900 0440 8067 0809	4,000.00
147	FIRST SUPPLY (P)	2EA-Pump, Chlorine Booster, Main Level	3,998.00
148	TECH SAFETY LINES	2025 Train the Trainer Re-Certification	3,967.80
149	IRBY UTILITIES dba	2025 Rubber Goods Testing & Replacement	3,936.97
150	CORE & MAIN LP (P)	10EA-WB-67 Breakoff Flange Kit, K528	3,920.00
151	DAVIES PRINTING COMPANY INC	Print 2025 Res Rebate Appl & Summary Flyers	3,862.68



**ROCHESTER PUBLIC UTILITIES**  
**A/P Board Listing By Dollar Range**  
**For 03/12/2025 To 04/10/2025**  
**Consolidated & Summarized Below 1,000**

152	BORDER STATES ELECTRIC SUPPLY	10EA-Luminaire, 108W LED, PC 120-277V	3,768.73
153	CITY OF ROCHESTER	2024-2nd 1/2 SCF Assessment	3,698.13
154	MAYO FOUNDATION	CIP-Custom (C&I)-Incentives/Rebates	3,607.20
155	CORE & MAIN LP (P)	50EA-Riser, Slip Type (Rite Hite)	3,562.00
156	CHARLIES EATERY & PUB	Employee Recognition Event	3,552.53
157	ROCHESTER CHEVROLET CADILLAC	Body Work on 2020 Outlander-SO158021	3,534.71
158	EPLUS TECHNOLOGY INC	Internal and External Penetration Test	3,500.00
159	MINNESOTA ENERGY RESOURCES CO	February Gas - WES	3,498.52
160	BAKER TILLY US, LLP	GASB 96 Post-Adoption Support	3,437.50
161	QUANTITATIVE MARKET INTELLIGE	2025 Qtly Customer Satisfaction Survey	3,400.00
162	ATLAS COPCO COMPRESSORS LLC	2EA-Filter Kit, UD310+, Air Dryer, WES	3,392.96
163	N HARRIS COMPUTER CORP	NSF Letter Configuration	3,334.50
164	MITCHELL1 dba	Mechanic Shop Software	3,320.58
165	ATLAS COPCO COMPRESSORS LLC	4EA-Silencer, Air Dryer, WES	3,296.71
166	MERRICK INC	40CAS-Paper, Copier, 8-1/2 x 11 White 20	3,268.24
167	IRBY UTILITIES dba	25EA-Conn, Shear, Lug, 350-750 AL/CU	3,257.02
168	VERIZON WIRELESS	Workstation Management	3,235.62
169	BOLTON AND MENK (P)	Willow Heights Tower-Oversight/Inspection	3,177.50
170	WARTSILA NORTH AMERICA	1EA-Valve,Turbo Impeller Cooling Valve	3,124.25
171	MINNESOTA ENERGY RESOURCES CO	March Gas - SLP	3,077.83
172	METRO SALES INC	2022-2027 Multifunction Devices	3,053.38
173	EPLUS TECHNOLOGY INC	Cisco Firepower TD Threat Malware	3,030.62
174	WINTHROP & WEINSTINE P.A.	February Legal Services	3,000.00
175	MN DEPT OF PUBLIC SAFETY ERC	2024 Chlorine Fees in Well Houses	3,000.00
314	US BANK PURCHASING CARD	Travel,IUXC,Lani T.,Mikki V,Patty H.-Registration	3,000.00
176	BURNS & MCDONNELL INC (P)	Solar RFI	2,977.45
177	CITY OF ROCHESTER	Workers Compensation Reinsurance #1	2,937.84
178	US BANK PURCHASING CARD	Safety Videos	2,927.04
179	MISSISSIPPI WELDERS SUPPLY CO	Various Gasses WES/SLP	2,914.06
180	WESCO DISTRIBUTION INC	70EA-Conductor, Burndy	2,867.20
181	VIKING ELECTRIC SUPPLY (P)	3600FT-Wire, AL, 600V, #2-#4 ACSR NEU	2,865.74
182	JETTER CLEAN INC	Drains-PM Service	2,850.00
183	REGENCY CONSOLIDATED RESIDENT	CIP-Refrigerators-Incentives/Rebates	2,825.00
184	LRS OF MINNESOTA LLC	April 2025 Waste Removal (SC)	2,822.68
185	MEGGER (P)	2EA-Insulation Tester, MIT430/2	2,821.50
186	BADGER METER INC (P)	1EA-Meter,E-Series Ultra 4" (04) 20" LL	2,813.60
187	US BANK PURCHASING CARD	Server Management	2,793.78
188	HEAVY METAL MACHINING	SS Injection Quills	2,790.00
189	DAVIES PRINTING COMPANY INC	Postage-Emetcon/BYOD Enrollment Letter	2,698.68
190	GREAT RIVER ENERGY	2025 MN Transmission Owners Assessment	2,688.69
191	MINNESOTA ENERGY RESOURCES CO	Natural Gas-CSC	2,642.76
192	US BANK PURCHASING CARD	Meeting Owl with Cables	2,622.05
193	WESCO DISTRIBUTION INC	6EA-Jack Jumper, 4.8KV, w/Softcase	2,600.46
194	MAVO SYSTEMS INC (P)	Asbestos Insulation Removal	2,600.00
195	FS3 INC	7500FT-Conduit, HDPE, Orange,Blue,Green	2,550.00
196	REDS ELECTRIC LLC	SAE-Repaired Service-1818 Wilshire Dr NE	2,500.00
197	CORE & MAIN LP (P)	100EA-Riser, 1-1/2" Slip Type (65-A)	2,500.00
198	CDW GOVERNMENT INC	5EA-Switch, ATS Tripp Lite PDU, PDUMH20A	2,430.60
199	IRBY UTILITIES dba	1EA-Trans, PM, 1ph, 25kVA, 13.8/8, 240	2,420.00
200	IRBY UTILITIES dba	1EA-Trans, PM, 1ph, 37.5kVA,13.8/8,240	2,400.00
201	N HARRIS COMPUTER CORP	CU 44212 - Location Attributes	2,308.50

**ROCHESTER PUBLIC UTILITIES**  
**A/P Board Listing By Dollar Range**  
For 03/12/2025 To 04/10/2025  
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202	ROCHESTER ARMORED CAR CO INC	2025 Pick Up Services	2,305.36
203	EXPRESS SERVICES INC	2025 Temp Staff Marketing (1)	2,272.00
204	BORDER STATES ELECTRIC SUPPLY	50EA-Arrester, 10kV, Dist, OH MOV	2,262.50
205	IRBY UTILITIES dba	9EA-Terminator Kit,Cold Shrink,3M	2,260.41
206	IRBY UTILITIES dba	25EA-Arrester, 10kV, Dist, Elbow MOV	2,243.75
207	WE CARE CPR	1JOB-2024-25 First Aid Training	2,240.00
208	ON SITE SANITATION INC	2025 Toilet Rental Service	2,197.36
209	READY MIX CONCRETE COMPANY LL	Concrete-N Broadway & Silver Lake	2,190.00
210	WESCO DISTRIBUTION INC	40EA-Bracket, Equip Mtg, 1ph, 1.5" x 18	2,178.40
211	ROCHESTER CAMPUS LLC	CIP-VSDs-Incntivs/Rebates	2,177.32
212	BORDER STATES ELECTRIC SUPPLY	6EA-Cutout Door, 30A ELF, 15KV	2,168.34
213	WHKS & CO	TH14 Casing Crossing-Electric	2,155.00
214	CDW GOVERNMENT INC	1EA-APC by Schneider Electric NetShelter	2,147.31
215	COCONI ALDO	Customer Refunds 28794	2,139.46
216	VERIZON CONNECT NWF INC	March 2025 Monthly Charge - GPS Fleet Tracking	2,120.68
217	WASHINGTON ENERGY LAW LLP	January & February Legal Services	2,113.00
218	KLUG JERROD	Travel,APPA Rodeo,Sacramento-Lodging	2,084.16
219	WESCO DISTRIBUTION INC	1EA-Loadran, 38KV, w/Counter, w/Case	2,083.33
220	WELLS FARGO BANK	CIP-Lighting (C&I)-Incentives/Rebates	2,074.50
221	BORDER STATES ELECTRIC SUPPLY	10EA-Junction, LB, 200A, 4 Pos, w/Strap	2,062.80
222	NETWORK SERVICES COMPANY	Entry Mats	2,052.48
223	RAGAN HEXUM PROPERTIES LLC	Customer Refunds 28628	2,046.08
224	MEGGER (P)	1EA-Transport Case VLF Sinus45	2,037.75
225	RAU ANITA	CIP-AirSrc Heat Pumps-Incentives/Rebates	2,025.00
226	FEDA DAN	CIP-AirSrc Heat Pumps-Incentives/Rebates	2,013.00
227	XAAJI MASCUUD	CIP-AirSrc Heat Pumps-Incentives/Rebates	2,013.00
228	WARNER CAROLYN	CIP-AirSrc Heat Pumps-Incentives/Rebates	2,008.00
229	SCHROEDER KEN W	CIP-AirSrc Heat Pumps-Incentives/Rebates	2,008.00
230	NGUYEN BINH	CIP-AirSrc Heat Pumps-Incentives/Rebates	2,001.00
231	PANKOW DEAN	CIP-AirSrc Heat Pumps-Incentives/Rebates	2,000.00
232	SUTTER KEVIN W	CIP-AirSrc Heat Pumps-Incentives/Rebates	2,000.00
233	WEAVER GEORGE	CIP-AirSrc Heat Pumps-Incentives/Rebates	2,000.00
234	WESCO DISTRIBUTION INC	12EA-Clamp, Hot Jumper, Clear Plastic Inserts	1,986.34
235	GARCIA GRAPHICS INC	Design 2025 Residential Rebate App/Smry Sheet	1,975.00
236	RESCO	10EA-Transformer Pad, Black Poly	1,940.70
237	ARMSTRONG MONITORING	Gas Sensor Monitoring Services	1,866.04
238	MOTION INDUSTRIES INC	2EA-Filter, Desiccant, Lube Oil Breather	1,865.39
239	ULINE	Storage Cabinets, Racks	1,858.56
240	ONLINE INFORMATION SERVICES I	March 2025 Utility Exchange Report	1,848.10
241	ATLAS COPCO COMPRESSORS LLC	2EA-Filter Kit, DD310+, Air Dryer, WES	1,832.46
242	MINNESOTA ENERGY RESOURCES CO	March Gas - Westside Building	1,776.91
243	WESCO DISTRIBUTION INC	10000FT-Wire, Tracer, Red, #12, CCS	1,760.00
244	METROPOLITAN MECHANICAL CONTR	Replaced Compressor Invertor Board	1,743.36
245	CORPORATE WEB SERVICES INC	2025 Website Services	1,723.06
246	US BANK PURCHASING CARD	Sensors	1,664.04
247	HAWKINS INC	5EA-Break Jar, 3qt, 415130,w/Hose Adapters	1,640.00
248	ANANDARAO S	CIP-AirSrc Heat Pumps-Incentives/Rebates	1,628.00
249	SCHNEIDER CHELSEY	CIP-AirSrc Heat Pumps-Incentives/Rebates	1,620.00
250	EPLUS TECHNOLOGY INC	Prtmr Sup 8X5XNBD Catalyst 9200L 48-Port	1,603.30
251	RONCO ENGINEERING SALES INC	Hoses/Fittings	1,598.87
252	WESCO DISTRIBUTION INC	1000EA-Flagging Tag, Yellow, Underground	1,592.44

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253	DAKOTA SUPPLY GROUP-ACH	24EA-Filter, Air, 20 x 24 x 4, AHU 1 & 2	1,591.58
254	WIESER PRECAST STEPS INC (P)	1EA-Grd Sleeve, Switch Basement, PME	1,570.00
255	CHS ROCHESTER	Hydro LP Gas	1,565.55
256	CORE & MAIN LP (P)	9EA-Repair Clamp, 6" x 12" LL, DI	1,552.95
257	BARR ENGINEERING COMPANY (P)	2024-2025 General Groundwater Consulting	1,546.00
258	BRYANT EWELL	Customer Refunds 28458	1,500.00
259	IRBY UTILITIES dba	1EA-Luminaire, Dec Resid LED, PC 120-277	1,416.09
260	RESCO	30EA-Rack, 3-Wire	1,415.40
261	DAKOTA SUPPLY GROUP-ACH	20EA-Elbow, 5" PVC Sch 40, 36.0 Radius	1,411.20
262	CORE & MAIN LP (P)	50EA-Riser, 2-1/4" Slip Type (65-A)	1,375.00
263	MN VALLEY TESTING LABS INC	IBM/Cascade Creek Diesel Fuel Analysis	1,357.50
264	HAES MARK	Customer Refunds 28724	1,338.30
265	STELLAR INDUSTRIAL SUPPLY INC	24PR-Gloves, Leather Work, Lite Duty, X-Large	1,332.26
266	DAKOTA SUPPLY GROUP-ACH	1000FT-Wire, AL, 600V, 1/0-#2 NEU YS	1,308.72
267	HAWKINS INC	Chemical Equipment Repair Parts	1,308.00
268	HAWKINS INC	4EA-Kit, Poly & Bleach Fitting	1,308.00
269	CITY OF ROCHESTER	Workers Compensation January Admin Fees	1,282.00
270	DURST OUTDOOR SERVICES	Landscaping Repair due to Service Repair	1,280.80
271	VALLEYHIGH FLATS II LP	CIP-Refrigerators-Incentives/Rebates	1,275.00
272	ALTEC INDUSTRIES INC	Inspection-Mtls/Labor	1,270.00
273	VIKING ELECTRIC SUPPLY (P)	Site 40 VFD	1,267.74
274	RENTAL DEPOT INC	ERB Rentals	1,255.25
275	VALLEYHIGH FLATS II LP	CIP-Dishwashers-Incentives/Rebates	1,250.00
276	VALLEYHIGH FLATS II LP	CIP-Clothes Washers-Incentives/Rebates	1,250.00
277	REBATES	CIP Conserve&Save Clothes Washer Rebate	1,250.00
278	US BANK PURCHASING CARD	1EA-Frame Smart TV, 65" Samsung	1,245.00
279	OPEN ACCESS TECHNOLOGY	April 2025-Tag Agent,webSmartTag User ID	1,241.31
280	MIDWEST MACHINERY CO	Windowpane	1,235.20
281	IRBY UTILITIES dba	25EA-Arrester, 10kV, Dist, OH MOV	1,207.50
282	VAN HYDRAULICS INC	GT2 Fuel Hose	1,192.60
283	ULINE	1EA-Desk, Electric L Desk,72x72x24"	1,191.66
284	ALTEC INDUSTRIES INC	Weldment	1,183.09
285	DIAMOND VOGEL PAINT CENTER	12EA-Paint, Transformer, Munsell Green	1,180.28
286	READY MIX CONCRETE COMPANY LL	Temp Concrete for Watermain Break	1,176.00
287	WESCO DISTRIBUTION INC	20EA-Anchor, 14" Power Screw	1,166.80
288	AMERICAN BUSINESS FORMS INC	Promotional Giveaways at Public Events	1,163.89
289	US BANK PURCHASING CARD	MagnaFlow Exhaust	1,157.46
290	RLH INDUSTRIES INC	1EA-RLH-181610-A-1-PMK-C7857	1,155.00
291	GDS ASSOCIATES INC	2025 Attachment O Consulting Service	1,147.50
292	IDEXX DISTRIBUTION CORP	3KIT-Kit, Quanti-Cult QC IDEXX	1,140.00
293	ATLAS COPCO COMPRESSORS LLC	4EA-Drain, Automatic, Air Dryer, WES	1,125.56
294	IRBY UTILITIES dba	24EA-Conn, Trans, 1/0-750, 4-Tap, Bare	1,124.40
295	DELL MARKETING LP	4EA-Dell,Thunderbolt 4 Dock-WD22TB4	1,122.14
296	BURNS & MCDONNELL INC (P)	Greenfield Solar Option	1,112.30
297	DONOVAN DAN J	CIP-AirSrc Heat Pumps-Incentives/Rebates	1,103.00
298	SPECTRUM PRO-AUDIO dba	ERB Audio Services	1,100.00
299	SUTTER KEVIN W	CIP-LED Light Fixtures-Incntivs/Rebts	1,090.00
300	MCCOLLOUGH TIM	Travel,TAPS Mtg,Washington,DC-Lodging	1,087.62
301	ZAMZOW MELISSA	Rodeo Team T-Shirts	1,085.00
302	CORE & MAIN LP (P)	1EA-Valve Handwheel, Lug Style Butterfly	1,079.27
303	CLAREY'S SAFETY EQUIPMENT dba	1EA-TSI Portacount w/Adapters & Accessories	1,068.75

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304	GRAYBAR ELECTRIC COMPANY INC	2200FT-Strand Fiber,Corning Opt,048ZU4-T	1,062.32
305	POWER SYSTEMS ENGINEERING INC	Mayo DER System Impact Study	1,057.50
306	CITY OF ROCHESTER	Workers Compensation Payments	1,054.62
307	ROBINSON SAMUEL	CIP-AirSrc Heat Pumps-Incentives/Rebates	1,048.00
308	MCCOLLOUGH TIM	Travel,TEA,Atlantic Beach,FL-Lodging	1,044.20
309	US BANK PURCHASING CARD	Travel,TEA Symposium,Jacksonville,FL-Lodging	1,044.20
310	VIKING ELECTRIC SUPPLY (P)	Site 37 VFD Cable	1,021.60
311	VALLEYHIGH FLATS II LP	CIP-LED Light Fixtures-Incntivs/Rebts	1,020.00
312	HASSAN MOHAMAD S	CIP-AirSrc Heat Pumps-Incentives/Rebates	1,003.00
313	STRUVES PAINT & DECORATING (P)	12EA-Paint, Orange Hydrant, 1 Gal.	1,001.88
314			
315		<b>Price Range Total:</b>	443,028.68
316			
317	<b><u>0 to 1,000 :</u></b>		
318			
319	FIRST CLASS PLUMBING & HEATIN	Summarized transactions: 25	11,261.70
320	US BANK PURCHASING CARD	Summarized transactions: 71	10,937.49
321	Customer Refunds (CIS)	Summarized transactions: 88	8,465.49
322	ALTEC INDUSTRIES INC	Summarized transactions: 44	7,325.74
323	IRBY UTILITIES dba	Summarized transactions: 35	7,294.45
324	REBATES	Summarized transactions: 39	7,144.95
325	BORDER STATES ELECTRIC SUPPLY	Summarized transactions: 33	6,668.22
326	CITY LAUNDERING COMPANY	Summarized transactions: 25	5,267.02
327	HAWKINS INC	Summarized transactions: 42	4,643.89
328	WESCO DISTRIBUTION INC	Summarized transactions: 15	4,523.03
329	INNOVATIVE OFFICE SOLUTIONS L	Summarized transactions: 21	4,225.44
330	GRAINGER INC	Summarized transactions: 26	4,206.13
331	GARCIA GRAPHICS INC	Summarized transactions: 9	3,960.00
332	DAKOTA SUPPLY GROUP-ACH	Summarized transactions: 39	3,905.99
333	CORE & MAIN LP (P)	Summarized transactions: 14	3,048.47
334	STELLAR INDUSTRIAL SUPPLY INC	Summarized transactions: 31	2,864.37
335	EXPRESS SERVICES INC	Summarized transactions: 3	2,792.57
336	LAWSON PRODUCTS INC (P)	Summarized transactions: 14	2,706.22
337	GRAYBAR ELECTRIC COMPANY INC	Summarized transactions: 20	2,614.28
338	READY MIX CONCRETE COMPANY LL	Summarized transactions: 3	2,552.00
339	J & W INSTRUMENTS INC (P)	Summarized transactions: 6	2,449.50
340	US BANK PURCHASING CARD	Summarized transactions: 5	2,404.66
341	NORTHERN / BLUETARP FINANCIAL	Summarized transactions: 13	2,347.76
342	VIKING ELECTRIC SUPPLY (P)	Summarized transactions: 34	2,319.76
343	NAPA AUTO PARTS dba	Summarized transactions: 75	2,197.98
344	MINNESOTA ENERGY RESOURCES CO	Summarized transactions: 6	2,128.28
345	SHI INTERNATIONAL CORP (P)	Summarized transactions: 5	1,974.98
346	N HARRIS COMPUTER CORP	Summarized transactions: 8	1,972.39
347	PETERSON CHAD	Summarized transactions: 4	1,949.15
348	PETERSON ZACHARY	Summarized transactions: 6	1,834.25
349	RLH INDUSTRIES INC	Summarized transactions: 14	1,801.16
350	LRS OF MINNESOTA LLC	Summarized transactions: 25	1,787.04
351	CITY OF ROCHESTER	Summarized transactions: 7	1,777.93
352	MEGGER (P)	Summarized transactions: 7	1,655.43
353	ROCHESTER CHEVROLET CADILLAC	Summarized transactions: 3	1,655.32
354	CENTURYLINK (P)	Summarized transactions: 6	1,642.27

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355	OVERHEAD DOOR CO OF OLMSTED C	Summarized transactions: 3	1,601.29
356	CRESCENT ELECTRIC SUPPLY CO	Summarized transactions: 23	1,587.60
357	SCHUMACHER ELEVATOR COMPANY	Summarized transactions: 2	1,475.86
358	TESCO - THE EASTERN SPECIALIT	Summarized transactions: 2	1,421.87
359	GRINHAUG CHAD	Summarized transactions: 3	1,409.75
360	FASTENAL COMPANY	Summarized transactions: 7	1,403.67
361	WINKELS ELECTRIC INC	Summarized transactions: 2	1,374.64
362	BOLTON AND MENK (P)	Summarized transactions: 3	1,332.50
363	AIRGAS SAFETY INC	Summarized transactions: 14	1,311.69
364	CITY OF ROCHESTER	Summarized transactions: 4	1,303.78
365	MEINERS TYLER J	Summarized transactions: 2	1,279.52
366	MEIER, LANDON	Summarized transactions: 2	1,279.52
367	GOPHER STATE ONE CALL	Summarized transactions: 2	1,260.90
368	JOHN HENRY FOSTER MN INC (P)	Summarized transactions: 11	1,256.52
369	NETWORK SERVICES COMPANY	Summarized transactions: 9	1,192.83
370	ROCHESTER WELDING INC/NORTH S	Summarized transactions: 4	1,156.66
371	IDEXX DISTRIBUTION CORP	Summarized transactions: 3	1,147.49
372	PEOPLES ENERGY COOPERATIVE	Summarized transactions: 3	1,117.51
373	ITRON INC	Summarized transactions: 3	1,095.28
374	CORPORATE WEB SERVICES INC	Summarized transactions: 2	1,070.79
375	CITY LAUNDERING COMPANY	Summarized transactions: 5	1,037.85
376	BOB THE BUG MAN LLC	Summarized transactions: 2	977.10
377	PREMIER ELECTRICAL CORP dba	Summarized transactions: 1	964.01
378	MCCOLLOUGH TIM	Summarized transactions: 8	928.68
379	ASPLUNDH TREE EXPERT LLC (P)	Summarized transactions: 1	928.10
380	VIKING ELECTRIC SUPPLY (P)	Summarized transactions: 35	921.26
381	THE ENERGY AUTHORITY INC	Summarized transactions: 1	913.94
382	HANNA INSTRUMENTS INC	Summarized transactions: 2	897.40
383	TEREX UTILITIES INC	Summarized transactions: 4	883.18
384	KLUG JERROD	Summarized transactions: 3	876.47
385	STAR ENERGY SERVICES LLC	Summarized transactions: 1	855.00
386	MIDCONTINENT ISO INC	Summarized transactions: 1	837.61
387	BURNS & MCDONNELL INC (P)	Summarized transactions: 1	800.36
388	ROCHESTER ELECTRIC VEHICLES	Summarized transactions: 1	800.00
389	RVNA TECHNOLOGIES LLC	Summarized transactions: 1	785.00
390	RESCO	Summarized transactions: 10	765.00
391	WSB & ASSOCIATES	Summarized transactions: 1	764.00
392	NORTHWEST LINEMAN COLLEGE	Summarized transactions: 1	751.00
393	NALCO COMPANY LLC	Summarized transactions: 2	726.13
394	MN DEPT OF COMMERCE	Summarized transactions: 1	725.37
395	CENTURYLINK	Summarized transactions: 1	718.08
396	HACH COMPANY	Summarized transactions: 2	712.60
397	AT&T	Summarized transactions: 1	703.89
398	SOMA CONSTRUCTION INC	Summarized transactions: 1	701.71
399	FARRELL EQUIPMENT (P)	Summarized transactions: 4	681.10
400	TRANSCAT	Summarized transactions: 10	674.08
401	CHARLIES EATERY & PUB	Summarized transactions: 2	639.87
402	CUSTOM COMMUNICATIONS INC	Summarized transactions: 2	638.21
403	VERIZON WIRELESS	Summarized transactions: 3	637.65
404	MENARDS ROCHESTER NORTH	Summarized transactions: 10	636.99
405	POWER SYSTEMS ENGINEERING INC	Summarized transactions: 1	630.00

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406	FEDEX SHIPPING	Summarized transactions: 18	628.71
407	ALLIED ELECTRONICS INC	Summarized transactions: 2	627.16
408	MISSISSIPPI WELDERS SUPPLY CO	Summarized transactions: 12	622.78
409	VEIT DISPOSAL SYSTEMS dba	Summarized transactions: 1	610.00
410	HAWKINS INC	Summarized transactions: 3	582.42
411	BADGER METER INC (P)	Summarized transactions: 7	574.28
412	EARLS SMALL ENGINE REPAIR INC	Summarized transactions: 4	571.36
413	B & B TRANSFORMER INC	Summarized transactions: 3	559.50
414	BARR ENGINEERING COMPANY (P)	Summarized transactions: 1	538.00
415	LIEBENOW ANN	Summarized transactions: 2	515.42
416	ZOHO CORPORATION	Summarized transactions: 5	500.99
417	JETTER CLEAN INC	Summarized transactions: 1	500.00
418	PEOPLES ENERGY COOPERATIVE	Summarized transactions: 2	488.00
419	MITSUBISHI POWER AERO LLC (P)	Summarized transactions: 8	477.97
420	HYLAND SOFTWARE INC	Summarized transactions: 2	469.77
421	STELLAR INDUSTRIAL SUPPLY INC	Summarized transactions: 2	452.79
422	FS3 INC	Summarized transactions: 1	450.00
423	LIFELINE INCORPORATED	Summarized transactions: 1	415.73
424	PDS	Summarized transactions: 1	410.00
425	FARRELL EQUIPMENT (P)	Summarized transactions: 3	405.01
426	GOODIN COMPANY	Summarized transactions: 2	404.95
427	PROTECH SKILLS INSTITUTE	Summarized transactions: 1	400.00
428	FERGUSON ENTERPRISES	Summarized transactions: 5	386.34
429	ARNOLDS A KLEEN-TECH COMPANY	Summarized transactions: 11	384.34
430	FAST PHONE REPAIR LLC	Summarized transactions: 3	375.93
431	ROCH AREA CHAMBER OF COMMERCE	Summarized transactions: 1	375.00
432	REBATES	Summarized transactions: 4	375.00
433	MOTOR SERVICES HUGO STAMP (MS	Summarized transactions: 1	374.13
434	MENARDS ROCHESTER NORTH	Summarized transactions: 6	358.69
435	GLOBAL INDUSTRIAL (P)	Summarized transactions: 2	345.96
436	RONCO ENGINEERING SALES INC	Summarized transactions: 5	344.51
437	HARMONY ENTERPRISES INC	Summarized transactions: 1	336.66
438	NORTH RISK PARTNERS	Summarized transactions: 3	325.00
439	SCHUMACHER EXCAVATING INC.	Summarized transactions: 1	320.00
440	SCHAD TRACY SIGNS INC	Summarized transactions: 1	319.88
441	METRO SALES INC	Summarized transactions: 4	301.50
442	AMERICAN BUSINESS FORMS INC	Summarized transactions: 3	300.22
443	ANCOM COMMUNICATIONS INC	Summarized transactions: 1	293.91
444	MCMASTER CARR SUPPLY COMPANY	Summarized transactions: 9	283.99
445	ALLEGRA OF ROCHESTER LLC	Summarized transactions: 1	277.02
446	MENARDS ROCHESTER SOUTH	Summarized transactions: 4	272.57
447	AMARIL UNIFORM COMPANY	Summarized transactions: 4	270.45
448	WATER SYSTEMS COMPANY	Summarized transactions: 3	265.20
449	ULTEIG OPERATIONS LLC	Summarized transactions: 1	252.00
450	WARTSILA NORTH AMERICA	Summarized transactions: 12	250.85
451	EARTHFEST	Summarized transactions: 1	250.00
452	VANCO SERVICES LLC	Summarized transactions: 1	242.99
453	MCMASTER CARR SUPPLY COMPANY	Summarized transactions: 10	241.92
454	J & S REPAIR	Summarized transactions: 2	237.42
455	ROCHESTER TOOL & DIE INC	Summarized transactions: 1	224.44
456	SPENCER FANE LLP	Summarized transactions: 1	222.50

**ROCHESTER PUBLIC UTILITIES**  
**A/P Board Listing By Dollar Range**  
For 03/12/2025 To 04/10/2025  
**Consolidated & Summarized Below 1,000**

457	NUVERA	Summarized transactions: 1	221.81
458	KELLER AMERICA (P)	Summarized transactions: 2	213.90
459	MALLOY ELECTRIC dba	Summarized transactions: 2	209.64
460	GOPHER SEPTIC SERVICE INC	Summarized transactions: 1	200.00
461	GOODIN COMPANY	Summarized transactions: 4	199.92
462	BATTERIES PLUS	Summarized transactions: 2	197.40
463	NICKELS SCOTT	Summarized transactions: 3	188.02
464	SOUTHERN MN MUNICIPAL POWER A	Summarized transactions: 2	176.64
465	NORTH CENTRAL INTERNATIONAL L	Summarized transactions: 2	173.76
466	CHARTER COMMUNICATIONS	Summarized transactions: 1	172.06
467	RENTAL DEPOT INC	Summarized transactions: 2	166.05
468	RDO EQUIPMENT COMPANY (P)	Summarized transactions: 1	164.36
469	POLLARDWATER dba	Summarized transactions: 3	163.75
470	PODEINS POWER EQUIPMENT (P)	Summarized transactions: 4	163.36
471	ULINE	Summarized transactions: 2	161.98
472	WHITEWATER CDJR OF ST CHARLES	Summarized transactions: 2	161.06
473	MOTION INDUSTRIES INC	Summarized transactions: 1	150.07
474	PROPERTY RECORDS OLMSTED COUN	Summarized transactions: 2	150.00
475	WARREN WILL	Summarized transactions: 1	149.00
476	CDW GOVERNMENT INC	Summarized transactions: 1	147.63
477	C & D OIL SERVICES OF WASECA	Summarized transactions: 1	145.00
478	DONAHUE DEBRA	Summarized transactions: 2	138.70
479	T E C INDUSTRIAL INC	Summarized transactions: 1	133.59
480	ON SITE SANITATION INC	Summarized transactions: 6	133.57
481	NORTHERN / BLUETARP FINANCIAL	Summarized transactions: 2	129.91
482	USA BLUE BOOK dba	Summarized transactions: 2	120.40
483	CLAREY'S SAFETY EQUIPMENT dba	Summarized transactions: 1	119.70
484	SOMA CONSTRUCTION INC	Summarized transactions: 2	112.68
485	OLSEN CHAIN & CABLE CO INC	Summarized transactions: 4	110.53
486	DELL MARKETING LP	Summarized transactions: 1	108.30
487	FEDEX SHIPPING	Summarized transactions: 1	100.86
488	ARMSTRONG MONITORING	Summarized transactions: 1	90.84
489	VAN METER INC dba	Summarized transactions: 8	87.35
490	VERIFIED CREDENTIALS, LLC	Summarized transactions: 1	87.00
491	SLEEPY EYE TELEPHONE CO	Summarized transactions: 1	84.76
492	PAULS LOCK & KEY SHOP INC	Summarized transactions: 1	83.36
493	NORTHSTAR CALIBRATION INC	Summarized transactions: 1	83.36
494	STRUVES PAINT & DECORATING (P	Summarized transactions: 3	82.84
495	DAVE SYVERSON TRUCK CENTER IN	Summarized transactions: 1	80.30
496	REINDERS INC	Summarized transactions: 1	79.07
497	MENARDS ROCHESTER SOUTH	Summarized transactions: 2	67.29
498	ADVANTAGE DIST LLC (P)	Summarized transactions: 2	65.05
499	RONCO ENGINEERING SALES INC	Summarized transactions: 2	63.40
500	HY VEE	Summarized transactions: 1	62.99
501	MARCO INC	Summarized transactions: 1	60.92
502	SNAP ON INDUSTRIAL	Summarized transactions: 4	51.29
503	ATLAS COPCO COMPRESSORS LLC	Summarized transactions: 1	51.18
504	PAULS LOCK & KEY SHOP INC	Summarized transactions: 1	46.80
505	MERRICK INC	Summarized transactions: 1	38.22
506	OLMSTED COUNTY PUBLIC HEALTH	Summarized transactions: 1	30.00
507	BATTERIES PLUS	Summarized transactions: 1	29.70

**ROCHESTER PUBLIC UTILITIES**  
**A/P Board Listing By Dollar Range**  
For 03/12/2025 To 04/10/2025  
**Consolidated & Summarized Below 1,000**

508	PROLINE DISTRIBUTORS	Summarized transactions: 2	26.14
509	MN DEPT OF PUBLIC SAFETY ERC	Summarized transactions: 1	25.00
510	MCFARLAND JESSE	Summarized transactions: 1	24.50
511	VAN HYDRAULICS INC	Summarized transactions: 1	21.86
512	TRUCKIN' AMERICA	Summarized transactions: 1	21.36
513	LITTLE DAVID	Summarized transactions: 1	19.00
514	USIC HOLDINGS INC	Summarized transactions: 1	18.25
515	MINNESOTA ENERGY RESOURCES CO	Summarized transactions: 1	18.00
516	FIRST SUPPLY (P)	Summarized transactions: 1	15.50
517	BURGGRAFS ACE HARDWARE OF ROC	Summarized transactions: 1	14.94
518	BOWMANS DOOR SOLUTIONS	Summarized transactions: 2	12.98

**Price Range Total:** 215,336.78

**Grand Total:** 12,261,614.42





## **REQUEST FOR ACTION**

### **Rochester Public Utilities Renewable Energy Objective**

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Consent Agenda

**PRESENTER:**

Dirk Bierbaum

**Action Requested:**

Accept and place on file.

**Report Narrative:**

RPU energy purchases from Southern Minnesota Municipal Power Agency (SMMPA) meet the state-mandated renewable portfolio standard. SMMPA performs the required State reporting of data related to the state mandate. RPU energy requirements over the Contracted Rate of Delivery (CROD) from SMMPA is purchased by RPU from the Midcontinent Independent System Operator (MISO) energy market. SMMPA is responsible for all Renewable Energy Certificate (REC) management below CROD and RPU retires RECs on the energy purchased directly from the MISO energy market to maintain compliance with RPU Board objectives for renewable energy. For 2024, the energy above CROD was 1,763 MWh.

Retired 1,763 Certificates:

1547-MN-01-2021-DB1307C7 - 1 to 2  
 1547-MN-02-2021-95D007E5 - 1 to 4  
 1547-MN-03-2021-69A5F96B - 1 to 5  
 1547-MN-04-2021-F315BE77 - 1 to 3  
 1547-MN-05-2021-51BE11C9 - 1 to 8  
 1547-MN-06-2021-72F7A91F - 1 to 8  
 1547-MN-07-2021-E682AEC1 - 1 to 8  
 1547-MN-08-2021-23CD80F7 - 1 to 9  
 1547-MN-09-2021-A177107D - 1 to 8  
 1547-MN-10-2021-BC42531E - 1 to 6  
 1547-MN-11-2021-1AC43B0F - 1 to 5  
 1547-MN-12-2021-76DB7EC4 - 1 to 3  
 1547-MN-01-2022-F0E1F6C9 - 1 to 3  
 1547-MN-02-2022-41E294E3 - 1 to 5  
 1547-MN-03-2022-359DC954 - 1 to 7  
 15645-MN-05-2023-49B83CD6 - 1 to 408  
 15645-MN-06-2023-604AA98C - 1396 to 2666

Total of 1,763 Renewable Energy Certificates  
 100% RPU Load over CROD

**Prepared By:**

Dirk Bierbaum

**Attachments:**

[20250429\\_Resolution\\_Renewable\\_Energy](#)



## **RESOLUTION**

BE IT RESOLVED by the Public Utility Board of the City of Rochester to accept and place on file the 2024 RPU Renewable Energy Objective Report.

PASSED AND ADOPTED BY THE PUBLIC UTILITY BOARD OF THE CITY OF  
ROCHESTER, MINNESOTA, THIS 29th DAY OF April 2025.

\_\_\_\_\_  
PRESIDENT

\_\_\_\_\_  
SECRETARY



## **REQUEST FOR ACTION**

**2025 Electric Manhole Rebuild - Project #2025-03**

**MEETING DATE:**

**April 29, 2025**

**ORIGINATING DEPT:**

**Rochester Public Utilities**

**AGENDA SECTION:**

**Consideration of Bids**

**PRESENTER:**

**Brian Kelly, Senior Electrical Engineer**

**Action Requested:**

Approve a resolution to accept the bid from MasTec North America, Inc. in the amount of \$199,058.25 and authorize the Project Manager to execute the services up to the approved budgeted amount.

**Report Narrative:**

Sealed bids for the 2025 Manhole Rebuild project were opened on March 21, 2025. The base bid included the complete demolition and reconstruction of two existing manholes, the removal and replacement of one manhole roof, the removal and complete infill of one unused manhole roof opening, and the complete demolition and infill of one manhole once the active RPU facilities within it are removed. The evaluated bid summary is as follows:

Vendor Evaluated

Total Dig America, Inc. = \$217,437.55

MasTec North America, Inc. = \$199,058.25

The solicitation included unit pricing for the street and sidewalk restoration portion of the project based on RPU Engineering material estimates. The unit price portion of the project is likely to increase the final construction cost for this work if the proposed excavation boundaries unexpectedly need to be enlarged while performing this work, so staff is requesting approval of the entire 2025 budgeted amount of \$248,889.00.

It is expected that this work will be completed no later than November 15, 2025. Based on our evaluation of the bids, the lowest responsive bidder is MasTec. Staff is familiar with this contractor and has no concerns about their ability to perform the work successfully.

**Fiscal & Resource Impact:**

The 2025 budget included \$248,889.00 for this project.

**Prepared By:**

Brian Kelly

**Attachments:**

[20250429\\_Resolution\\_-\\_Electric\\_Manhole\\_Rebuild\\_Project\\_2025-03](#)



## **RESOLUTION**

BE IT RESOLVED by the Public Utility Board of the City of Rochester to approve a resolution to accept the bid from MasTec North America, Inc. in the amount of \$199,058.25 and to authorize the Project Manager to execute the services up to the approved budgeted amount.

PASSED AND ADOPTED BY THE PUBLIC UTILITY BOARD OF THE CITY OF

ROCHESTER, MINNESOTA, THIS 29th DAY OF April 2025.

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PRESIDENT

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SECRETARY



## **REQUEST FOR ACTION**

### **Underground Medium Voltage Cable Bid Acceptance and Award**

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Consideration of Bids

**PRESENTER:**

Steven Cook, Supervisor of Engineering - T&D

### **Action Requested:**

Approve a resolution to accept the bid from Border States Electric for the purchase of 108,000 ft (+/-) medium voltage cable (inventory item 2247; 1/0 AWG, 15KV), subject to escalation/de-escalation at the time of delivery.

### **Report Narrative:**

Bids were received on March 11, 2025, to supply 108,000 ft (+/-) of 1/0 AWG, medium voltage cable meeting RPU specifications. Five bids were received from four different entities, with Border States Electric supplying Southwire cable being the lowest price responsive bid.

This cable is used extensively by RPU in new construction and primary cable replacements. This purchase is to replenish our stock of this material, which will be used in many individually budgeted projects throughout the year.

The actual quantity of cable that we receive will be +/- 10% of the bid amount, with the actual amount depending on shipping reel cuts. The final price of the cable will be set at the time of cable shipment based on the pricing of refined copper and aluminum.

This is an inventory item that is budgeted as part of the Allocation - Distribution Expansion line item in the approved budget. This size cable is predominately used as secondary voltage cable in new subdivisions and new services. As specific subdivision projects are identified, order numbers will be created that are funded from the allocation budget dollars. An example would be Scenic Oaks West subdivision expansion that is expected this Fall.

### **Prepared By:**

Steve Cook

### **Attachments:**

[Bid\\_Tab\\_2025-05](#)

[20250429\\_Resolution\\_-\\_Medium\\_Voltage\\_Cable\\_04182025](#)

					Border States #1	Border States #2	Irby	Wesco	RESCO
Bid Item		Material			Prysmian	Southwire	Okonite	CME Wire & Cable	Prysmian
Number	Quantity	Number	Description	U/M	General Cable				General Cable
1	108,000	2247	1/0 AWG, 15kV, 1/C Solid Aluminum, 0.220 mil EPR	m/ft	\$3,405.66	\$3,212.73	\$3,510.00	\$4,869.00	\$3,405.66
			Total Value		\$367,811.28	\$346,974.84	\$379,080.00	\$525,852.00	\$367,811.28
			Copper lb/1000 ft		208.14	212.94	207.00	213.78	208.14
			Aluminum lb/1000 ft		97.20	96.99	97.00	97.17	97.20
			% of base not including copper/al						
			Lead Time		20 wks	16-18 wks	18-20 wks	40 wks ARO	20 weeks ARO
			Metals Price Source Copper		COMEX	COMEX	COMEX	COMEX 1st position	COMEX
			Metals Price Source Aluminum		MW US Transaction	MW US Transaction	MW US Transaction	MW US Transaction	MW-US Transaction
		2/21/2025	Copper: 4.6565/lb		4.6565/lb as of 2/21/2025	4.6565/lb as of 2/21/2025	4.536/lb as of 2/21/2025	4.5775/lb as of 2/21/2025	4.6175/lb as of 2/21/2025
		2/21/2025	Aluminum: 1.4249/lb		None noted	None noted	None noted	None noted	1.6193/lb as of 2/21/2025
			<b>Total Bid Item #1</b>		<b>\$367,811.28</b>	<b>\$346,974.84</b>	<b>\$379,080.00</b>	<b>\$525,852.00</b>	<b>\$367,811.28</b>

## **RESOLUTION**

BE IT RESOLVED by the Public Utility Board of the City of Rochester to approve a resolution to accept the bid from Border States Electric for the purchase of 108,000 (+/-) medium voltage cable (inventory item 2247; 1/0 AWG, 15KV), subject to escalation/de-escalation at the time of delivery

PASSED AND ADOPTED BY THE PUBLIC UTILITY BOARD OF THE CITY OF

ROCHESTER, MINNESOTA, THIS 29th DAY OF April 2025.

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PRESIDENT

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SECRETARY





## **REQUEST FOR ACTION**

### **Financial Audit Presentation - 2024 Annual Financial Audit Results**

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Regular Agenda

**PRESENTER:**

Judy Anderson, Controller  
and Peter Hogan, Director of  
Corporate Services

**Action Requested:**

Accept and place on file.

**Report Narrative:**

On April 29, 2025, Aaron Worthman from our financial auditors Baker Tilly US, LLP met with the RPU Board President and Board Vice President to review the results of the 2024 financial audit of the water utility fund and the electric utility fund. A brief overview of the audit process and results will be presented by Mr. Worthman.

**Policy Considerations & DEI Impact:**

An annual financial audit is required by the City Charter.

**Prior Legislative Actions & Community Engagement:**

April 29, 2025, the financial audit results were presented to the Board President and Vice President.

**Fiscal & Resource Impact:**

The 2024 financial audit is included the approved 2025 budget.

**Prepared By:**

Peter Hogan

**Attachments:**

[20250429\\_Resolution\\_Financial\\_Audit\\_2024](#)

## RESOLUTION

BE IT RESOLVED by the Public Utility Board of the City of Rochester to accept the 2024 Financial Audit Report and place it on file.

PASSED AND ADOPTED BY THE PUBLIC UTILITY BOARD OF THE CITY OF

ROCHESTER, MINNESOTA, THIS 29th DAY OF April 2025.

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PRESIDENT

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SECRETARY



## **REQUEST FOR ACTION**

### **Customer Survey Results**

**MEETING DATE:**

April 29, 2025

**AGENDA SECTION:**

Informational

**ORIGINATING DEPT:**

Rochester Public Utilities

**PRESENTER:**

Rick Naymark of Q Market  
Research

**Action Requested:**

No action required. Informational only.

**Report Narrative:**

Rick Naymark of Q Market Research will present on the 2025 commercial and the first quarter residential survey results.

**Prepared By:**

Patty Hanson

**Attachments:**

[RPU 2025 Commercial Survey Report - Board 4.2025](#)

[RPU Residential Q1 2025 Report - Board 4.2025](#)

# Rochester Public Utilities Commercial Customer Satisfaction Survey 2025

*Prepared for:*



April 3, 2025

*Prepared by:*



2117 Cliff Road  
Eagan, MN 55122  
[www.qmarketresearch.com](http://www.qmarketresearch.com)

Contact:  
Rick Naymark 612-875-9081  
[rnaymark@qmarketresearch.com](mailto:rnaymark@qmarketresearch.com)

# ***Rochester Public Utilities***

## ***Commercial Customer Satisfaction Survey –2025***

### **Introduction**

Rochester Public Utilities (RPU) is a municipally owned electric and water utility located in Rochester, MN. RPU serves over 57,000 electric customers and 41,000 water customers in a 60 square mile service area. RPU operates under the direction of a five-member, mayor-appointed Utility Board and under the Rochester City Council.

RPU has about 2,885 commercial customer contacts. Of them, 2,262 are mailing address only, and 623 are reachable by email addresses.

### **Objectives of Commercial Research**

RPU aims to gather feedback from its commercial customers through a survey in the first quarter of 2025, conducted by Q Market Research (QMR). The survey will assess overall satisfaction with the services and programs offered, while also gathering insights into customer needs and perceptions related to utility communication and other relevant issues.

This commercial survey will focus on these key areas:

1. Overall satisfaction and Net Promoter Score
2. Reliability of the electric and -water services provided
3. Outage restoration
4. Ease of doing business with RPU
5. Quality of service to commercial customers (customer care; commercial account managers)
6. Energy rebates, rebate application process
7. Small business rate programs
8. Customer concerns - what they care about and do not care about
9. Overall value for money with RPU
10. Billing/payment experience (understanding bill, use of customer portal, resolution of billing issues)
11. Improvement suggestions

### **Issues with Comparing 2025 Results with the 2019 Commercial Survey**

QMR will compare 2025 survey results with RPU's 2019 commercial accounts research where there is a possible correlation. However, the 2019 survey consisted of 31 phone interviews. The questions were mostly different and drawing statistical summaries from 31 data points is likely not accurate compared to the 125 data points we have in the 2025 survey.

### **Survey Methodology**

A printed survey was mailed to 2,262 commercial customers of RPU. This list represented the current complete list of commercial customers EXCEPT those with email addresses. The mailed survey included

a return, postage-paid envelope addressed to Q Market Research. The printed survey also contained a web link and QR code to allow respondents to complete the survey on a computer or mobile device. An email invite was also sent to 623 RPU commercial customers (representing all commercial customers where RPU has an email contact) to complete the same survey from their computer or mobile device, completely online.

No incentives were offered for participation.


## 2025 Commercial Data Collection

The mail survey was sent on February 24, 2025, and was closed on March 26, 2025, and 88 responses were received. The email survey was sent beginning on February 24, 2025, and was closed on March 24, 2025, and 37 responses were received. In total, 125 responses were received (mail and online), yielding a 4.3% response rate (statistically valid at a 95% confidence level to within +/- 9%). This is typical of this type of survey.

Method	Sent	Returned	Response Rate
Email	623	37	6 %
Mail	2262	88	4 %
Total	2885	125	4.3 %

## Survey Promoted by RPU (March 18, 2025)

In addition to the mailing and emails (and an additional two email reminders), RPU actively promoted the survey to employers through their commercial account reps and in an employer newsletter. The newsletter article is shown below.



**Commercial Survey: Help Us Improve!**

We survey our commercial customers about once every 5 years, so it's important to hear from you. The survey is a vital method of feedback for RPU.

[TAKE SURVEY](#)

# Executive Summary: RPU Commercial Customers 2025

## Key Finding 1: Commercial satisfaction survey respondents were representative of Rochester businesses.

In business type, size and number of locations, respondents were reasonably representative of the Rochester, MN employer profile. The bulk of respondents were in the retail/services category, with 1-10 employees and one location, although all categories were represented.

## Key Finding 2: Overall commercial customer satisfaction with RPU is high.

Overall commercial customer satisfaction in 2025 is 6.2 out of 7, which is high on an absolute basis. RPU gets highest satisfaction scores for reliability, ease of doing business and outage restoration. Value for the money scores lowest. In open-ended comments, employers had specific suggestions to address service issues and improvements.

## Key Finding 3: RPU's commercial customer Net Promoter Score was 51.3, in the "Excellent" range, attributable to the high satisfaction with service.

RPU's Net Promoter Score (NPS) for commercial customers in 2025 was in the "excellent" range at 51.3. This score mirrors the residential NPS in Q1 2025 of 52.2, also in the excellent range. Data in the report shows that RPU's commercial NPS score is high compared to well-known brands and when compared to a sample of other utilities. Respondents strongly endorsed the ease of dealing with RPU, saying, "Great service and communications" and "A well-run company."

## Key Finding 4: About half of RPU's commercial customers participate in commercial rebate programs and are satisfied with them.

48% of commercial customers participated in commercial rebate programs, with 84% completely or mostly satisfied. Reasons for not participating primarily are lack of awareness of the program and expecting not to qualify.

## Key Finding 5: Use of the commercial customer portal is low.

Only 5% of commercial customers use the portal daily or weekly, 21% use it monthly, but 66% rarely or never use the portal. In a subsequent question, ease of use of the portal is rated moderate, at 5.6 out of 7, which may explain lower usage.

## Key Finding 6: Generally, RPU scores high on the billing and payment experience.



Commercial customers say their bill is easy to understand and RPU generally is helpful in resolving billing issues. However, customers give only moderate ratings to 'rate plans and options.'

## **Key Finding 7: A rough comparison of 2025 commercial customer research with 2019 commercial customer research shows somewhat similar ratings.**

The two studies are not comparable. The 2019 study consisted of 31 phone interviews. The 2025 study includes 125 mail and email responses. The former is almost qualitative in nature and the current survey is quantitative in nature. A chart in the report attempts to compare them. Where comparisons can be qualitative, the two results are generally comparable. Understanding of the bill and use of rebates seems to have improved.

### **Open-ended comments**

All verbatim responses are in the Appendix of this report, as is a copy of the 2025 survey, itself. The open-ended comments at the end of this report provide excellent commentary on issues of concern.

### **Demographics**

Demographics of the companies are included and cover:

- Number of employees
- Number of facilities/locations
- Business type or category

### **Customers wanting a call-back for various reasons**

Separately, RPU will be sent a spreadsheet of 10 commercial customers who asked to be contacted; their contact information and comments are included.

## A Comparison of the 2025 Research to the 2019 Commercial Study

The most recent research on RPU commercial customers was conducted by QMR in 2019. This study differed significantly from the one conducted in 2025. The 2019 research involved 31 phone interviews, with questions that largely did not overlap those in the 2025 survey. In contrast, the 2025 survey was distributed via mail and email, yielding 125 responses after reaching out to the entire list of RPU employers.

Where the two projects overlap is mostly shown in the overall satisfaction chart in the 2025 report, below. There are three areas of comparative overlap. Other instances of similar questions are shown in the table below and shaded.

Research Topic	2019	2025
Quality compared to peer utilities	Rated RPU 8.23 of 10. Gas/Oil company was rated 8.5	Quality of RPU service was 6.3 of 7. On a 10 pt scale, this would be: 9.0
Level of trust	90% said “high”	Rating of RPU as utility provider overall was 6.2 of 7. On percent scale, this would be 88.5%
General reasons for contacting RPU	Billing issues; general service issues	Did not ask.
Top 3 expectations of RPU	Reliability, service and value	Did not ask.
Service and communication score (1-10)	Highest on outage restoration, followed by communications and handling of service calls	Quality of RPU service was 6.3 of 7.
How RPU can improve	Lower rates and service charges, explain billing better, make online payment easier, improve commercial info on website, more empathy for business cash-flow problems	Lower rates and fees, improve service and make global changes such as continue your move to sustainable energy, consider nuclear energy, reduce cost of energy-saving equipment and charges for wastewater, stormwater
Cost issues	Don’t like that commercial fees are higher than residential fees	Value for money was rated 5.7 out of 7.
3 ways to interact with RPU	45% via service center; 33% via Service call; 13% commercial account manager	Did not ask.
Communication preferences	Outages by text; power quality by email; voltage blips by email.	Did not ask.
Understanding of RPU bill	Rated it 5.16 out of 7.	Rated it 6.1 out of 7.

Awareness and support of renewable energy	66% were aware of RPU's plan; 33% said it would help their business	Did not ask.
Should RPU exceed MN on renewables	58% said RPU should exceed MN goal but 64% would not pay more	Did not ask.
Do you have a sustainability program?	35% said yes	Did not ask.
Would you pay more for renewables	29% would pay 0; 22% would pay 5% more; 35% would pay 10% more	Did not ask.
Are you moving to EV fleet	84% said 'no'	Did not ask.
Would you like more detailed energy use info	64% would like more detailed energy use info	Did not ask.
Would you pay more for more energy use info	But 22% would be willing to pay more for it.	Did not ask.
Have you used rebates	35% use energy rebates	48% use energy rebates

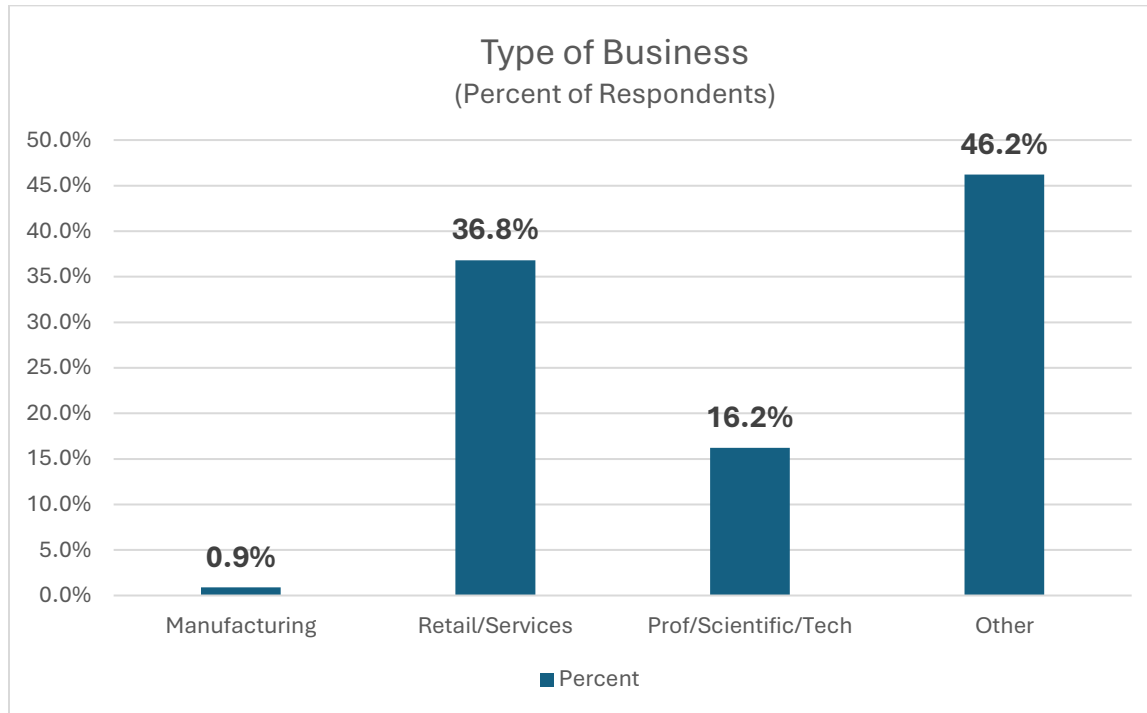
Even in cases of overlap, comparison is problematic because we are comparing qualitative research of 31 data points (2019) to quantitative research with 125 data points (2025).

# Detailed Findings: 2025

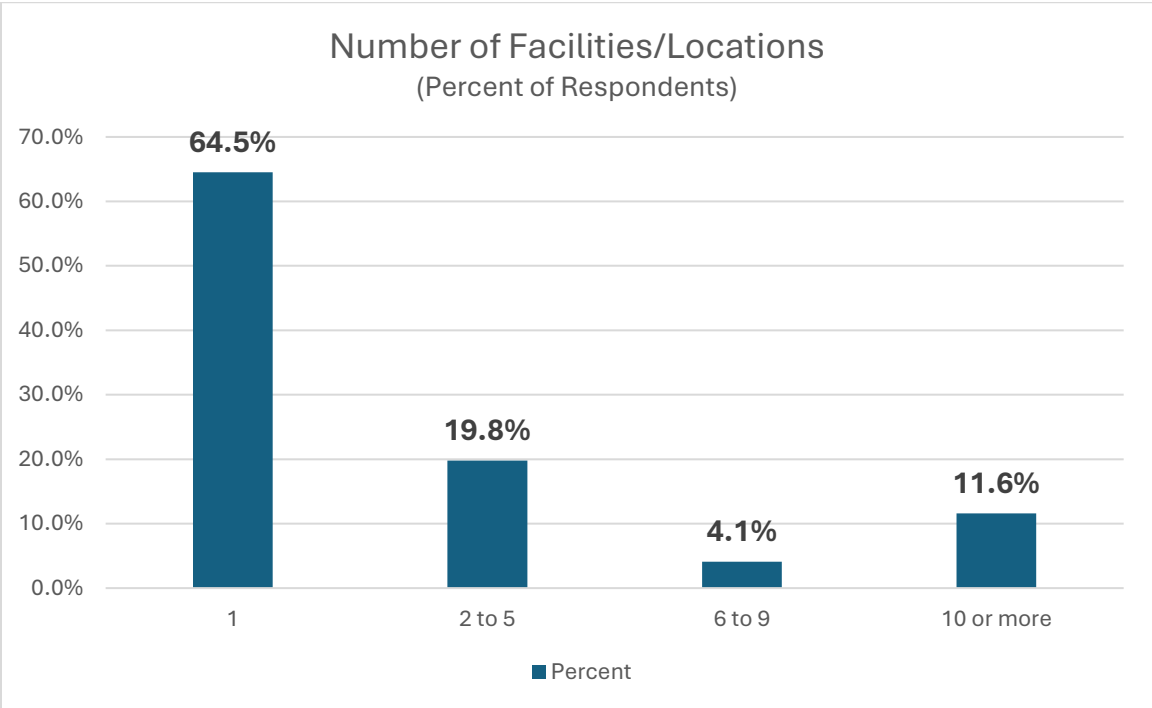
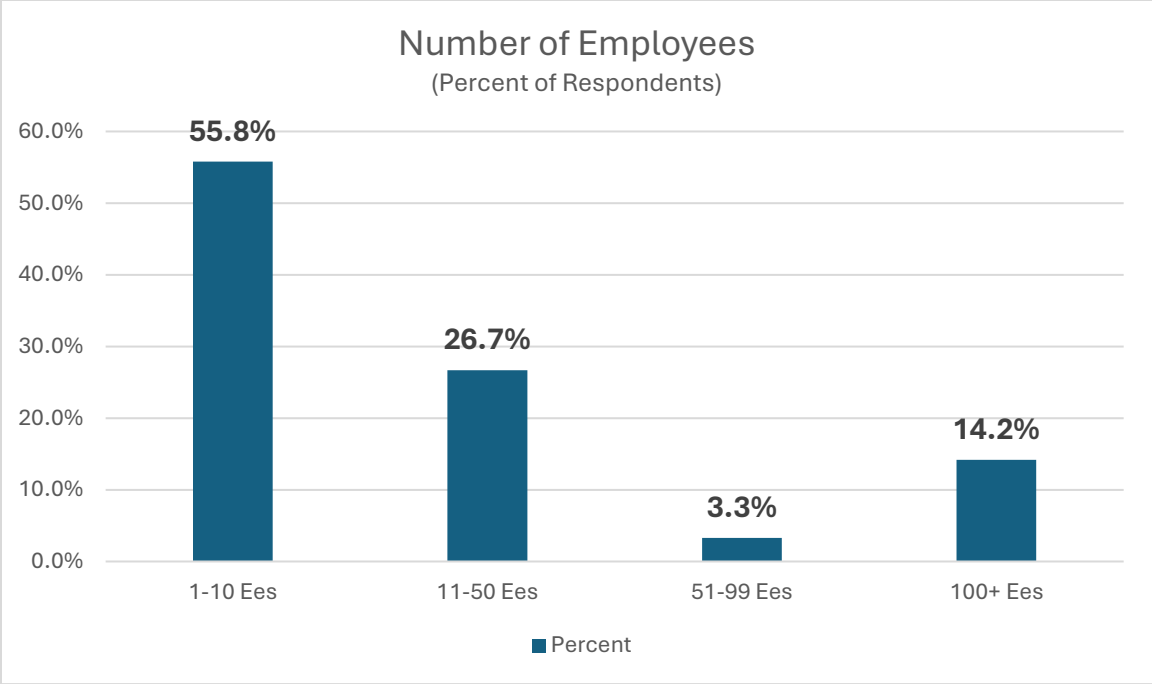
## About the Respondents

Respondents were asked to identify the total number of employees, number of facilities/locations and type of business.

Here are charts showing this business profile information in the general sense (crosstabs are available on request):



Note: Respondents were not asked to report their type of business when they designated, “other.”



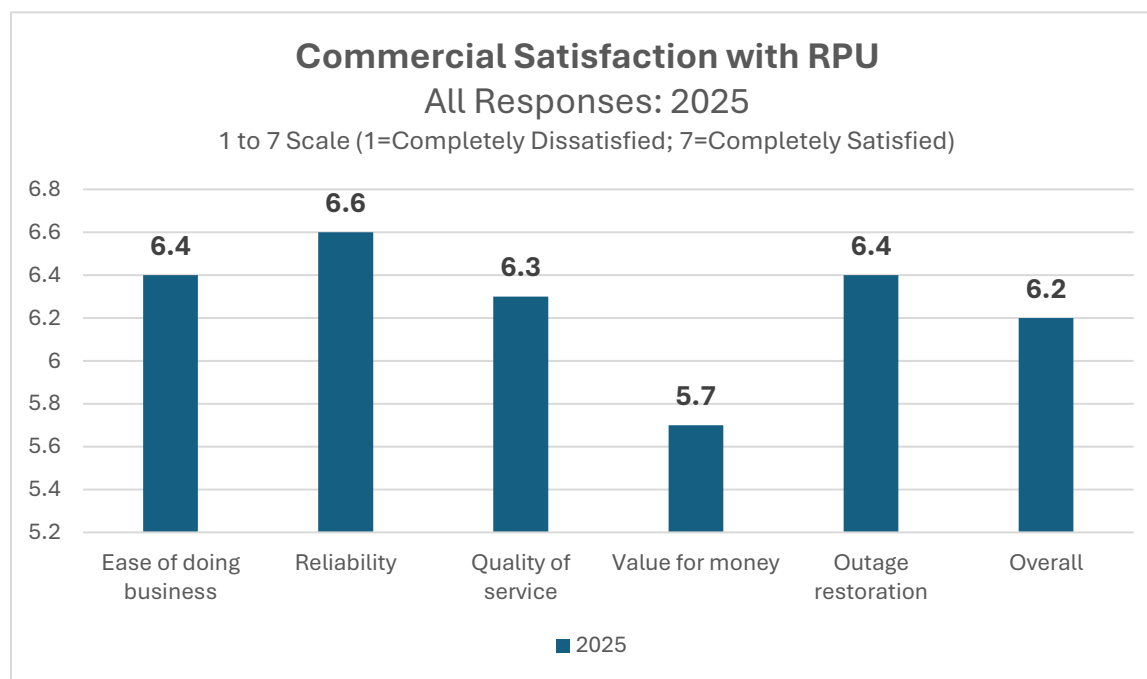
## 2025 Commercial Satisfaction with RPU Overall Is High at 6.2 Out of 7

Respondents to the survey were asked to rate their satisfaction with Rochester Public Utilities (RPU) on six different factors. The factors were:

1. Overall satisfaction with RPU
2. Reliability of the power, water and other services provided by RPU
3. RPU's quality of service to customers compared to other utilities
4. Ease of doing business with RPU
5. RPU's efforts toward outage restoration
6. Overall value for their money with RPU

The survey respondents were asked to rate the factors on a scale from 'Completely Dissatisfied' to 'Completely Satisfied.' For calculation purposes, 'Completely Dissatisfied' is converted to 1 and 'Completely Satisfied' is converted to a 7. The satisfaction scores relative to each of the six factors can be seen in the graphs below. The **overall** satisfaction score for RPU commercial customers in 2025 is 6.2, which compares similarly to the 6.3 rating given by residential customers in 2025.

Below is a chart that shows average satisfaction responses by all employers.



Reliability gains the highest satisfaction score and value for the money is the lowest satisfaction score.

## Open Ended Responses & Analysis Includes Dissatisfaction with High Rates

The survey then asks, “How can we better support your business goals and operations (new services/improvements)?”

RPU received 38 responses, each often with multiple suggestions. The types of responses for 2025 are shown in the table below (Full verbatims are at the end of the report). Commercial customers addressed a variety of topics, including service suggestions, equipment suggestions and global energy suggestions. Their responses are summarized and categorized below:

Number of Mentions	Issue	Positive or Negative	Typical or Unique Responses
15	High price, customer fee, charges	Negative	--Fees are excessive --\$410 charge for stormwater? --Reduce costs of energy and equipment
13	Service issues and suggested improvements	Negative and Neutral	--Don't have 10-minute waits on calls to service --Offer real-time monitoring so we can catch issues --3 power outages are too many. I may be forced to buy a generator. --Keep up your in-person meetings --More aggressively promote ways to reduce energy usage, rebates --Don't require inspectors to be there at time of power hook-up. It could be in the middle of night, so it is costly for us to wait. --Provide guidelines for what customers should do in an emergency --I have multiple properties; can you bill for all at one time? --Give us a list of free services, and a list of service that cost with pricing
10	You're doing a great job	Positive	--You're one of the best companies to work with every time! --I like the payment portal.
6	Global issues	Neutral and Negative	--Continue your move to sustainable energy --Consider nuclear energy --Reduce cost of energy-saving equipment --Wastewater, stormwater charges high

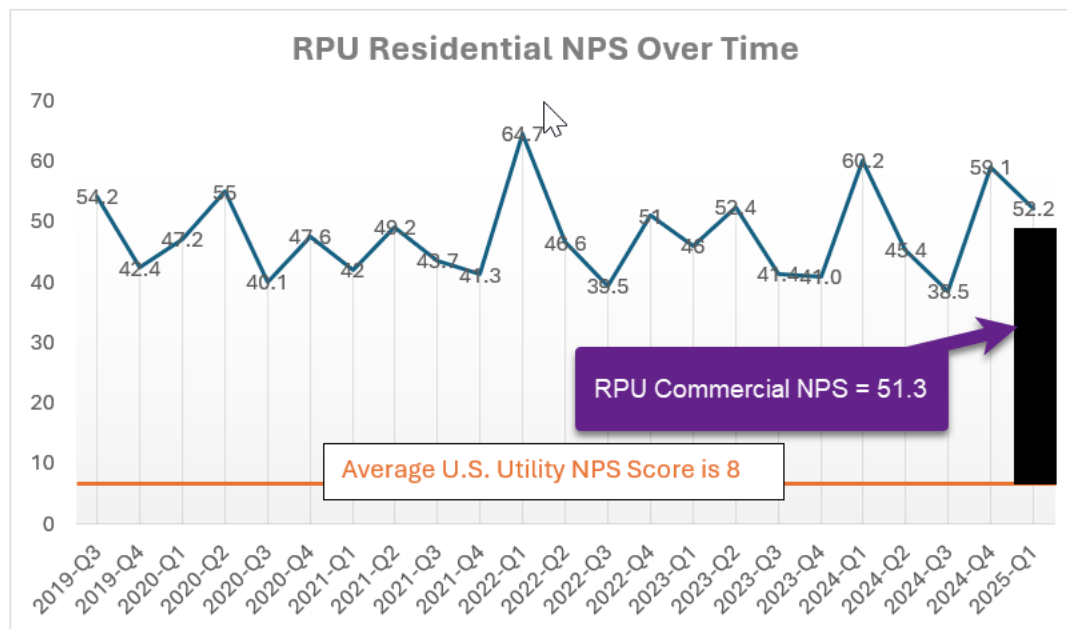
### Other comments:

- Surveys are a waste of money
- Print your flyers in black and white, not color, to save money

The open-ended responses to this question shown at the end of this report are informative.

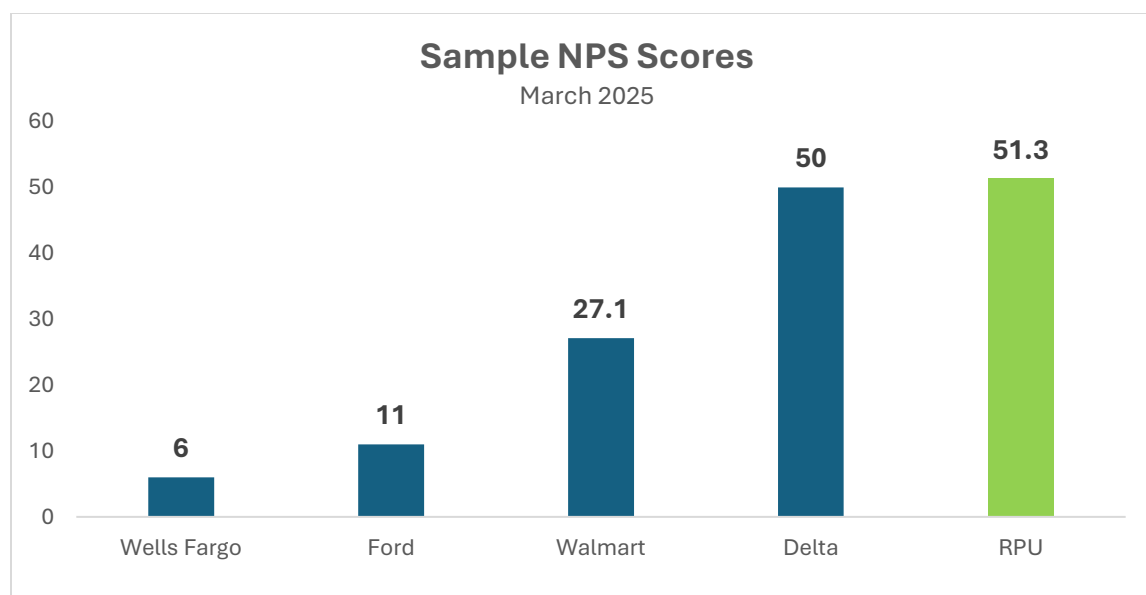
## Net Promoter Score for 2025 was 51.3, in the Excellent Range.

While the NPS score was **not** measured during the employer research in 2019 (nor would it have been valid with only 31 data points), the RPU commercial customer NPS in 2025 of 51.3 compares to the 2025 NPS among residential customers of 52.2. (“Excellent” is a score over 50.)



## Other NPS Scores

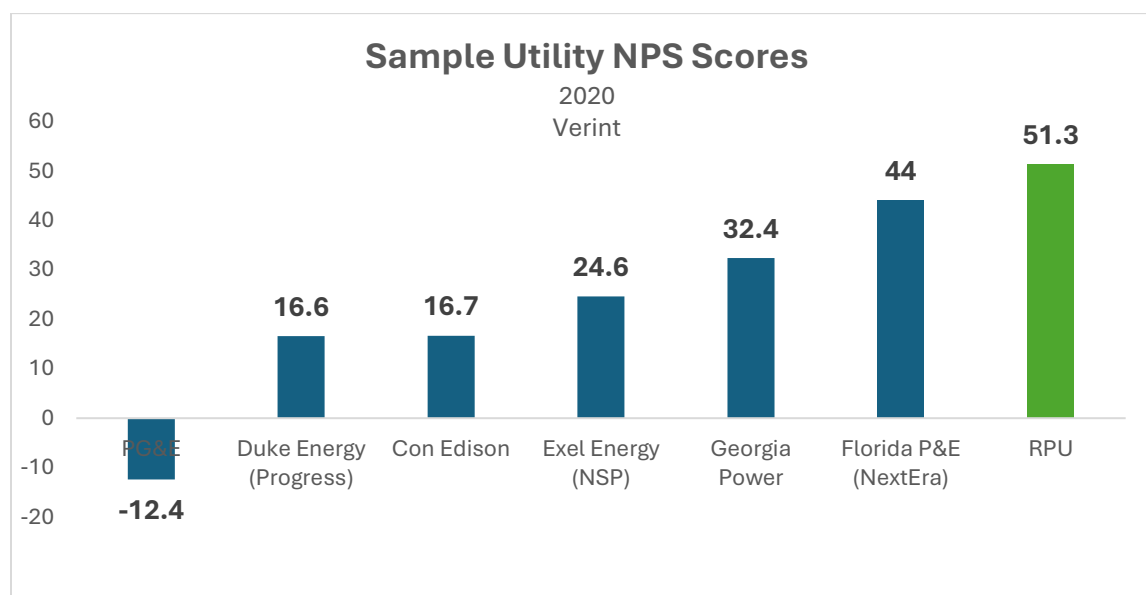
To give a context to RPU’s commercial customer NPS Score, here are examples of NPS scores of other entities (energy and non-energy).





## Other Utility NPS Scores

Note that scores vary widely. One of the most comprehensive studies was from 2020. Although this data is 4-5 years old, it is perhaps comparative.



## Analysis of NPS score

The **NPS for RPU's commercial customers in 2025 is 51.3**, in the "excellent" range (above 50). Based on comments as to why this rating was given, the score reflects 32 specific mentions of how satisfied business customers are with RPU.

Nationally, public utilities have an average Residential NPS score of 8, according to the [Qualtrics XM Institute](#). For a national benchmark, NPS scores for utilities are only available from the residential perspective. The [NPS for business electric customers](#) will be available from JD Power at the end of 2025.

Comments about the NPS score are summarized on the next page and included entirely in the appendix.

The **Net promoter score (NPS)** is a widely used market research metric that typically takes the form of a single survey question asking respondents to rate the likelihood that they would recommend a company, product, or a service to a friend or colleague. The NPS is typically interpreted and used as an indicator of customer loyalty. NPS has been widely adopted by Fortune 500 companies and other organizations. Proponents of the Net Promoter approach claim the score can be used to motivate an organization to become more focused on improving products and services.

The Net Promoter Score was calculated using the results from the question: *'On a scale of 0 (not at all likely) to 10 (extremely likely), how likely is it that you would recommend Rochester Public Utilities as a commercial utilities provider?'* The Net Promoter Score (NPS) is calculated by taking the percent of those who respond that they are the most satisfied (rated a 9 or 10), subtracted from the percent of those that are least satisfied (rated a 0 through 6). Scores can range from -100.0 to 100.0. A score above 0 is considered good and a score of 50 or above is considered excellent.

## Reasons for Giving the Commercial NPS Score

Commercial customers were asked why they rated RPU as they did for the NPS score in 2025. 52 employees left comments. Their answers are summarized in the chart below. Complete responses to this question are in the Appendix. Large numbers of respondents have positive things to say about RPU. A much smaller segment complained about cost or mentioned a specific complaint.

Number of Responses	Issue	Positive or Negative	Typical Responses
32	RPU does a great job	Positive	--So much better than dealing with Xcel, MN Energy and Peoples --Great service and communication --Well-run company
6	Rates are too high	Negative	--Expensive --Monopoly --Unhappy with communication and monthly fees

### Other

--"Matt Davidson has helped us with information/data on our energy use and ideas on how to reduce our power use and what rebates are available."

--High cost of having to install external meters

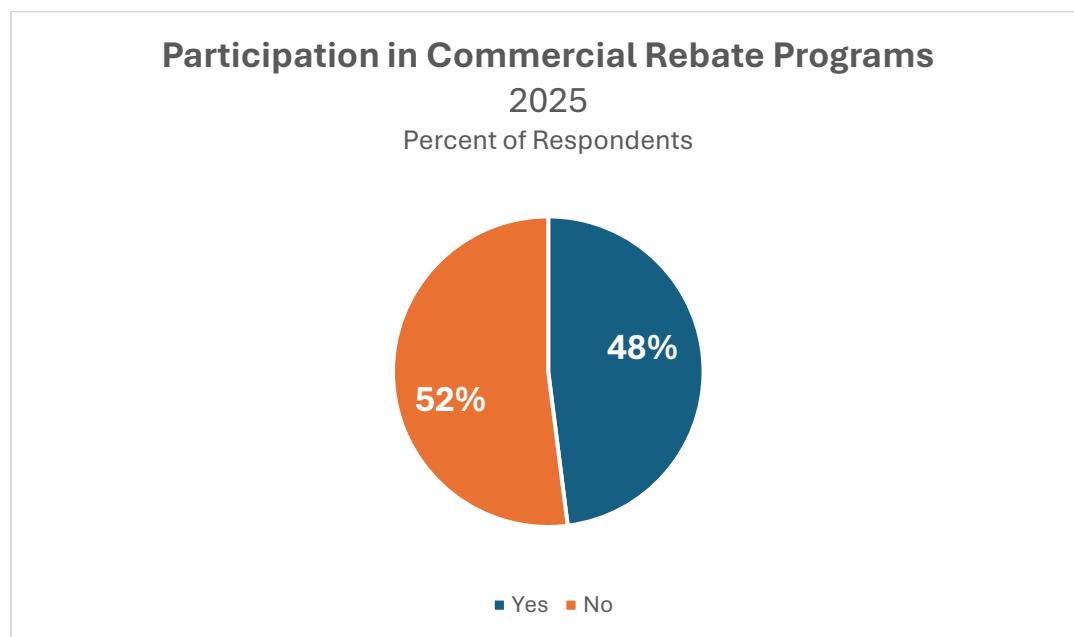
--6 people commented that the question is awkward because RPU is the only choice. This is common among utility customers being asked the NPS question. Customers who raised this issue gave NPS scores from 0 to 10, so their objection does not seem to affect their rating.

--"RPU is a locally owned and operated utility, but other investor-owned utilities like Xcel offer more services for municipalities in the energy efficiency and building/transportation electrification space (consulting, program/event planning and coordination, etc.). Would like to see more rebates and services offered from RPU."

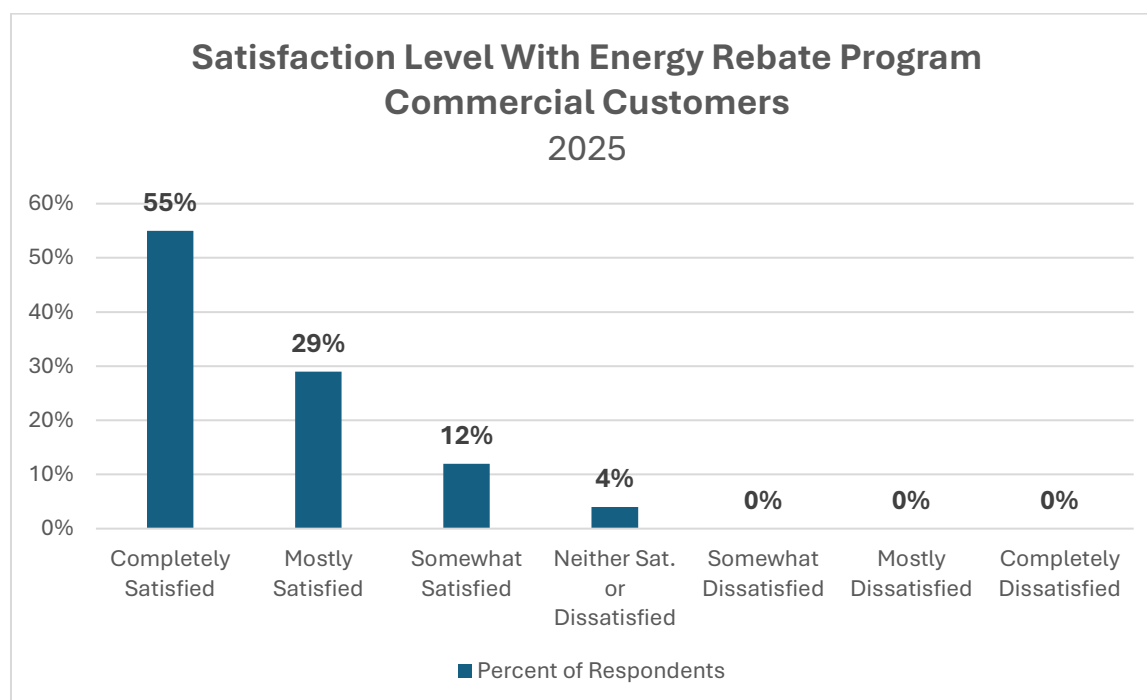
## Energy Rebate Program: Moderate Participation and General Satisfaction

The next series of questions related to RPU's commercial energy rebate programs.

First, respondents were asked if they had participated. The responses are shown in the chart below, indicating that about half of the participants have participated in the rebate program.

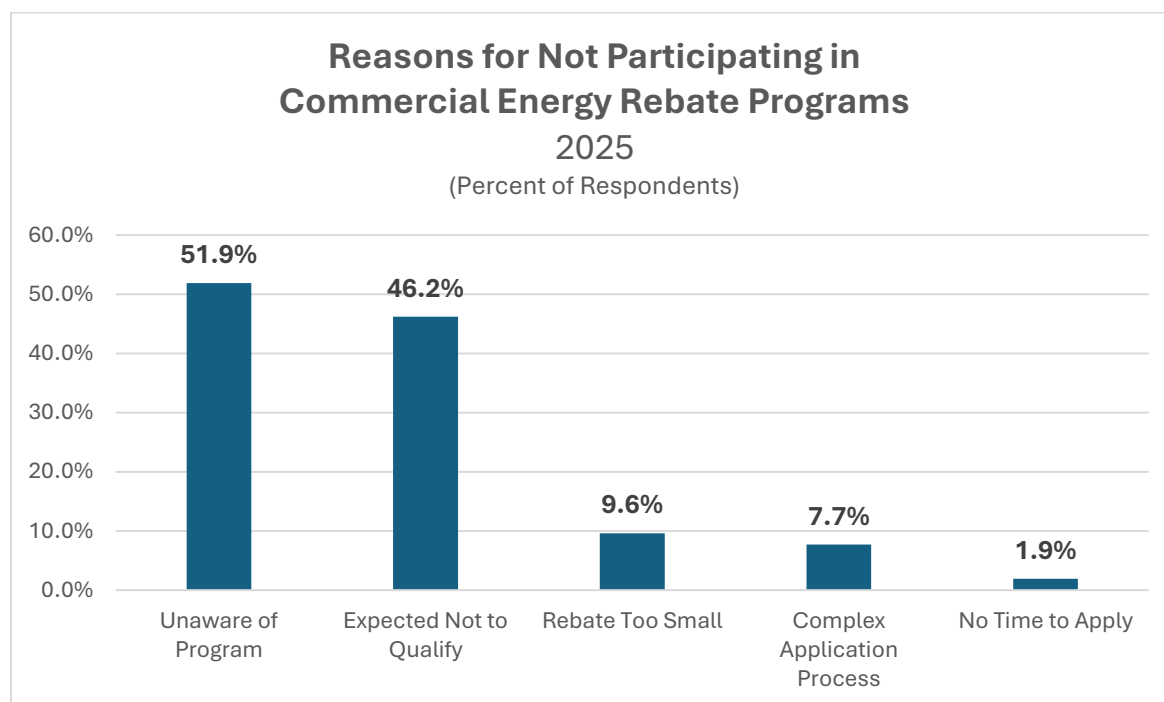


Participants were asked to rate their experience with the program.



## Reasons For Not Participating in the Energy Rebate Program

The two largest reasons for non-participation were that respondents were not aware of the rebate programs or expected not to qualify. Both issues can be addressed through communication.



### **“Other” reasons given (6):**

“How do you apply?”

“Haven’t had anything that would apply.”

“No up-grades yet.”

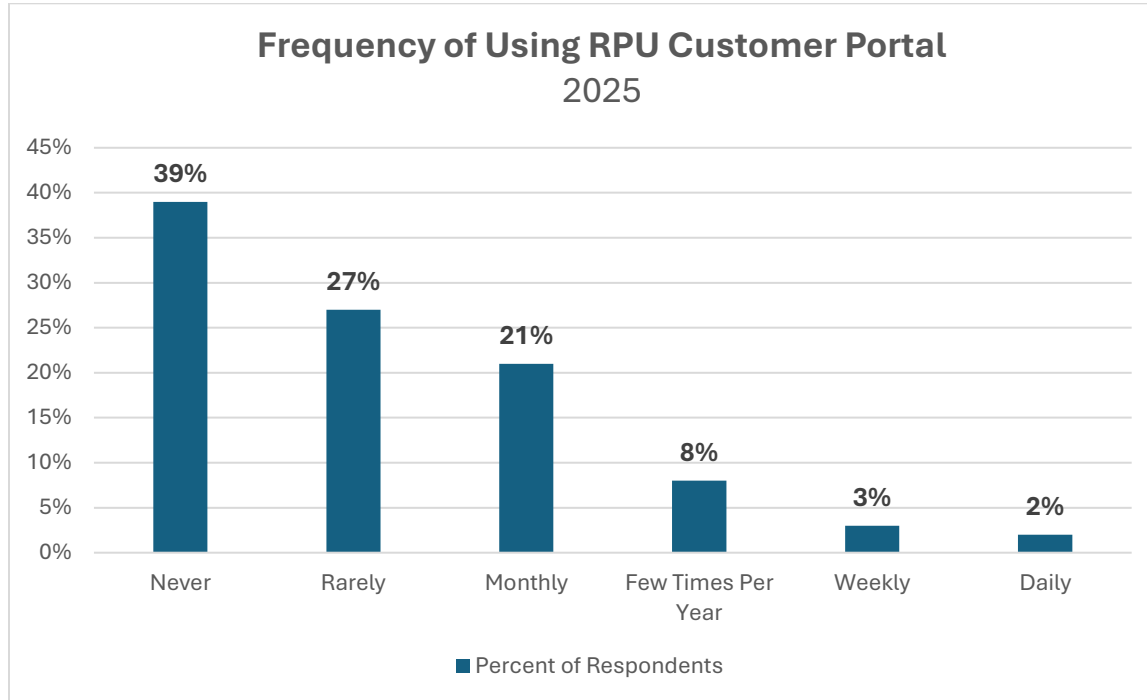
“Not valuable. Need rebate for insulation, new windows, new furnace, refrigerator pick up, etc.”

“We rent our space. We have not had the need for it.”

“We upgraded our warehouse to LED. Moved away from mercury vapor.”

## The Usage of the RPU Customer Portal Use Is Moderately Low

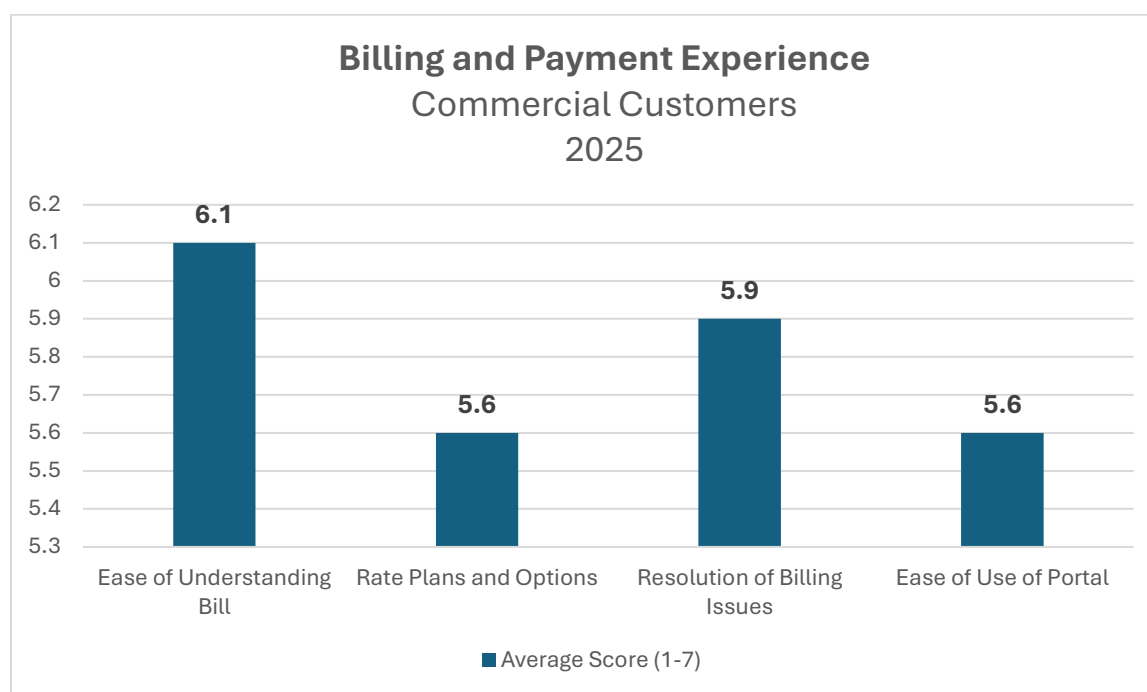
Respondents were asked about their frequency of using the RPU Customer Portal for managing their account(s) and accessing information. Responses are shown in the chart below and seem to indicate portal use adoption is moderately low.



## Billing and Payment Experience

Respondents were asked to rate aspects of their billing and payment experience, between 1 (Completely Dissatisfied) and 7 (Completely Satisfied). The charts below show the average satisfaction indicators by issue.

Ease of Understanding the bill rated highest, and both rate plans and options, and ease of use of payment portal, scored lowest (but still moderately high).



## Open-Ended Responses

Below are the open-ended responses to the two narrative questions:

How can we better support your business goal and operations (new service/improvements)?
make everything cheaper...
Offer your insurance for utility lines to larger rental properties. Do not have 10 min waits when calling customer service Offer a service like Eye on Water to monitor usage in real time. This would catch issues quickly
We are NOT a commercial customer! we RENT a hangar at krst and use little to no electricity and are charged at least \$38/month...for basically nothing. any chance we could have a break would be most welcomed; thanks. 507-261-5548 if you need more info.
I dislike storm sewer being separated from utility bills. I know process twice the amount of invoices as I get two bills for one property vs one. I also need to bill some of my tenants as they are not allowed to put this service in their name.
I'm happy with our service and customer service.
Remove all the fess - stormwater, backflow testing, etc.
Lower the price.
We are appreciative of all you do!
Keep pricing as low as possible.
You're good on everything.
I do not like being charged for main run off. This backflow preventor program is a scam and I don't like it.
Are there any opportunities, recommendations for reducing water and electric usage? Rebate options?
Keep up the good work!
Things are good.
I have lost power three times within a 12-month span. Reliable energy is important. I should not have to buy a generator because of unreliable service.
I think these surveys are a waste of time, money, energy. If there is a problem someone will let you know and what does a company (not just RPU) get out of getting 10 stars completely satisfied score? A big pat on the back?!
Continue your move to sustainable energy sources.
Prices for everything have gone up!
Find a way to lower prices
You can be as good as you are!!!!!!

You're one of the best companies to work with every time!
As a small business, family owned, competing against corporate implants, I have seen costs skyrocket and rental rates decline. \$410 a month for stormwater, after spending many thousands on ponds, filtration basins and storm water is extreme compared to other communities. I will leave my name but only call me if something can be done to lower my stormwater charges.
Get prices lower. Consider nuclear. I have propererties in Florida and Michigan. Much lower costs there.
Provide better explanation of utility bills including the line items for clean air rider and power cost adjustment. The power cost adjustment isn't listed in the rates. It makes it hard to budget when these aren't listed and are such a significant cost.
more/increased rebates/incentives for residential and commercial electrification, enhanced EV charging and EV rebates, EV infrastructure plan, more support/guidance for customers interested in installing EV chargers, RPU cost share for EV charging infrastructure upgrades.
Keep up the meetings in person.
Focus on low pricing. Lower prices. Help reduce electrical usage.
I run multiple companies and like the ease of paying all through one web page. Once we figured it out ;)
Continued open communication.
I'm too new to add meaningful comment.
Stop making and sending expensive flyers. Send black and white in our bills.
Provide a list of services that you provide at no cost and a list of services you can provide at a cost. Provide guidelines of what customers should do in an emergency.
Bring costs down.
None
I would like you to be more accommodated on reconnecting power during emergency situations. Let the Master Electrician on site make the call on whether it is safe to reconnect. Waiting for the electrical inspector to show up is too costly, especially if is in the middle of the night. The Inspector can check it over during regular working hours.
I have a rental company. I would like to get my bills for the different properties at the same time.
Make energy-saving equipment/lighting etc. more accessible cost wise to business who want to change over.
Keep pricing in check.



### Why did you give us this “likely to recommend” rating?

waaaay too expensive.

I miss having 13-month usage on the bill. I had to sign in to the portal the other day to check historical usage. Not a big deal but it took me an extra 5 minutes to see the information.

Because it is a monopoly and there are no other choices!

our residential service is outstanding! "commercial" not so much.

So much better than dealing with Xcell, MN Energy, and even Peoples.

RPU is the easiest utility that we work with

easy to work with

Never thought about it (rated 0)

Good overall service. Good communication.

Matt Davidson has helped us with information/data on our energy use and ideas on how to reduce our power use and what rebates are available.

No issues here.

No other choice.

Very good for customer.

The two complaints above (main run off and backflow preventer) keep me from rating you higher (gave an 8)

Good service quality.

Unhappy with connection and monthly fees.

They always listen and answer my questions.

Power outages even on nice weather days. Unacceptable to lose power 3 times in a 12-month period.

Only local utility (gave a 7)

Your dictatorship style of management. I can't do a \$5000 upgrade to my property because RPU says I have to put YOUR meters on the outside, costing me an additional \$10,000. If you want your meters on the outside, YOU pay the additional cost.

Only one unless people's cooperative is available (gave a 10)

We have not had an issue with RPU.

Everything is good. Prices are high for my situation.

Never had any problems with service.

Always had good service.

Past performance is excellent!

With everything you are helpful.

Costs

I have always been satisfied with the customer service.
Well run organization.
RPU is a locally owned and operated utility, but other investor-owned utilities like Xcel offer more services for municipalities in the energy efficiency and building/transportation electrification space (consulting, program/event planning and coordination, etc.). Would like to see more rebates and services offered from RPU.
Always good.
High prices and not convenient rebate programs.
Have received very good service.
Only options (but gave RPU a 10)
Complete satisfaction.
RPU is awesome, except I have a problem with HCOC paying storm water charges!
Because of the level of service and communication with service staff.
not too many outages
We have had no problems with our service. We have used rebates easily although it takes a bit for the credit to show up. Someone emailed and came to check up on our rebate claim and they were professional and courteous.
Doing energy efficiency with this utility provider is by far easy to work with. Since we have lots of locations it is nice that there is a longer deadline for us to get our applications in.
Really no big complaints.
Costs compared to other locations
You asked
Very easy to work with.
No other choice
You are very easy to work with and helpful.
The recommendation question has never come up for me, but I could say I have not had any significant issues with RPU.
Only option. I don't feel this is a valid question to ask.
Haven't had any problems (rated a 7)
You take care of business.
Because we all must support local people who also patronize our businesses.

Separately, RPU is being provided with a list of those commercial customers who want to be contacted. The list shows their responses to the questionnaire, as well as their contact information.

**Commercial Customers: How Are We Doing?**

Please make your responses a top priority.  
Customer satisfaction is important and helps us as we strive to constantly improve.

**Please return this survey in the postage-paid envelope by Monday, March 24, 2023.**

1. First, please tell us about your company, business or organization:

Number of total employees: ☐ 1-10 ☐ 11-50 ☐ 51-99 ☐ 100+  
 Number of facilities/locations: ☐ 1 ☐ 2-5 ☐ 6-9 ☐ 10+  
 Type of business: ☐ Manufacturing ☐ Retail/Services ☐ Professional/Scientific/Technical ☐ Other

2. Please rate your level of satisfaction with RPU in the following areas (check correct boxes):

	Completely Satisfied	Mostly Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Completely Dissatisfied
The ease of doing business with RPU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reliability of the power, water, and other services you receive from RPU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RPU's quality of service to customers compared to other utilities like phone, gas/oil or internet providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value for the money with RPU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outage restoration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RPU as your utility provider overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How can we better support your business goals and operations (new services/improvements)?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Even though we're the only local electric utility, how likely is it that you would recommend Rochester Public Utilities as a commercial utility provider?

Please circle: (not at all likely) 0 1 2 3 4 5 6 7 8 9 10 (extremely likely)

Why did you give this rating? \_\_\_\_\_

\_\_\_\_\_

**Please see other side!**

You can also complete this survey online! Go to <https://survey.ekhomer.com/s/3/156248/RPUCAS> or scan the QR code with your smartphone.

5. Have you participated in our energy rebate programs? Yes: ☐ No: ☐

	Completely Satisfied	Mostly Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Completely Dissatisfied
If YES, how satisfied were you with the rebate process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If NO, what prevented you from participating? (check all that apply):

☐ I was unaware of the rebate programs.  
☐ The application process seemed too complicated.  
☐ I didn't think I would qualify.  
☐ The rebate amount didn't seem worth the effort.  
☐ I didn't have time to apply.  
☐ Other (please specify) \_\_\_\_\_

6. How often do you use the RPU customer portal for managing your account or accessing information?

	Daily	Weekly	Monthly	A Few Times Per Year	Rarely	Never
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Please rate your billing and payment experience:

	Completely Satisfied	Mostly Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Completely Dissatisfied
The ease of understanding the bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate plans and options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolution of billing issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of use of RPU customer portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Would you like RPU to contact you regarding your comments on this survey?

Yes: ☐ No: ☐

If Yes, please provide your contact information:  
 First and Last Name: \_\_\_\_\_ Company/Organization Name: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone Number:  -  -

You can also complete this survey online! Go to <https://survey.ekhomer.com/s/3/156248/RPUCAS> or scan the QR code with your smartphone.

## About Q Market Research

Q Market Research is a recognized leader in providing cost-effective, quality-based research.

Founded in 2001(as Quantitative Market Intelligence), we have honed research expertise for customers primarily in health care, financial services, professional services, and manufacturing.

Our company is a full-service market researcher. Our company provides quantitative and qualitative market research to large and small public corporations, private companies and non- profit organizations. We are headquartered in Eagan, Minnesota.

We conduct research across the United States. Depending on the client, we use internet, phone and mail surveys, and have access to a 6-person call center. Our data analysts use proprietary research techniques that help clients interpret data and identify key research findings.

## Confidentiality

All information collected from the RPU commercial customer satisfaction surveys outlined in this report, including research data, customer responses, and any other related information, is the exclusive property of RPU. RPU has the sole discretion to share this information both internally and externally.

QMR will maintain the confidentiality of all information gathered during this project, except when sharing it with RPU. At any time, RPU may request that QMR provide all electronic and paper files related to this research.

END OF 2025 RPU COMMERCIAL CUSTOMER RESEARCH REPORT

# Rochester Public Utilities Customer Satisfaction Survey 2025 – Quarter 1

*Prepared for:*



March 2024

*Prepared by:*



[www.qmarketresearch.com](http://www.qmarketresearch.com)

## ***Rochester Public Utilities***

### ***Customer Satisfaction Survey – Quarter 1, 2025***

#### Background

Rochester Public Utilities (RPU) is seeking to obtain feedback from their residential customers to measure overall levels of satisfaction with services and programs provided, as well as capture needs and perceptions regarding communication. As part of this study, Rochester Public Utilities will focus on these key areas:

1. Overall satisfaction (likely to recommend)
2. Reliability of the power, water and other services provided by RPU
3. Ease of doing business with RPU
4. RPU's quality of service to customers
5. RPU's efforts to be environmentally friendly
6. Overall value for the money with RPU
7. Net Promoter Score
8. Communications satisfaction and Gartner VES score
9. Community outreach efforts
10. Awareness of RPU payment options and payment method used
11. Customer demographics

#### Survey Methodology

A survey was mailed to 500 customers of RPU. This list of randomly selected customers was provided by RPU. The mailed survey provided a return envelope addressed to Q Market Research. The survey also contained a web link and QR code to allow respondents to complete the survey on a computer or mobile device. An email invite was also sent to 1000 RPU customers to complete the same survey from their computer or mobile device.

No incentives were offered for participation.

## Data Collection for Q1 2025

The mail survey was sent on February 3, and was closed on March 4, 2025, and 54 responses were received. The email survey was sent beginning on February 4, 2025, and was closed on March 4, 2025, and 71 responses were received. In total, 125 responses were received (mail and online), yielding an 8.3% response rate (statistically valid at a 95% confidence level to within +/- 9%).

Method	Sent	Returned	Response Rate
Email	1000	71	7.1%
Mail	504	54	10.7%
Total	1504	125	8.3%

## Executive Summary: RPU Q1 2025

### Key Finding 1: Overall customer satisfaction with RPU remains high.

Overall customer satisfaction in Q1 2025 is 6.3 out of 7, which is high on an absolute basis. RPU's Net Satisfaction Score is 82.5% in Q1 2025, generally in line with historical numbers. RPU gets high scores for reliability, ease of doing business and quality of service. Value for the money continues to score lowest. Many of the customer comments were critical of high prices and fees. Customers asked for better communication from RPU as to why rates and fees are increasing.

### Key Finding 2: RPU's Net Promoter Score in Q1 was 52.2 , in the "Excellent" range.

RPU's Net Promoter Score (NPS) for Q1 2025 remained in the "excellent" range (a score above 50), following a 59.9 NPS in Q4 2024. Based on comments, high NPS scores were given because of reliable power, friendly customer service and timely outage restoration.

### Key Finding 3: RPU's VES (Value Enhancement Score) due to customer service is 5.4, or in the "Good" range.

This was the eighth quarter of a new line of questioning by RPU asking residents who communicated with RPU to rate the experience from 1 to 7. VES is explained in more detail in the report. The VES score of 5.4 (in a 1-7 scale) in Q1 2025 is in the "good" range, down slightly from 5.8 (also in the "good" range) in Q4 2024.

### Key Finding 4: Customers are aware of and satisfied with RPU community outreach efforts

In a line of questions begun in Q2 2024, RPU wants to know if customers are aware of community outreach efforts and whether they are satisfied with RPU's efforts in this area. On average, customers gave RPU a 7.8 out of 10 for overall satisfaction in RPU's community outreach efforts (high) and their awareness was highest around efficiency rebates and budget billing/payment help. Details in the report.

### Key Finding 5: Customers are aware of RPU payment options, and most prefer Online and Direct Deposit options.

In a line of questions begun this Q1 2024, RPU wants to know if customers are aware of payment options. 67% said they were (a high number and the same as Q4, 2024). Preferred payment options are online and direct deposit. Responses around this issue have remained consistent over four quarters.

### Open-ended comments

All verbatim responses are in the Appendix of this report, as is a copy of the Q1 2025 survey, itself. The open-ended comments at the end of this report provide excellent commentary on issues of concern.

### Demographics

Demographics of all respondents are at the end of the report.

### Customers wanting a call-back for various reasons

Separately, RPU will be sent a spreadsheet of customers who asked to be contacted, their contact information and their comments.



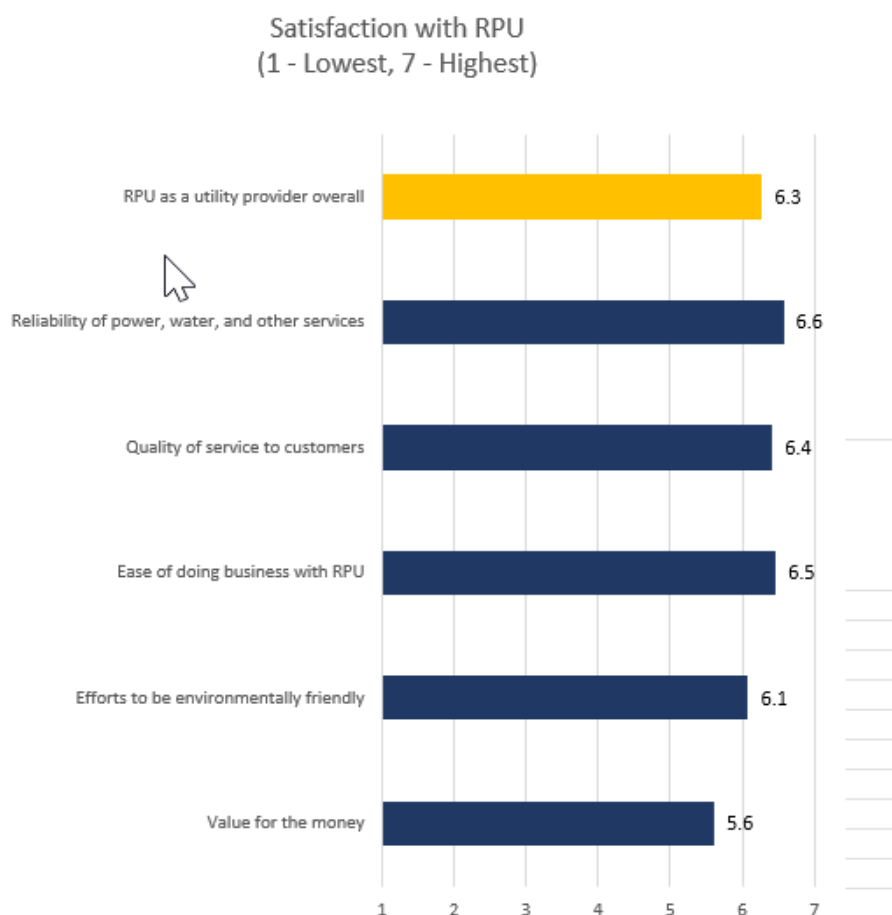
## Detailed Findings: Q1 2025

### Satisfaction with RPU Q1, 2025: Overall Satisfaction Remains High at 6.3 Out of 7

Respondents to the survey were asked to rate their satisfaction with Rochester Public Utilities (RPU) on six different factors. The factors were:

1. Overall satisfaction with RPU
2. Reliability of the power, water and other services provided by RPU
3. RPU's quality of service to customers
4. Ease of doing business with RPU
5. RPU's efforts to be environmentally friendly
6. Overall value for their money with RPU

The survey respondents were asked to rate the factors on a scale from 'Completely Dissatisfied' to 'Completely Satisfied.' For calculation purposes, 'Completely Dissatisfied' is converted to 1 and 'Completely Satisfied' is converted to a 7. The overall satisfaction scores relative to each of the six factors can be seen in the graph below. The overall satisfaction score for RPU in Q1 2025 is 6.3, which is virtually similar to Q4 2024 (6.4). Reliability, however, is the highest score at 6.6 out of a possible 7.



## Q1 2025 Net Satisfaction Scores by Customer Segment: Mostly High

In the table below, the satisfaction scores of each of the six factors were broken down by the respondents' age, gender, and zip code. The cell that is highlighted in blue is the percent of positive satisfaction with 'RPU as a utility provider overall' (92.5%). The top row of the table has the overall score for each of the six factors (which is the same information as the graph on the previous page). The rating is from 1 (completely dissatisfied) to 7 (completely satisfied). All scores that are below 6.0 are highlighted in yellow.

### The chart below indicates:

- Value for the money is the lowest satisfaction indicator and the lower rating cuts across almost all ages, genders and zip codes. This has remained consistent over time.
- Efforts to being environmentally friendly scores are the second lowest category, with many respondents unsure of RPU's environmental efforts.
- Overall satisfaction with RPU as a utility provider overall is high, at 6.3.
- Respondents ages 35-49 indicate the lowest satisfaction scores by age group in terms of overall satisfaction.

RPU: Q1, 2025

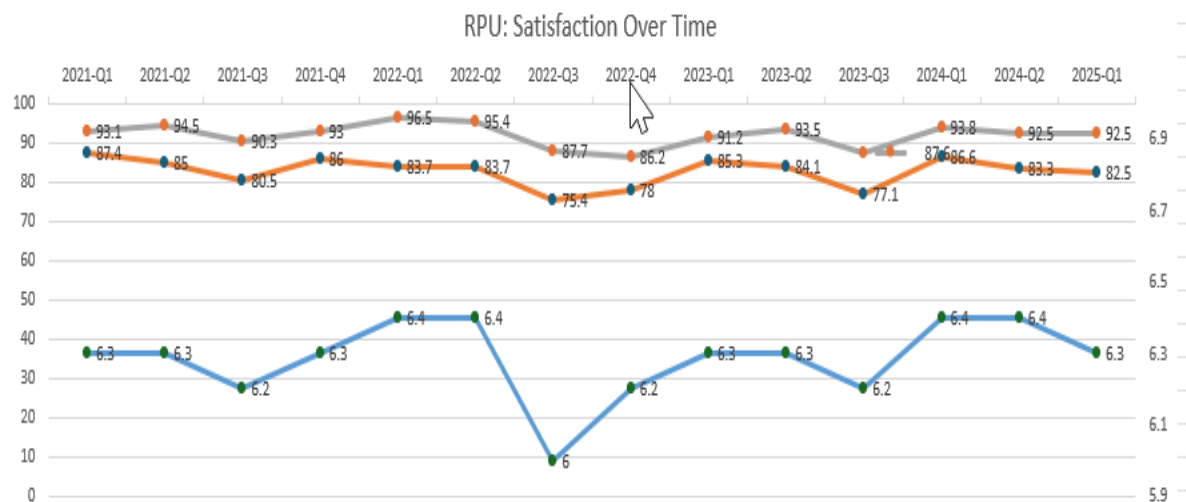
	Value for the money	Efforts to be environmentally friendly	Ease of doing business with RPU	Quality of service to customers	Reliability of power, water, and other services	RPU as a utility provider overall
Overall	5.6	6.1	6.5	6.4	6.6	6.3
% Satisfied	81%	82%	93%	92%	95%	92.5%
Net Satisfaction Score	55.0	75.8	90.1	86.7	93.4	82.5
18 to 34	6.0	7.0	7.0	6.8	6.8	6.7
35 to 49	4.8	5.8	6.1	6.1	6.7	5.5
50 to 64	5.6	5.7	6.3	6.3	6.4	6.0
65 plus	5.9	6.4	6.7	6.6	6.7	6.6
Female	5.7	6.2	6.5	6.6	6.7	6.4
Male	5.6	6.1	6.5	6.4	6.5	6.3
55901	5.6	6.2	6.6	6.6	6.6	6.4
55902	5.7	6.0	6.5	6.4	6.8	6.0
55904	5.8	6.4	6.6	6.7	6.8	6.6
55906	6.0	6.4	6.6	6.6	6.8	6.7
n	120	120	121	120	121	120
Number Satisfied	97	98	113	110	115	111
pos	79	95	112	107	115	104
neg	13	4	3	3	2	5

## Q1 2025 Satisfaction Trends Remain Consistently High

The graph below shows the percentage of people who rated their overall satisfaction with RPU as 'Completely,' 'Mostly' or 'Somewhat Satisfied'. It also includes the average overall Satisfaction and Net Satisfaction Scores (NSS) from 2020 until now.

The satisfaction score is 6.3 in Q1 2025 (this scale applies to the **blue line**) out of a 7-point scale, and the overall satisfaction score (**grey line**) is 92.5% in Q1 2025. All scores have been relatively stable since 2021, as shown in the chart below.

Using the satisfaction results from the 'RPU as a utility provider overall' factor, the Net Satisfaction Score was calculated. A Net Satisfaction Score (NSS) is calculated similarly to Net Promoter Score. The percent of those who respond as most satisfied are subtracted from the percent that respond as the least satisfied. Scores can range from -100 to 100 and a score of 50 or above is considered a very good score.



Grey = Satisfaction (percent)

Blue = Overall Satisfaction (number 0-7)

Orange = Net Satisfaction Score (percent)

## Open Ended Responses & Analysis Includes Dissatisfaction with High Rates

The survey then asks, “So that RPU can improve its products and services, please tell us about any areas in which you are less than ‘completely satisfied’ in question 1 or provide any other suggestions or feedback you have for RPU.”

The types of responses for Q1 2025 are shown in the table below (Full verbatims are at the end of the report). Customers addressed a variety of topics, but high fees and charges were the biggest complaint.

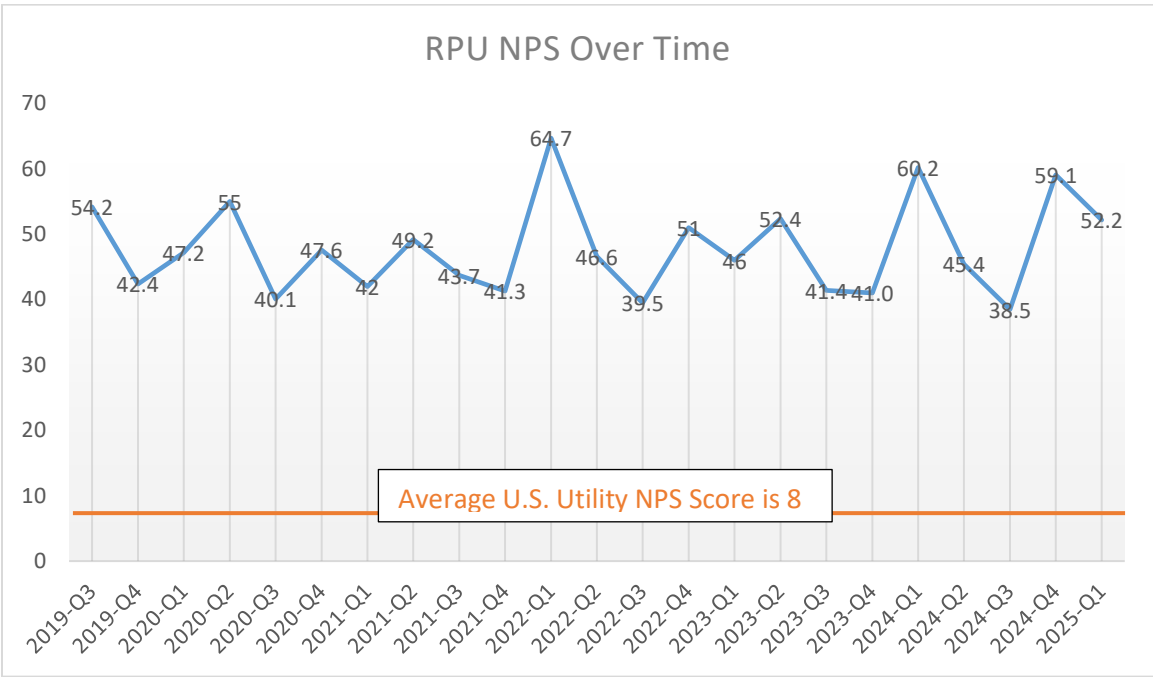
Number of Responses	Issue	Positive or Negative	Typical Responses
27	High price, customer fee, charges	Negative	--Bill too high --Customer charges too high --Service usage fee too high “For an apartment my size, the bill every month seems to be astronomical.” “Service usage fee is ridiculously expensive.” “Sometimes we have to make the tough decision of utilities or meds.” “My service fees should be a percentage of the service, not more than the service, itself.”
5	Environmental policy not clear	Negative	--Customers simply don’t know what RPU’s environmental policy is --Others don’t understand the solar farms --One customer suggested RPU build a nuclear power plant as the city expands.
4	Waste water and storm water charges	Negative	--Costs are too high “Waste water and storm water costs are double the amount for the water I use.”
2	Plugged In Newsletter	Negative	--Not worth the cost.
2	Multiple outages	Negative	“I have had four multiple hour outages in the last year, including one that lasted multiple days during the last winter, where I had to get a motel as my house was too cold to inhabit.”
2	Energy usage report	Negative	--Shaming --Doesn’t matter what I do, I am criticized

### Other comments/issues:

- A complaint about RPU at Greens of Rochester complex
- Billing methodology too complex
- Give more communication about why rates are going up
- RPU line workers are amazing
- Estimated time for the end of a power outage is not close to reality
- RPU is failing to plan adequately for the explosive growth of Rochester

*The open-ended responses to this question shown at the end of this report are informative and worth reading.*

Net Promoter Score for Q1 2025 is 52.2, in the “excellent” range. This is a slight drop from the Q4 2024 NPS of 59.1.



Analysis of NPS score

The **NPS for RPU for Q1 2025 is 52.2**, in the “excellent” range (above 50), continuing for yet another quarter a big rebound from Q3 2024’s score of 38.5, in the “good” range (0 to 49). The Q1 2025 score is in the higher range of historical numbers for RPU. Open-ended comments on this question elicit many positive responses, but still some concerns about rates and fees.

Nationally, public utilities have an average NPS score of 8, according to the [Qualtrics XM Institute](#).

Comments about the NPS score are summarized on the next page and included in whole in the appendix.

The **Net promoter score (NPS)** is a widely used market research metric that typically takes the form of a single survey question asking respondents to rate the likelihood that they would recommend a company, product, or a service to a friend or colleague. The NPS is typically interpreted and used as an indicator of customer loyalty. NPS has been widely adopted by Fortune 500 companies and other organizations. Proponents of the Net Promoter approach claim the score can be used to motivate an organization to become more focused on improving products and services.

The Net Promoter Score was calculated using the results from the question: ‘On a scale of 0 (not at all likely) to 10 (extremely likely), how likely is it that you would recommend Rochester Public Utilities to a friend or family member?’. The Net Promoter Score (NPS) is calculated by taking the percent of those who respond that they are the most satisfied (rated a 9 or 10), subtracted from the percent of those that are least satisfied (rated a 0 through 6). Scores can range from -100.0 to 100.0. A score above 0 is considered good and a score of 50 or above is considered excellent.

## Reasons for Giving the NPS Score

Customers were asked why they rated RPU as they did for the NPS score in Q1 2025. Their answers are summarized in the chart below. Complete responses to this question are in the Appendix. While large numbers of respondents have positive things to say about RPU, a segment of respondents think that prices are too high. These thoughts have been consistent over many quarters.

Number of Responses	Issue	Positive or Negative	Typical Responses
44	RPU does a great job	Positive	--"Friendly and helpful" --"I give you a 10 for amazing service" --"40 years with no problems" --"I rate RPU at the top because I have properties in other locations also, I compare them with other service providers like garbage, internet providers, Social Security, IRS, Dept of Revenue, DL office and MN govt -- RPU people seem to genuinely care." --"Response to outages is timely and easy to reach on the app."
9	Rates are too high	Negative	--Expensive
6	Nothing to compare RPU to	Neutral	--Just a fact, but still give positive rating
6	Nothing to compare RPU to	Negative	--RPU is a monopoly.

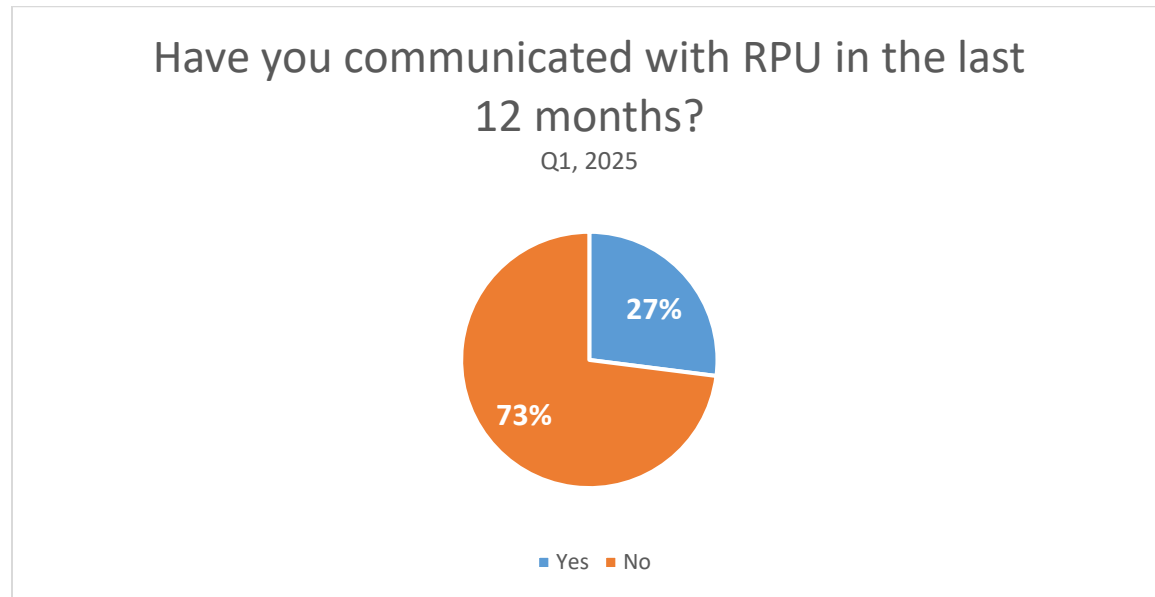
### Other

--Don't tax fees

## Communication with RPU

### Percent Who Communicated

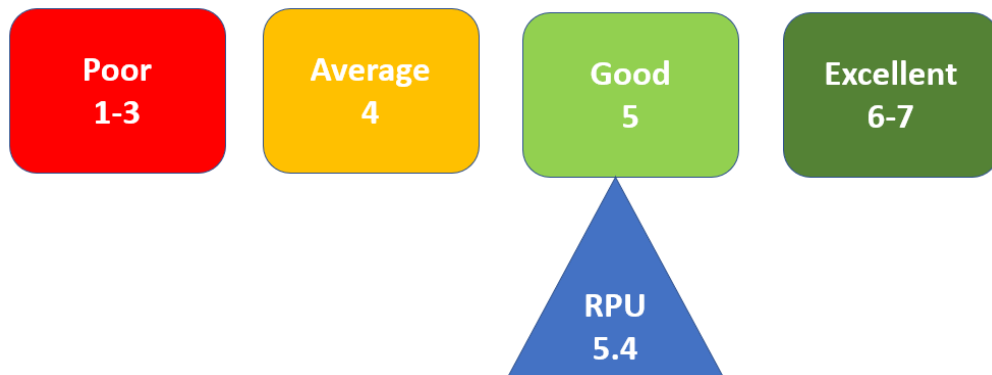
Respondents to the survey were asked: *“Have you communicated with RPU in the past 12 months?”*  
About 1 in 4 respondents have communicated with RPU in Q1 2025. This is consistent with past quarters.



## Satisfaction With Interaction With RPU Is In the “Good” Range, Slightly Below Last Quarter

If customers had interacted with RPU, they were asked to rate their satisfaction with the interaction on a scale of 0 to 7, where 7 is satisfied and 0 is dissatisfied. This rating is also known as the Gartner “Value Enhancement Score (VES).”

The VES is a measure of customer satisfaction while interacting with RPU, or the quality of the service experience. The score is measured as shown in the chart, below, with this graphic showing the range of VES scores. The VES for RPU (all ages) for Q1 2025 is 5.4, in the “good” range. This compares with a Q4 2024 score of 5.8.



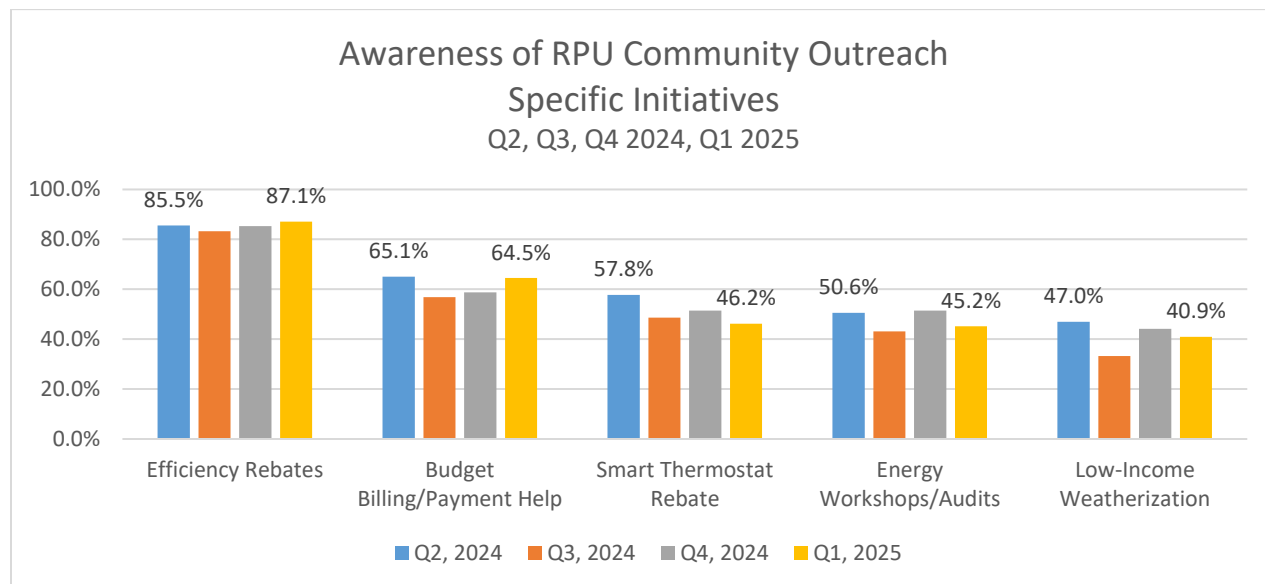


## Community Outreach Assessment Remains High

In a new line of questioning begun Q2, 2024, RPU asks customers of their awareness of RPU community outreach initiatives, and then to rate RPU between 0 and 10, where 10 represents high awareness. Residents are most aware of rebates for energy efficiency and help managing their bill with things like budget billing, and this is consistent across the four quarters.

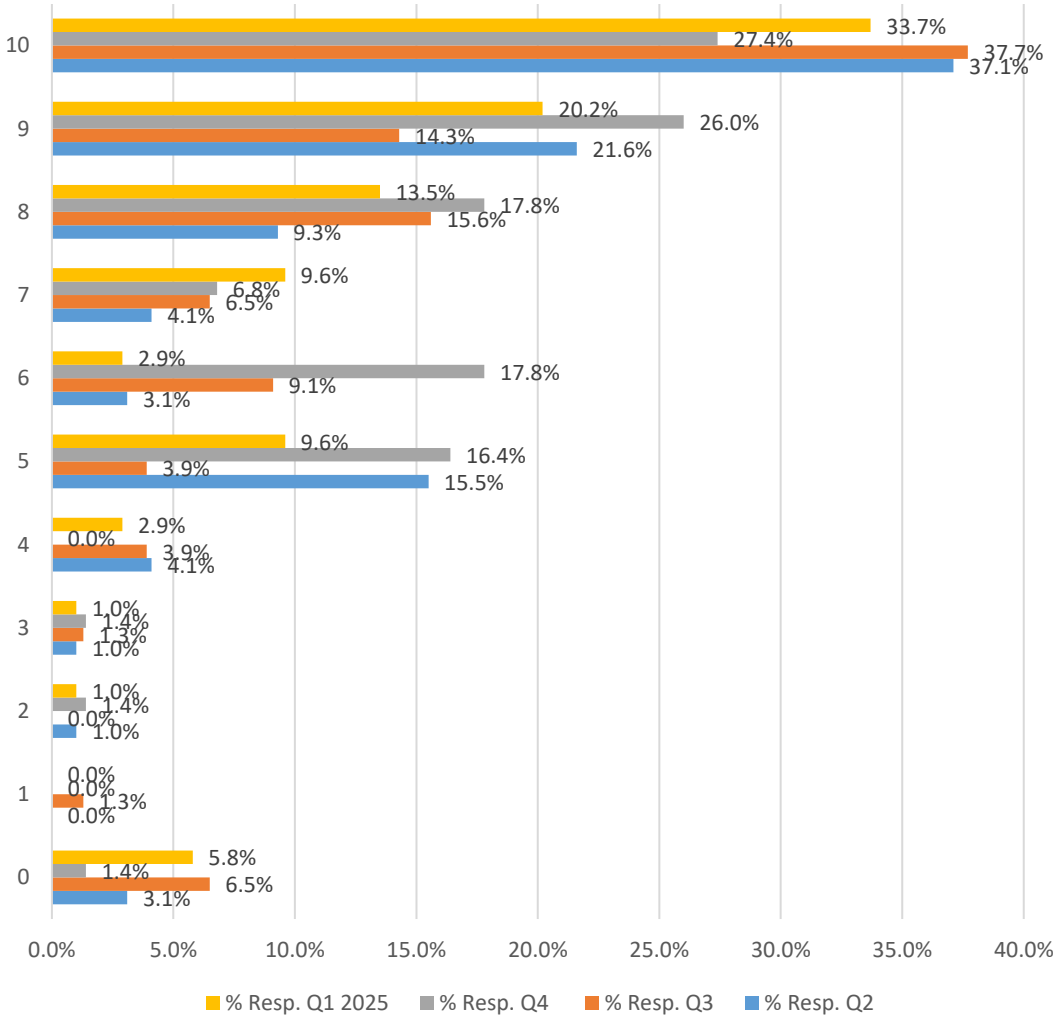
The average rating that customers give to RPU's community outreach in Q1 2025 was 7.8, on a scale of 0 to 10, where 10 is high. This is consistent with past scores.

Results are shown below.



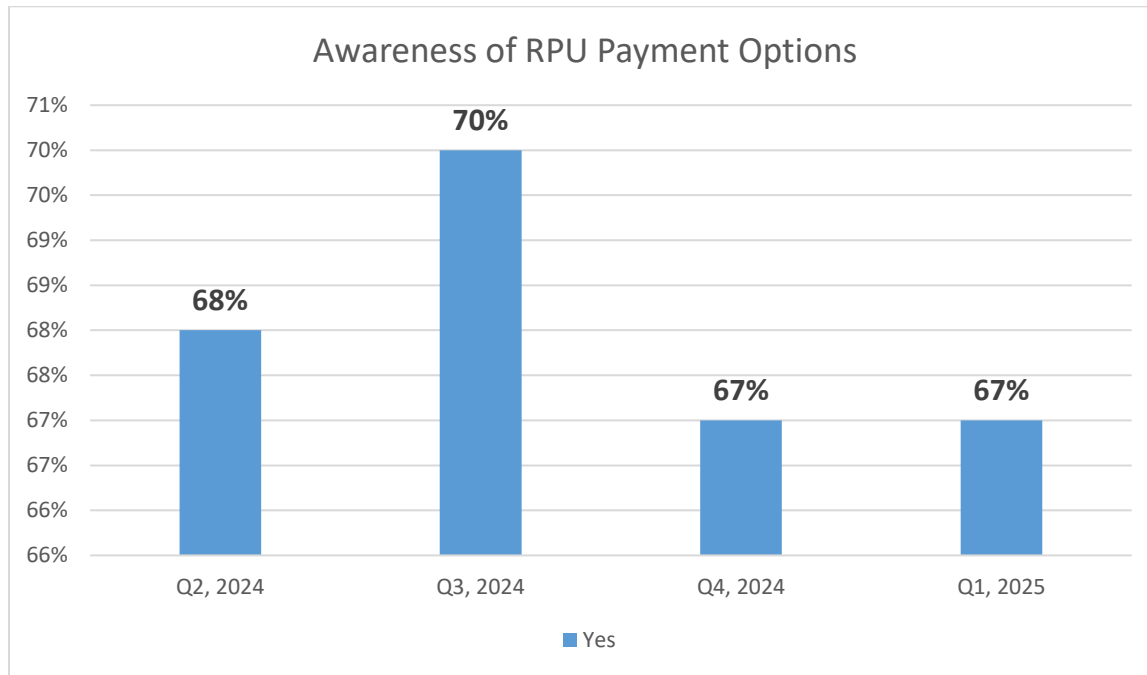
## Satisfaction with RPU Community Outreach

0=Low 10=High  
Q2, Q3 and Q4, 2024, Q1 2025



### Awareness of RPU Payment Options High: Online and Direct Deposit Favored

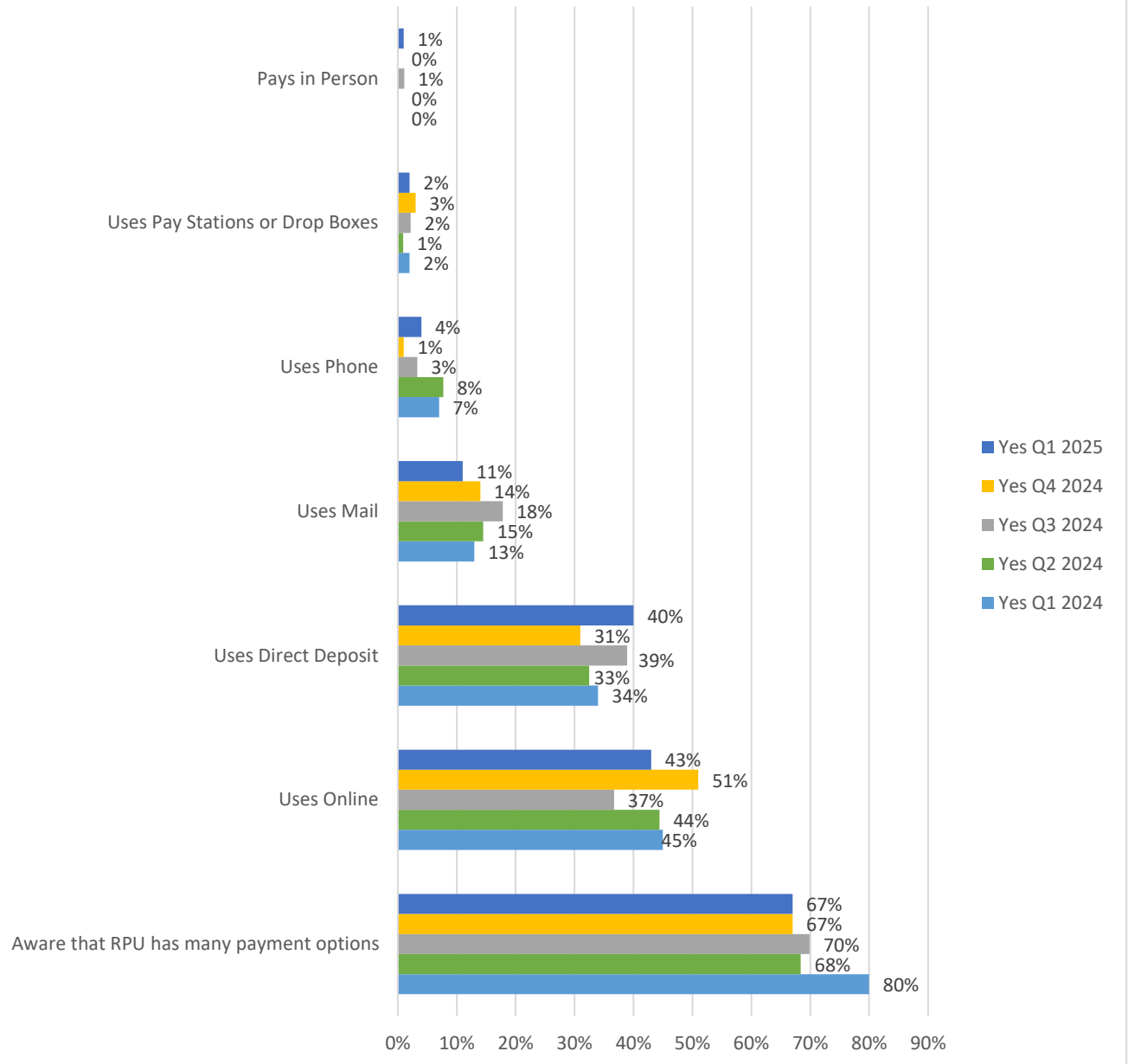
In a new line of questions begun Q1 2024, respondents were asked if they are aware of RPU payment options. Awareness remains high through Q1, 2025.



Then respondents were asked to identify which payment option they use. Online payment is the most popular, closely followed by direct deposit. Data is in the chart below.

## Primary RPU Payment Option Used

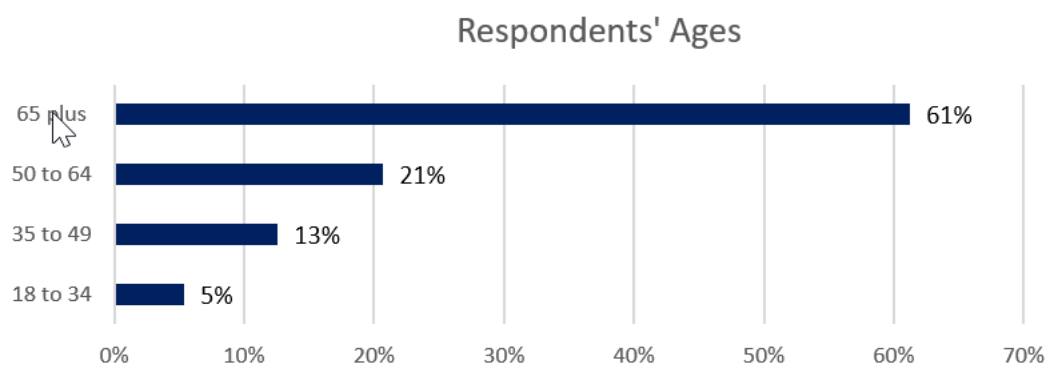
Q1, Q2, Q3, Q4 2024, Q1 2025



## Demographics: Q1 2025

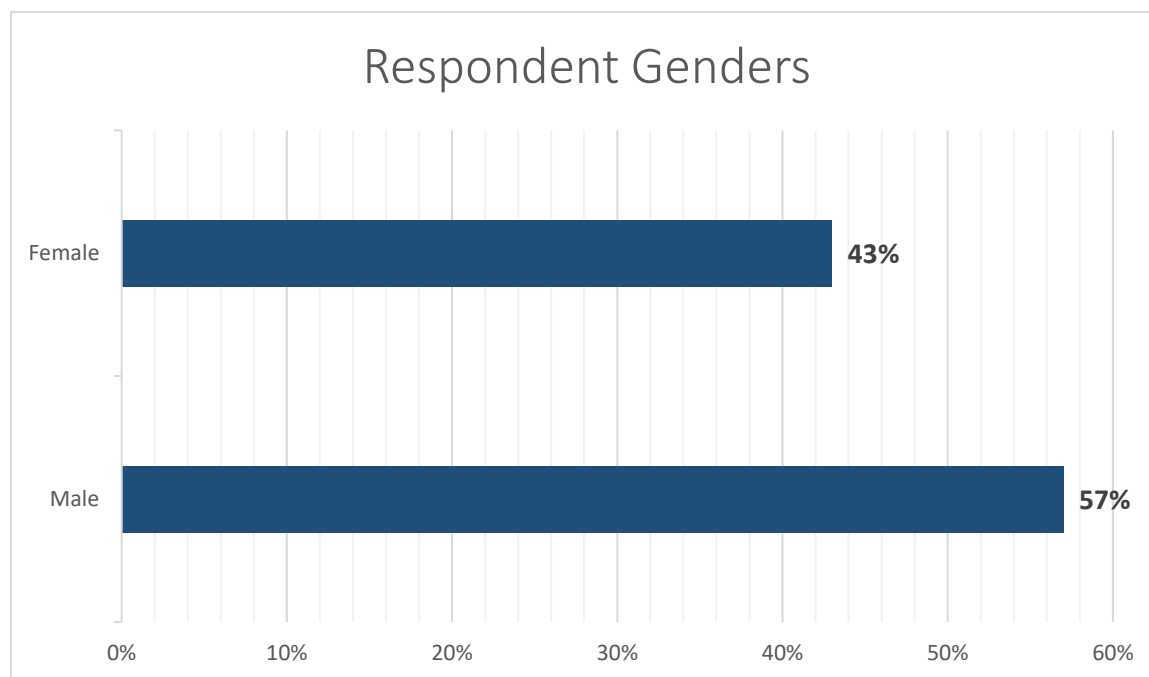
### Age Q1 2025

The graph below shows the percentages of respondents to the survey by age. The distribution is fairly typical for RPU surveys, with a higher percentage of 65+ respondents than normal.



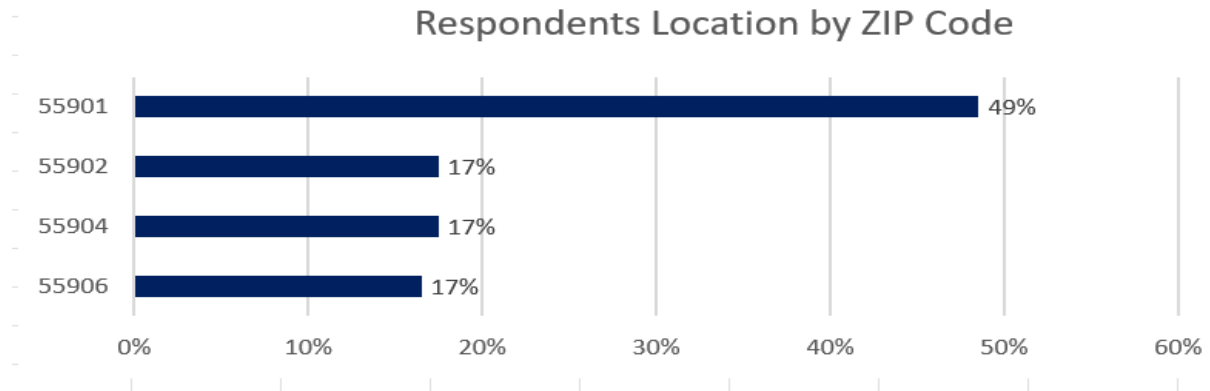
### Gender Q1 2025

The graph below shows the percentages of respondents to the survey by gender. More respondents were male than female.



## ZIP Code Q1 2025

The graph shows the percentages of respondents that live in the surrounding areas of RPU by ZIP Code. As in past surveys, 55901 has the largest share of respondents.



## Appendix: Verbatim Responses, Q1 2025

**So that RPU can improve its products and services, please tell us about any areas in which you are less than 'completely satisfied' in Question 1 above or provide any other suggestions or feedback you have for RPU.**

For an apartment my size, the bill every month seems to be astronomical. Maybe it's the actual building's insulation that doesn't keep the temperature controlled, either. But every month I'm astounded at how high it is, even though I only run it at night.

Less power outages. Increase in EVs mean more power needed. RPU cannot keep up as is. Customer charges are extremely high! They are as a total higher than my actual consumption and sewer charge!!

No comment.

Service usage fee is ridiculously expensive. If you had a competitor, the monthly charges wouldn't be so high.

Cost of utilities went up a lot this past summer.

Lower your prices.

I have had 4 multiple hour outages in the last year, including one that lasted multiple days during the winter where I had to get a motel as my house was too cold to inhabit.

My only issue I have is the monthly charges I pay in addition to paying for my services. I live alone, and am very frugal with my usage, so I end up paying more for customer and service fees than I do for the actual service. My monthly bill is always over 50% fees. My water, sewer and surface water charges are far less than the service charge's associated with them. Service fees should be a percentage of the service, not more than the service itself.

RPU board decision to automatically charge everyone for things already covered by our home insurance policy. Not telling customers when water lines will be flushed to avoid rusty water coming to our house.

Waste water and storm water costs are double the amount for the water I use. I don't understand why this is so much money.

Save money and trees, get rid of the Plugged In mailer. Buckle up and quit raising rates. Rochester is running us out of town with rates and taxes.

Being senior citizens, we have noticed higher utility bills. Sometimes we have to make the tough decision of utilities or meds. We have used your tips on saving money and most of the time they have helped.

Lower prices. Stop branching out the city of Rochester. The more it sprawls, the more my utilities seem to go up.

I really hate the energy comparison reports that are sent to me monthly, I have asked to cancel those, and they told me they couldn't. I will use what power I need and pay for to maintain my household, I don't need to be told how I can "do better". Here's a thought, instead of wasting ink, paper, fuel, and many other resources it takes to send me that report, STOP SENDING IT. There's a 100% conservation savings.

Did RPU come up with a solution with the shut off valve in the driveway at [REDACTED]  
[REDACTED] Service persons need to respect our work being done at the Greens, if the road is close for maintenance, you do not move the barrier and drive on the street any way because you work for RPU

Lower the price of electricity in Rochester. My budget billing went from \$190 to \$245 per month and I have NOT increased my electric use at all. Nothing has changed then I got this: your bill is going to \$245 per month, which is outrageous.
In any organization there is always room for improvement. Are there ways that the wastewater fees can be reduced! More education materials on how consumers can RPU's monthly cost in all areas. The consumers are at a disadvantage as we need electricity and water!!!
None
Keep the costs down.
Since I pay for electrical power at another home in rural Minnesota which is lower, it might be possible for RPU to be more competitive in pricing.
No utility can be perfect all of the time.
None
I think the billing statements and the billing methodology are too complex, and somewhat frustrating. We are told to conserve electricity and water, but even if I used ZERO electricity and ZERO water, my total bill would still only be reduced by ~50%. That's because I'd still have to pay the three different "Customer Charges" for electricity/water/sewer, plus other misc. fees. I think you should eliminate all those "Customer Charges" and fold that expense back into the actual rate we pay for electricity/water/sewer. Another point, during the summer, if I use water to water my garden plants, etc., I still get a corresponding charge for the wastewater. During the summer months, I think the wastewater charge should be prorated to my average usage during the winter months.
NA
No suggestions
I moved out of Rochester in October 1994. My service was transferred to the new owner shortly after that date [REDACTED]
No interaction with anyone so I don't know if customer service is good or bad.
Prices have gone up and communicating the "why" behind this more clearly would help customers understand the context and limit the immediate negative reaction to these expense increases.
I don't like the woke policies that increased our prices.
No problems w RPU
Keep prices down
The only area where I was less than completely satisfied was the rising costs. I'm unsure what is driving it: demand, cost of energy production, regulations/taxes/fees, etc.
My motto has always been fair price for goods provided.
You don't really talk about the environment. I see hundreds of acres of solar panels, and nothing on the news.
Forget all the environment stuff.
I feel like the services are very expensive, but I have not looked at other providers.
The costs keep going up.
Not aware of environmental initiatives by RPU. RPU is expensive.
Value for the money: rates are climbing these last few months. Getting out of control. Utility provider overall: rates need to come down. Water waste fee is ridiculous.
I know little about the utility market or company's efforts to be environmentally friendly.
Rates are very high.
Retired people have limited resources. Please consider this when raising rates.
Pricing seems like it continually is increasing.



I like RPU, love their services and their customer services!
The RPU line workers are amazing! They are hard workers and get the job done no matter what the weathers like!
#1 multiple friends from across Rochester and I are tired of getting notices that we are the largest consumer of electricity in our neighborhood. Do you perhaps not realize that those of us with larger families use more electricity than homeowners without children or larger families? 2. We are customers of you- a regulated monopoly. Don't forget that you need to earn our business, or we will ask the Regulators to review your harassment of homeowners. 3. If we need more electricity in Southern Mn just build a nuclear power plant and expand other renewables. Your failure to adequately plan for current electricity needs is a failure of leadership. Will we expect any accountability from your leadership about this failure? Should we ask the US DOJ to investigate you? 4. Celebrate growth in our community. It is Your job security.
When there is a power outage the estimated time to get back online is not even close to the reality
I don't know how to compare "value for the money" because I don't know what other Public Utilities charge. I don't know enough about RPU's environmental policies to comment on this either.
I'm not sure how you are investing in renewable energy.
Value for the money...nothing to compare it to.
We find your magazine useless and feel it's a waste of money that could be used elsewhere. My daughter and boyfriend contacted RPU about payment arrangements for a past due amount and lack of employment. Nobody returned their call.
Always look for lower utility bills.
When I signed up for your service, it took me months to get it done. Way too slow.
Stop showing up without an appointment and asking to xxxxx??? building.

Why did you give RPU the NPS score you did?
The service RPU provides is great; It's just the prices on the bill every month are too high.
Satisfied.
Less power outages. They have increased in my area 150% over the last 3-4 years. As a customer, I should be reimbursed for every power outage!!
Haven't had any problem.
I have no experience with other providers.
We're satisfied with the service.
Have had no issues and was treated well the last time I went into the office.
Concerned about reliability and responsiveness. When we moved from Elton Hills to Century Hills, we think we lose power more often.
40 years with no problems
Good service.
High prices. Monopoly over the utilities in a city of this size.
Mostly happy with RPU, most drawbacks are out of your control.
Because the question itself is insulting. We have no other choice, so what difference does it make what I would recommend? We are all under your thumb.
It is a stupid question! Like asking a Russian if they would vote for Putin!
There is no other utility.
It's all we got


Prices are too high.
The city is getting too big and should be split.
Why would I recommend you when you are the only one in town? This is self-serving question that will be used in a biased description of RPU.
Excellent Service
Electric is WAY TO EXPENSIVE.
We have no choice!!!!
Gives good service .
Nobody is perfect.
Response to outages is timely and easy to reach on the app.
What choices do we have?
Overall, we are very satisfied with the service we receive from your company.
Prices could always be lower, or to not "tax" the fees being imposed on us.
RPU provides very reliable services!
Very good service
Dependable service , great customer service during an electric outage, rates seem to be fair for customer
they charge too high on services
Services have always been dependable.
I have had no issues with RPU.
We have no complaints
I moved out of the Rochester service area in October of 1994. I would think your records would have been updated by now!!!
no options to compete with RPU
Seldom have an outage or any issues
Reliable, with easy online tools and innovative programs such as off-peak energy use programs and solar power energy buyback options. They would rise to a 9 or 10 with more clear communication about rate increases and costs.
I don't like the woke policies that increased our prices.
We have been impressed with consistent power to our home. No outages!
Rates are reasonable. Service is reliable.
Solid power availability.
I have had no issues in the 20 years I have lived in Rochester.
Good service- no problems!
Overall, I am satisfied with your service. Just. It happy with the price increase lately.
RPU is a good utility organization. I like having water and electricity come through the same utility company and the same billing. The crew that responds to burned out streetlights is prompt, too.
The times I've visited the office everyone has been friendly and helpful.
Good service
You can always do better.
No complaints.
I like RPU.
Only game in town. No choices. Nothing to compare it to.
Cost.
When I travel to my home state, we sometimes talk about our utilities and compare what we get for the help and price. (Gave RPU a recommendation rating of 9)
Never had a problem.
Because of high rates.


Service is good. Pricing always seems high.
Excellent job restoring power when an auto accident took out a transformer on Elton Hills Drive in June 2023.
I give you 10 for having amazing services. Also, how you care about your customers, as well.
They are a great company!
See previous comments. I am growing concerned that your leadership is not up to the task of providing our community with enough electricity for the growth we are experiencing.
As you stated - only provider.
I am satisfied with RPU.
I rate RPU at the top because I have properties in other locations also, I compare them with other service providers like garbage, internet providers, Social Security, IRS, Dept of Revenue, DL office and MN govt -- RPU people seem to genuinely care.
No problems with you guys.
You're the only local utility I'm aware of (gave a 10)
You're doing the best you can (gave a 10).
No complaints. Reliable service.
Always steady service.
It is the only company, so nothing to compare it to (gave a 4)
RPU has good pricing, and I appreciate that we can pay through an app. (scored 8)

### Customers who want to be contacted by RPU

NOTE: In a separate spreadsheet, RPU was given the names and contact information of customers who asked to be contacted by RPU, and the comments they gave in the survey.

## Survey Q1 2025

How Are We Doing?	
At Rochester Public Utilities (RPU), customer satisfaction is a top priority. You have been randomly selected to give feedback. Your response is important and helps us as we strive to constantly improve.	
Please return this survey in the postage-free envelope by March 3, 2025.	
1. First, please rate your level of satisfaction with RPU in the following areas:	
	Completely Satisfied   Mostly Satisfied   Somewhat Satisfied   Neither Satisfied nor Dissatisfied   Somewhat Dissatisfied   Mostly Dissatisfied   Completely Dissatisfied
The ease of doing business with RPU	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
The reliability of the power, water, and other services you receive from RPU	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
RPU's quality of service to customers	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
The value for the money with RPU	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
RPU's efforts to be environmentally friendly	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
RPU as a utility provider overall	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2. Please tell us about any areas in which you are less than 'Completely Satisfied' above or provide any other suggestions or feedback you have for RPU.	
<hr/> <hr/> <hr/>	
3. Have you communicated with RPU in the past 12 months?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how satisfied were you with the interaction?	
Please circle a number: (highly dissatisfied) 1 2 3 4 5 6 7 (highly satisfied)	
4. Even though we're the only local utility, how likely is it that you would recommend Rochester Public Utilities as a utility provider?	
Please circle: (not at all likely) 0 1 2 3 4 5 6 7 8 9 10 (extremely likely)	
Why did you give this rating? <hr/>	
<hr/>	
Please see other side!	
	
You can also complete this survey online! Go to <a href="https://survey.ekchemer.com/s3/8168768/RPU25Q1">https://survey.ekchemer.com/s3/8168768/RPU25Q1</a> or scan the QR code with your smartphone.	

5. Community outreach is important to RPU. Please check all RPU outreach efforts that you are aware of:	
<input type="checkbox"/> Help to manage your RPU bill, such as budget billing	
<input type="checkbox"/> Rebates for energy efficiency	
<input type="checkbox"/> Free energy-saving workshops and home audits	
<input type="checkbox"/> Low-income weatherization help	
<input type="checkbox"/> Our smart thermostat program rebate	
6. Please rate RPU's community outreach efforts (circle one number):	
Low 0 1 2 3 4 5 6 7 8 9 10 High	
7. Are you aware of the many RPU payment options?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
8. Which RPU payment method do you use? (check one)	
<input type="checkbox"/> Mail <input type="checkbox"/> Online <input type="checkbox"/> Direct Deposit <input type="checkbox"/> Phone <input type="checkbox"/> Pay stations or drop boxes <input type="checkbox"/> In person	
9. Please tell us a little about yourself:	
Age: <input type="checkbox"/> 18-34 <input type="checkbox"/> 35-49 <input type="checkbox"/> 50-64 <input type="checkbox"/> 65+	
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male Zip Code <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
10. Would you like RPU to contact you regarding your comments on this survey?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If Yes, please provide your name, email and phone number:	
First Name <input type="text"/> Last Name <input type="text"/>	
Email <input type="text"/>	
Address <input type="text"/> Phone Number <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
	
You can also complete this survey online! Go to <a href="https://survey.ekchemer.com/s3/8168768/RPU25Q1">https://survey.ekchemer.com/s3/8168768/RPU25Q1</a> or scan the QR code with your smartphone.	

END OF REPORT



## **REQUEST FOR ACTION**

### **Advanced Metering Project Update**

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Informational

**PRESENTER:**

Scott Nickels, Director of  
Power Delivery

**Action Requested:**

No action required. Informational only.

**Report Narrative:**

Director of Power Delivery, Scott Nickels will present a status update on the AMI project. This informational presentation will highlight the project achievements to date, the remaining timeline of project deliverables, budget performance, key project risks, and review the overall project status.

**Prepared By:**

Scott Nickels

**Attachments:**



## **REQUEST FOR ACTION**

### **Power Supply Resource Plan Update**

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Informational

**PRESENTER:**

Bill Bullock, Director of  
Power Resources

**Action Requested:**

No action required. Informational only.

**Report Narrative:**

The Director of Power Resources will present an update on the resource plan and the potential impacts of the macroeconomic environment and federal policy changes.

**Prepared By:**

Erin Henry-Loftus

**Attachments:**



## **REQUEST FOR ACTION**

### **Board Policy 18: Water and Electric Metering**

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Board Policy Review

**PRESENTER:**

Scott Nickels, Director of  
Power Delivery

### **Action Requested:**

Review and receive comments on the policy. No Board action requested.

### **Report Narrative:**

Attached is a redlined version of Board Policy 18: Water and Electric Metering, which the Board Ad Hoc group reviewed on Friday, April 18, 2025.

The reasons for removing the customer opt-out for Advanced Metering are:

#### **Operational & Cost Efficiency**

1. **Cost to the Opt-out Customer:** Eliminates the manual reading set-up and monthly fees, that are extra cost to the opt-out customer. The cost to opt-out today is a one-time charge of \$200 for the electric meter replacement, a one-time charge of \$80 for the water meter replacement, and a monthly recurring charge of \$55 that covers both the electric and water manual reading.
2. **Streamlined Operations:** A uniform Advanced Metering deployment eliminates the need to maintain multiple meter data recovery systems, separate billing processes, and an additional residential rate.
3. **Lower O&M Costs:** Eliminates extra truck rolls, the need to gain access to yards/basements of opt-out customers, and the need to procure legacy meter stock/replacement parts that are becoming less available.
4. **Reduced Administrative Burden:** There will be no need to track, manage, and reconcile opt-out requests as well as eliminate the need for RPU staff to hand enter of 15 min data into the Advanced Metering Head End, data analytics modules, and Enterprise Systems to maintain data continuity for the AMI environment.

#### **Enhanced Grid Reliability**

1. **Real-Time System Visibility:** Full AMI coverage provides accurate system-wide voltage monitoring, outage detection, leak detection, load forecasting and loss calculations.
2. **Faster Outage Response:** Restoration efforts can be prioritized and verified remotely, reducing outage durations, and improving reliability metrics.
3. **Proactive Maintenance:** Analytics from complete data sets enable condition-based asset management which reduces unexpected failures.

#### **Alignment with Regulatory & Policy Objectives**

1. **Grid Modernization:** Supports state and federal goals for a smarter, cleaner, more resilient grid.
2. **Rate Making Goals:** Enables time-of-use pricing for all customers and eliminates the need for

separate billing processes and rate structure for the opt-out customer.

3. **Data-Driven Reporting:** More accurate and comprehensive reporting for compliance, audits, and grant opportunities.

#### **Customer Experience Improvements**

1. **Faster Service Connections/Disconnections:** Remote capabilities eliminate delays.
2. **More Accurate Billing:** Near real-time usage data reduces billing disputes and enhances transparency.
3. **Energy Management Tools:** Customers get better tools to monitor and reduce their energy use, improving satisfaction.

#### **Prior Legislative Actions & Community Engagement:**

None

#### **Prepared By:**

Scott Nickels

#### **Attachments:**

[18 Water and Electric Metering - Redlined](#)

[18 Water and Electric Metering - Clean Copy](#)



## POLICY 18: WATER AND ELECTRIC METERING

### POLICY OBJECTIVE:

The Board's objective is to meter and charge all end users for water and electric based upon measured or approved proxy volumes while encouraging conservation and efficient use of the commodity in compliance with RPU retail rate tariffs.

### POLICY STATEMENT:

1. All residential, commercial and industrial units ~~shall will~~ be metered as defined in the Rochester Public Utilities "Electric Service Rules and Regulations" and "Water Service Rules and Regulations" handbook publications.
2. All water and electric metering services shall be in compliance with industry established water and electric codes, as are applicable, including municipal rules, regulations, laws and ordinances.
3. RPU will strive to economically leverage best available technologies to meet current and future metering solutions. ~~RPU's standard policy is automated metering. If customer preference is to opt-out, a fee will be recovered from the customer to address incremental costs incurred by RPU.~~

**RELEVANT LEGAL AUTHORITY:** City of Rochester Charter; Utility Board; Section 15.05 [Board Powers]  
Public Utilities Regulatory Policies Act; Section 113 (B) (1)  
Dec. 13, 1983 RPU Board Resolution Adopting the PURPA Master Metering Standard  
State of Minnesota, Minnesota Rule 326B.106, Subd. 12

**EFFECTIVE DATE OF POLICY:** April 10, 1984

**DATE OF POLICY REVIEW:** Month, Day, Year

### POLICY APPROVAL:

\_\_\_\_\_  
Board President

\_\_\_\_\_  
Date

## POLICY 18: WATER AND ELECTRIC METERING

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**POLICY APPROVAL:**

\_\_\_\_\_  
Board President

\_\_\_\_\_  
Date



## **REQUEST FOR ACTION**

### **RPU Index of Board Policies**

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Board Policy Review

**PRESENTER:**

General Manager, Tim  
McCollough

**Action Requested:**

Review the Index of Board Policies to summarize progress on policy updates and determine future policy review items.

**Report Narrative:**

RPU Board policies are updated throughout the year as needed.

**Prepared By:**

Erin Henry-Loftus

**Attachments:**

[Rochester Public Utilities Index of Board Policies](#)

	REVISION DATE	DAYS SINCE LAST REVIEW	MONTHS SINCE LAST REVIEW	FOCUS AREA / STAFF LIAISON	ANTICIPATED REVISION TIME PERIOD	TARGET COMPLETION DATE
BOARD POLICY	REVISION DATE	DAYS SINCE LAST REVIEW	MONTHS SINCE LAST REVIEW	FOCUS AREA / STAFF LIAISON	ANTICIPATED REVISION TIME PERIOD	TARGET COMPLETION DATE
<a href="#">1. Mission Statement</a>	04/25/23	728	24	Policy / Tim McCollough		
<a href="#">2. Board Responsibilities and Functions</a>	09/26/23	574	19	Policy / Tim McCollough		
<a href="#">3. Board Relationship with the Common Council</a>	11/26/24	147	5	Policy / Tim McCollough		
<a href="#">4. Board Organization</a>	03/27/18	2583	85	Policy / Tim McCollough		
<a href="#">5. Board Procedures</a>	04/30/24	357	12	Policy / Tim McCollough		
<a href="#">6. Delegation of Authority/Relationship with Management</a>	11/28/23	511	17	Policy / Tim McCollough	Q3 2025	07/29/25
<a href="#">7. Member Attendance at Conferences and Meetings</a>	12/18/18	2317	76	Policy / Tim McCollough		
<a href="#">8. Board Member Expenses</a>	12/18/18	2317	76	Policy / Tim McCollough		
<a href="#">9. Conflict of Interest</a>	DELETED	N/A	N/A	N/A		
<a href="#">10. Alcohol and Illegal Drugs</a>	DELETED	N/A	N/A	N/A		
<a href="#">11. Worker Safety</a>	03/27/12	4774	157	Policy / Tim McCollough		
CUSTOMER						
<a href="#">12. Customer Relations</a>	04/30/19	2184	72	Ops & Admin /Patty Hanson		
<a href="#">13. Public Information and Outreach</a>	04/30/19	2184	72	Communications / Patty Hanson		
<a href="#">14. Application for Service</a>	07/01/16	3217	106	Communications / Patty Hanson	Q4 2025	11/25/25
<a href="#">15. Electric Utility Line Extension Policy</a>	03/28/17	2947	97	Finance / Peter Hogan		
<a href="#">16. Billing, Credit and Collections Policy</a>	04/26/22	1092	36	Finance / Peter Hogan	Q3 2025	08/26/25
<a href="#">17. Electric Service Availability</a>	10/29/19	2002	66	Ops & Admin / Scott Nickels		
<a href="#">18. Water and Electric Metering</a>	06/26/18	2492	82	Ops & Admin / Scott Nickels	Q2 2025	05/20/25
<a href="#">19. Adjustment of Utility Services Billed</a>	06/29/21	1393	46	Finance / Peter Hogan		
<a href="#">20. Rates</a>	07/25/17	2828	93	Finance / Peter Hogan		
<a href="#">21. Involuntary Disconnection</a>	03/25/25	28	1	Communications / Peter Hogan		
ADMINISTRATIVE						
<a href="#">22. Acquisition and Disposal of Interest in Real Property</a>	12/19/17	2681	88	Ops & Admin / Scott Nickels		
<a href="#">23. Electric Utility Cash Reserve Policy</a>	01/28/20	1911	63	Finance / Peter Hogan		
<a href="#">24. Water Utility Cash Reserve Policy</a>	01/28/20	1911	63	Finance / Peter Hogan		
<a href="#">25. Charitable Contributions</a>	06/25/19	2128	70	Communications / Peter Hogan		
<a href="#">26. Utility Compliance</a>	10/24/17	2737	90	Communications / Bill Bullock		
<a href="#">27. Payment in Lieu of Taxes (Formerly Contribution in Lieu of Taxes)</a>	08/06/24	259	9	Finance / Peter Hogan		
<a href="#">28. Joint-Use of Infrastructure and Land Rights</a>	03/30/21	1484	49	Ops & Admin / Scott Nickels		
<a href="#">29. Customer Data Management Policy</a>	07/30/24	266	9	Communications / Peter Hogan		
<a href="#">30. Life Support</a>	09/24/19	2037	67	Communications /Patty Hanson	Q3 2025	07/29/25
<a href="#">31. Electric Utility Undergrounding Policy</a>	05/21/24	336	11	Ops & Admin / Scott Nickels		
Red - Currently being worked on						
Green - Will be scheduled for revision						
Orange - Policy is up for review by the ad hoc group						
Marked for deletion						



## **REQUEST FOR ACTION**

### **Ad Hoc Assignment for Policy 30: Life Support**

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Board Policy Review

**PRESENTER:**

Timothy McCollough,  
General Manager

**Action Requested:**

Assign two board members to an Ad Hoc assignment to review Policy 30: Life Support.

**Report Narrative:**

The Board of Directors is responsible for ensuring that policies remain current and effective. In response to the need for a review of Policy 30: Life Support, the Board is asked to assign two members to an Ad Hoc assignment. The assigned members will work with staff to assess the policy's alignment with current practices and identify areas for potential revision.

**Priorities & Foundational Principles:**

Fiscal Responsibility & Sustainability

**Prepared By:**

Erin Henry-Loftus

**Attachments:**



## **REQUEST FOR ACTION**

### **General Managers Report**

**MEETING DATE:**

April 29, 2025

**AGENDA SECTION:**

General Managers Report

**ORIGINATING DEPT:**

Rochester Public Utilities

**PRESENTER:**

Timothy McCollough,  
General Manager

**Action Requested:**

No action required. Informational only.

**Report Narrative:**

General Manager's Report for April 2025.

**Prepared By:**

Tim McCollough

**Attachments:**

[April 2025 General Manager's Report.pdf](#)

[April 2025 General Manager's Major Projects Update.pdf](#)



# General Manager's Report April 2025

**VISION** | We will set the standard for service.

**MISSION** | We provide the highest quality services and products for our customers. With our experience and resources, we enrich people's lives, help businesses prosper, and promote the community's welfare.



WORKING TOWARD  
**100%**  
NET RENEWABLE ELECTRICITY BY 2030

APPROXIMATELY  
**60k**  
ELECTRIC  
CUSTOMERS

GALLONS OF WATER PUMPED  
**4.953  
BILLION**

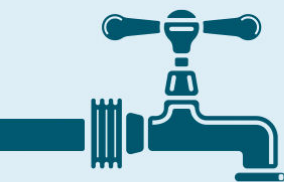
**131  
YEARS**

2023 ASA/  
**99.994%**  
RELIABILITY



**223  
EMPLOYEES**

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



**42K**  
WATER  
CUSTOMERS

**1**  **COUNCIL APPOINTED  
COUNCILMEMBER  
BOARD MEMBER**



**4** **MAYOR  
APPOINTED  
BOARD MEMBERS**

**#1**  
BEST TASTING WATER



RELIABILITY



RATES



RESPONSIBILITY



RELATIONSHIPS



REPUTATION



# THE FIVE R'S



## **RELIABILITY**

Leaders in Service and System Reliability



## **RATES**

Provide Value and Long-Term Financial Stability



## **RESPONSIBILITY**

Stewards of the Resources We Impact



## **RELATIONSHIPS**

Empowered and Customer-Focused Employees



## **REPUTATION**

Engaged with Our Community







**CARE FOR THE ENVIRONMENT.**



**PROTECT EACH OTHER.**

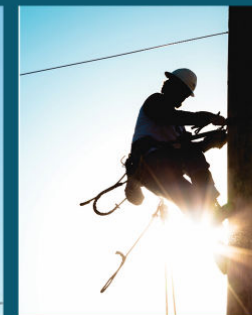


**RESPECT EVERYONE.**



**TAKE OWNERSHIP.**

**LEAVE A POSITIVE IMPRESSION.**



**CONTINUE IMPROVING.**



# Meeting Reports & Current Activity

- **Monthly Highlights**
- **SMMPA Board Meeting Report**
- **Legislative & Regulatory Report**
- **Transmission Access Policy Study (TAPS) Group**
- **Statements of Net Position**
- **Retirement Recognitions**
- **Major Projects Status Updates (Separate File)**



# Monthly Updates | April 2025

- **Sparky the Resilient Raccoon** – On March 26, a raccoon caused a significant overnight power outage after coming into contact with a transformer. Remarkably, the raccoon survived and was affectionately nicknamed “Sparky” by RPU staff. The story gained widespread attention after being shared on RPU’s Facebook page, with coverage from outlets including the Star Tribune and Minnesota Public Radio.
- **APPA Public Power Lineworkers Rodeo** – RPU was represented at the APPA 2025 Public Power Lineworkers Rodeo in Roseville, California, by a journeyman team including Tyler Meiners, Chad Peterson, and Chad Grinhaug, along with Landon Meier competing in the apprentice category. While they did not take home awards, the team gained valuable experience competing alongside top lineworkers from across the country.
- **Visit with President of Xcel, Ryan Long** – RPU and SMMPA met with Xcel on the upcoming transmission investments and also discussed interest in future potential joint project opportunities. It was a positive meeting with a goal of maintain leadership connections between the three utilities.
- **APPA Diamond Safety Award** - Rochester Public Utilities has been awarded the American Public Power Association’s (APPA) Safety Award of Excellence – Diamond Designation, a prestigious recognition within the public power industry. This honor reflects RPU’s strong safety culture, robust policies, and continuous efforts to reduce workplace incidents.



# SMPA | Board Meeting Report



# SMMPA | Renewable Energy Standard & Carbon Free Standard

## SMMPA 2.0 Goals

- With Xcel, we will plan to retire Sherco 3 and cease owning coal generation after 2030.
- We plan to be at least 80% carbon-free in 2030.
- We will add significant levels of renewable energy sources, primarily wind and solar, to meet this goal.
- In doing so, we will have reduced carbon emissions in 2030 by nearly 90% compared to 2005 levels.

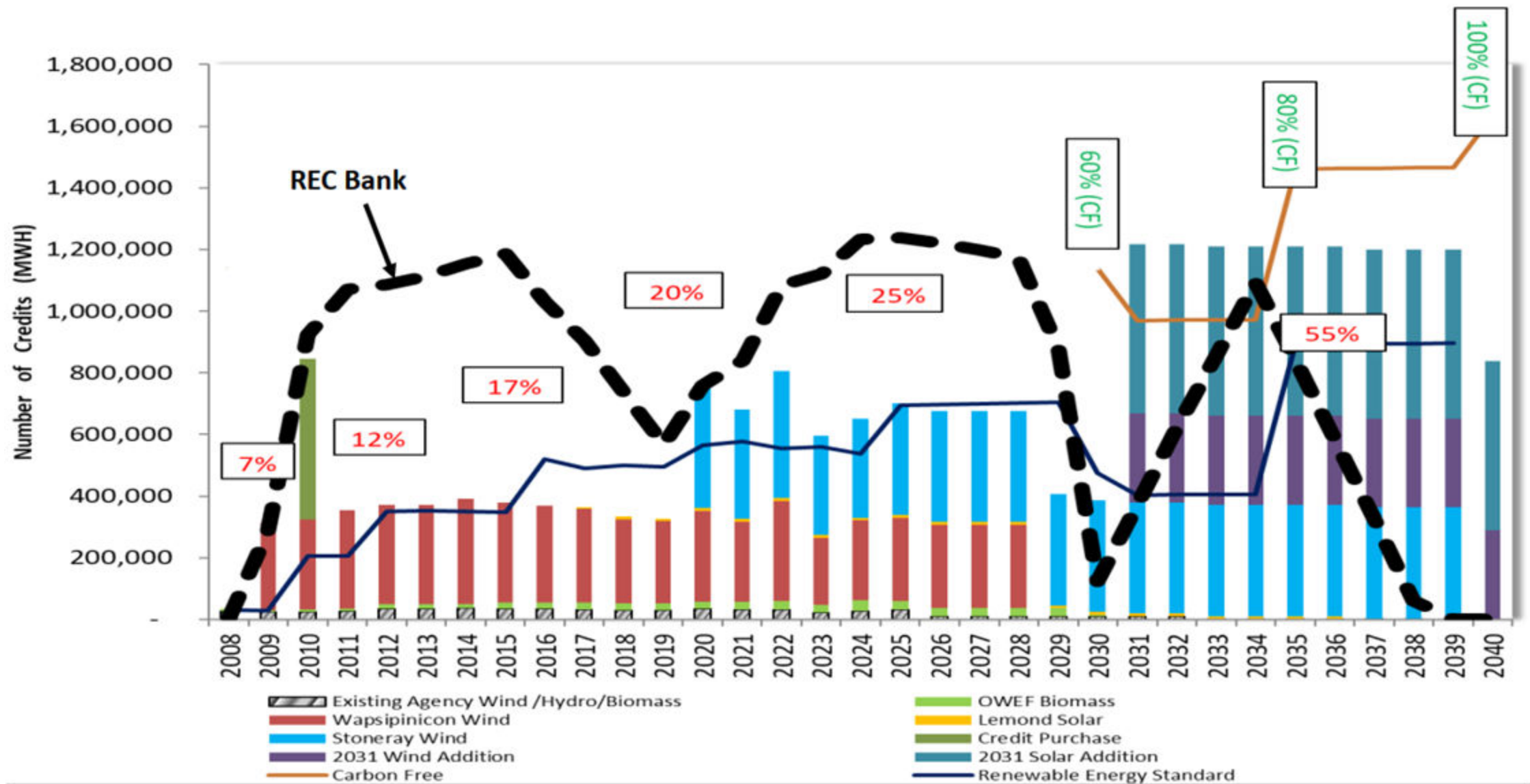
- Minnesota §216B.1691
  - 2007 Amended – Renewable Energy Standard (RES)
    - Mandated goals
    - Defined applicable entities and eligible technologies
    - Established a credit tracking / trading platform
  - 2023 Amended
    - Enhanced RES mandated goals
    - Added carbon free mandates

Previous renewable requirements	{	2012 – 12%
		2016 – 17%
		2020 – 20%
		2025 – 25%
New renewable requirement		2035 – 55%
New carbon free requirements	{	2030 – 60%
		2035 – 90%
		2040 – 100%





# SMMPA | Renewable Energy Standard & Carbon Free Standard



# SMPA | Generator Step Up Transformer & Prime Mover Procurement

- **Equipment Lead Time, Tariff Uncertainty, and Manufacturer Delays**
  - Prime Mover selection was decided in December, contracts were just signed in April with the manufacturer re-negotiating terms after the initial terms sheet.
  - Tariff impacts are adding uncertainty to both domestic and non-domestic orders.
    - Domestic manufacturers still rely on imported raw goods (steel, copper, etc...)
    - Volatility and uncertainty on what tariffs might apply, or not.
  - Lead times are being quoted as **three or more years** for generator step up transformer equipment. Lead times and import tariff risk, both direct and indirect, are the major risks being managed.

Generator Step-Up Transformer Procurement			
Bidder	Price	Manufacturing Location	Guaranteed Delivery
A	\$1.9M	USA	July 2028 (40 Months)
B	\$2.7M	Mexico	November 2028 (43 Months)
C	\$3.2M	Mexico	December 2027 (32 Months)
D	\$3.9M	Canada	October 2029 (54 Months)





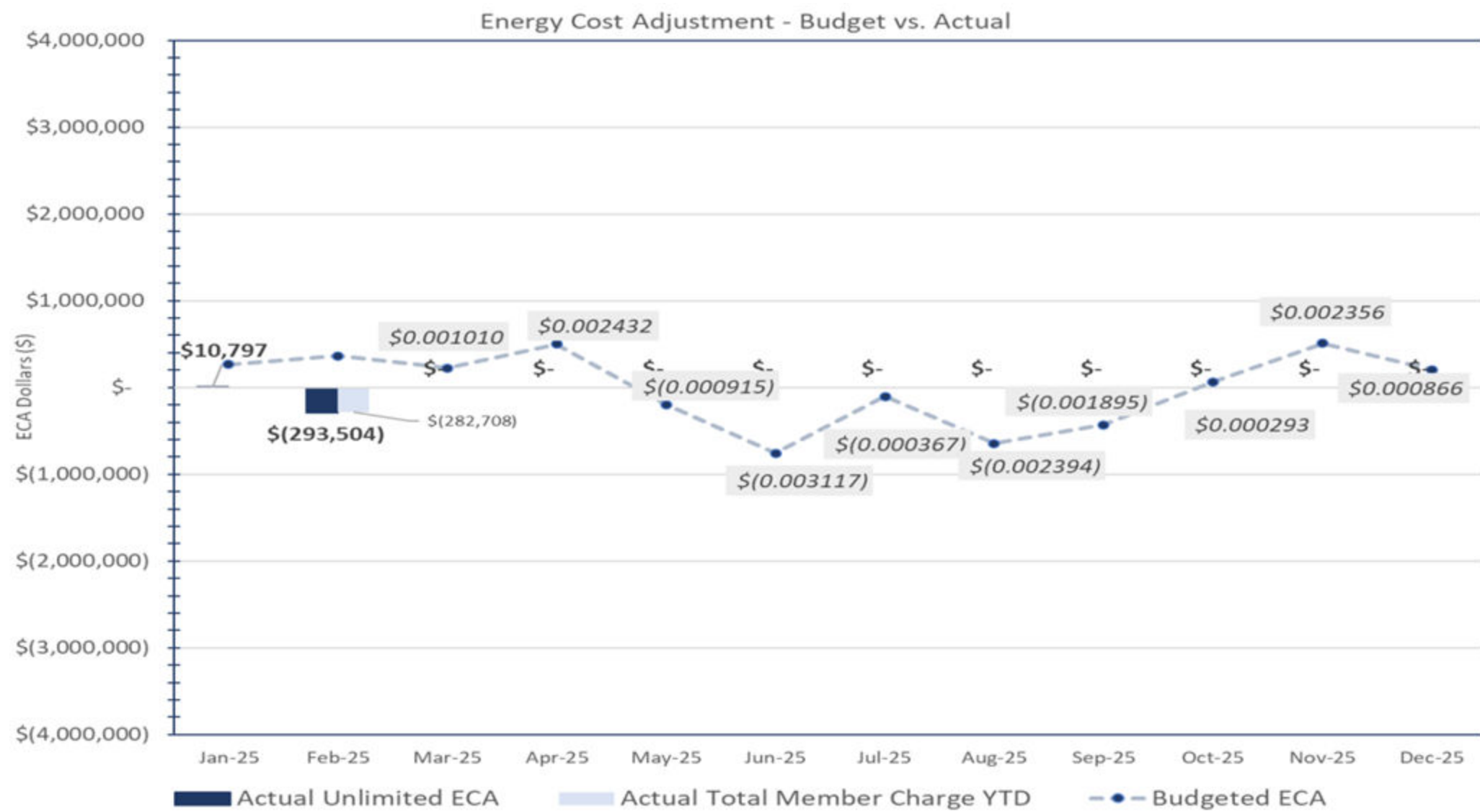
# SMMPA | Capacity Shortfalls: Bilateral Deals & MISO Auctions

- **Capacity Shortfalls**

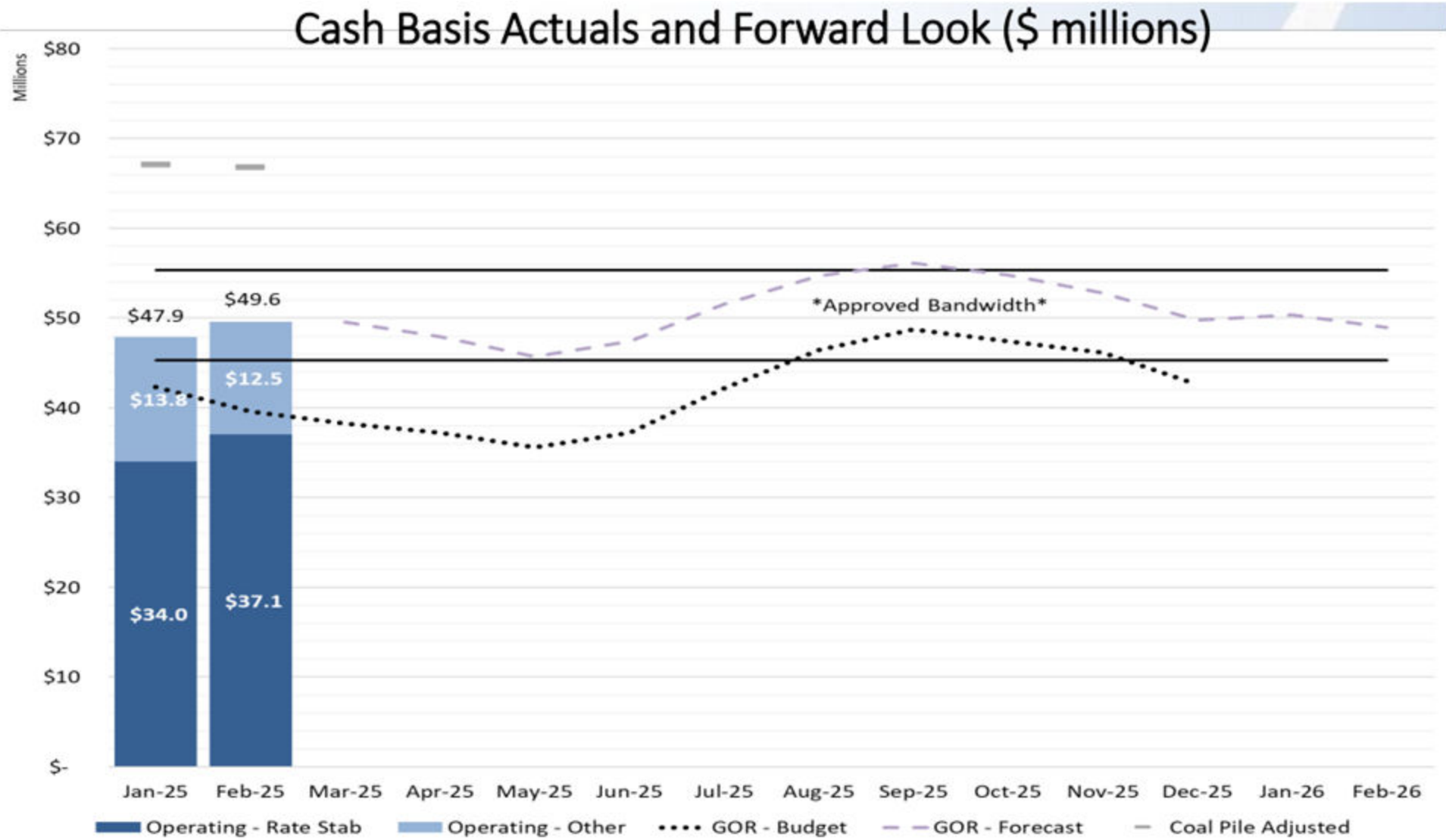
- Utilities can cover capacity shortfalls in future resource adequacy planning years by:
  - negotiating bi-lateral deals to cover capacity obligations pre-auction
  - covering shortfall positions in the auction.
- The MISO Seasonal Resource Adequacy Construct has discounted Sherco 3 Spring Accreditation due to planned outages, typically in the Spring
- The Capacity Auction can clear at a low prices which is advantageous for buyers or at significantly high prices which is connected to the cost of new entry (CONE)
- The graphic on the right depicts the financial risk (whisker plot bounds) of auction versus bilateral deals in covering capacity.



# SMMPA | Energy Cost Adjustment (ECA) Year to Date

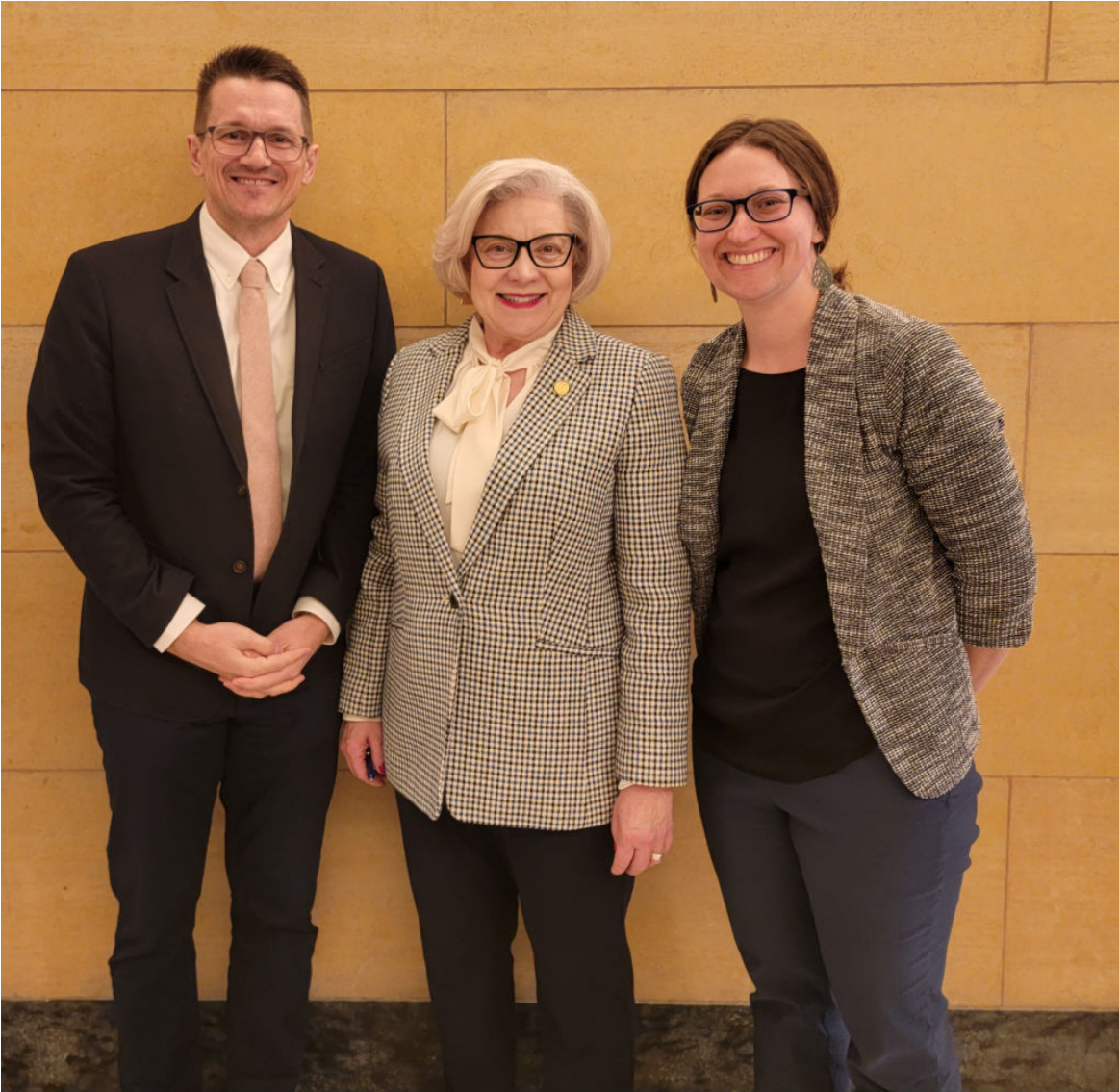
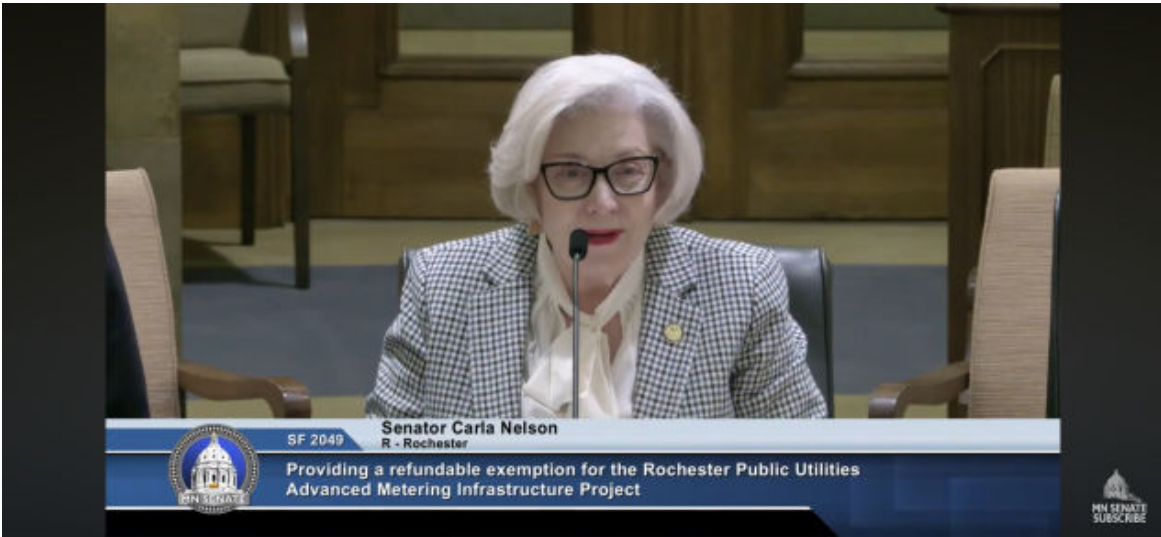


# SMMPA | General Operating Reserves





# Legislative & Regulatory | State of Minnesota Update



# Legislative & Regulatory | Federal Update



PRESIDENT DONALD J. TRUMP

The WHITE HOUSE







 PRESIDENTIAL ACTIONS

REGULATORY RELIEF FOR CERTAIN STATIONARY SOURCES TO PROMOTE AMERICAN ENERGY

Proclamations | April 8, 2025

ZERO-BASED REGULATORY BUDGETING TO UNLEASH AMERICAN ENERGY

Executive Orders | April 9, 2025

MAINTAINING ACCEPTABLE WATER PRESSURE IN SHOWERHEADS

Executive Orders | April 9, 2025

PROTECTING AMERICAN ENERGY FROM STATE OVERREACH

Executive Orders | April 8, 2025

STRENGTHENING THE RELIABILITY AND SECURITY OF THE UNITED STATES ELECTRIC GRID

Executive Orders | April 8, 2025





# Legislative & Regulatory | State of Minnesota Update

- **Regulatory Actions to Monitor**

- **[Oppose]** [Docket 23-151](#) **Changes to the Renewable Energy Standard and the Newly Created Carbon-Free Standard** [*Department of Commerce Opinion*] - The Department of Commerce submitted an opinion on the Carbon Free Standard (CFS) adopted by the Legislature in 2023 that recommends an hourly matching compliance mechanism for Environmental Attribute Certificates.

- **Legislative Actions to Monitor**

- **[Oppose]** [SF 434](#) **Right of First Refusal (ROFR) Repeal** [*Matthews, Lucero*] - No hearing scheduled. Relating to energy; Eliminating certain incumbent electric transmission owner rights; repealing Minnesota Statutes 2024, section 216B.246.
- **[Monitor]** [SF 572](#) [HF 9](#) **Hydro, Nuclear, Fossil Demolition, Energy Sales Tax Expansion** [*Swedinski, Niska*] - Hearing 2/11/2025. Hydroelectric capacity that qualifies as an eligible energy technology under the renewable energy standard modified; electric utility requirements relating to energy, solar, or carbon-free standards delayed under certain conditions; and sales tax exemption for residential heating fuels and electricity expanded. **Potential impact to Silver Lake Plant decommissioning.**
- **[Monitor]** [SF 486](#) [HF 771](#) **Supplemental Energy Assistance Appropriation** [*Dibble, Hoffman*] - No hearing scheduled. Relating to energy; appropriating money for supplemental energy assistance; requiring an annual report; proposing coding for new law in Minnesota Statutes, chapter 216C.
- **[Monitor]** [SF 1142](#) [HF 845](#) **Various Provisions Modifying Net Metering** [*Rarick, Hoffman, Swedinski, Baker*] – Passed out of House committee on a partisan vote. Senate has referred bill to the committee.
- **[Strong Support]** [SF 2049](#) [HF 1760](#) **RPU Advanced Metering Sales Tax Exemption** [*Nelson, Boldon, Smith, Liebling*] – Senate Committee hearing scheduled for Mar 26.



# TAPS Group | Conference Report

[Home](#)[About Us](#)[Industry Issues](#)[Activities](#)[Members](#)[Policy Papers](#)[Contact](#)

**Detailed updates will be provided verbally in the meeting.**



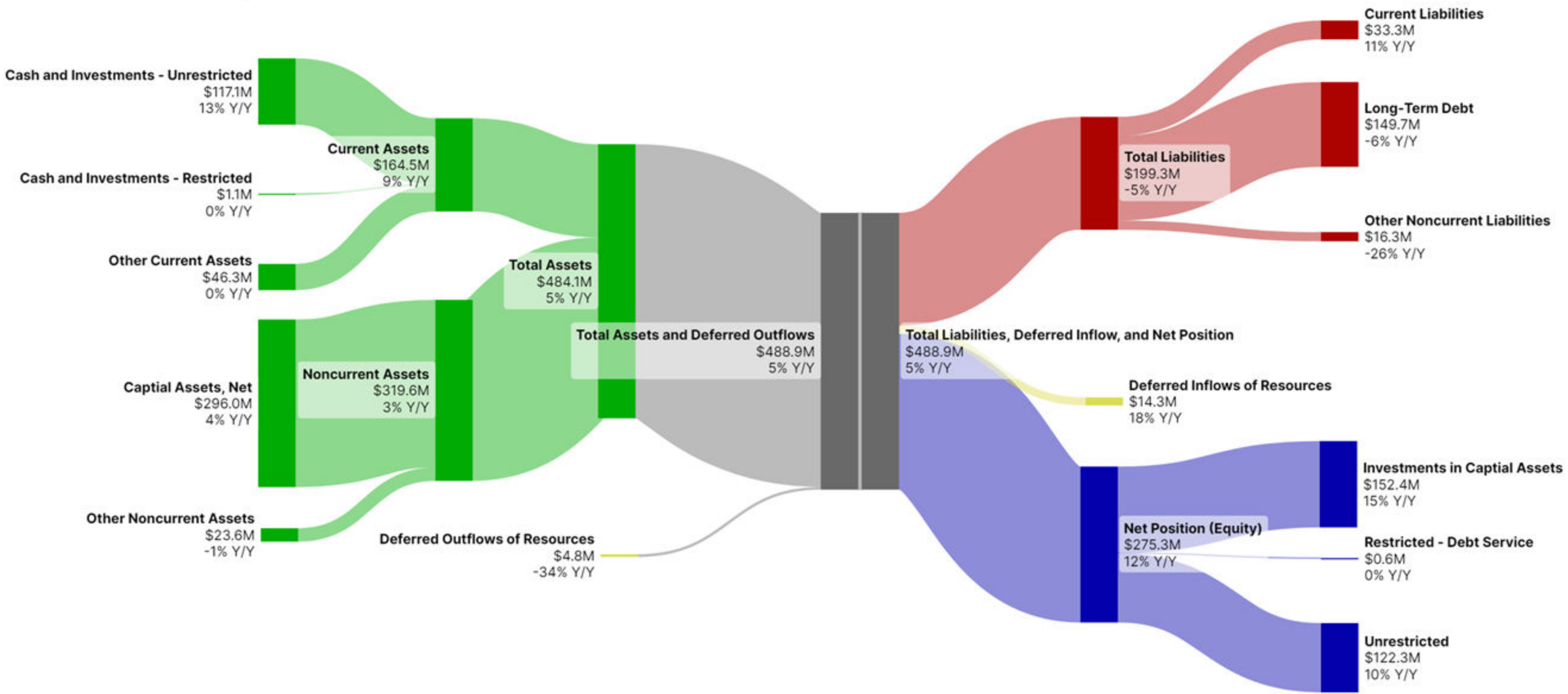
## Financial | Statements of Net Position

**Final versions of the 2024 Statements of Net Position will be included in the meeting version of this GM Report. As a placeholder, FY2023 Statements of Net Position are included here.**

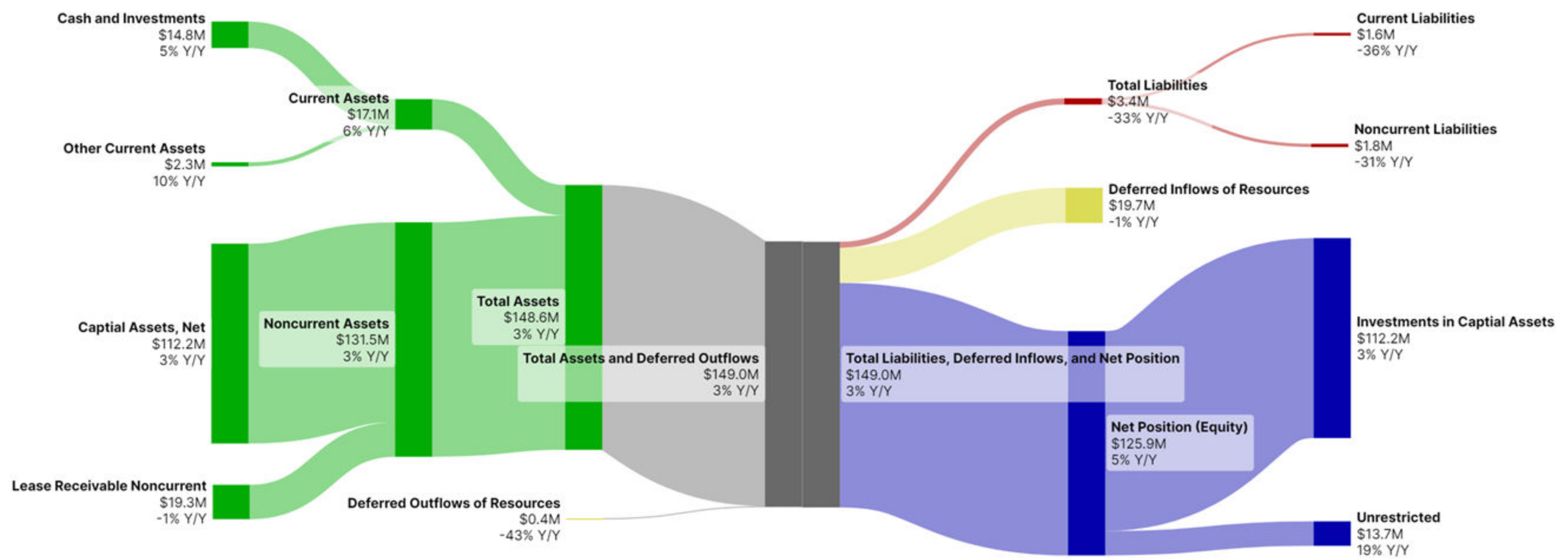




# Financial | Statements of Net Position, FY2023 - Electric



# Financial | Statements of Net Position, FY2023 - Water



# People | 2025 Retirements

 <p><b>Matt Mueller</b> Project Engineer Adv. Notice – 9/25/24 8/28/08-4/2/25 (16.6)</p>	 <p><b>Ted Mason</b> Utility Technician Adv. Notice – 2/7/25 6/5/00-6/20/25 (25.0)</p>	 <p><b>Dan Helmbrecht</b> First Class Lineworker Adv. Notice – 2/5/25 7/16/86-6/25/25 (38.9)</p>
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# Financial | External Funding Opportunities Update

TITLE	DESCRIPTION	AMOUNT	STATUS
<u>Rural and Municipal Utility Advanced Cybersecurity Grant (RMUC)</u>	Grant to extend IT security monitoring at substations.	\$236,000	Awarded – 2023 Materials Received
<u>Board of Water and Soil Resources (BWSR) Pollinator Pilot</u>	Board of Water and Soil Resources (BWSR) pollinator funding opportunities for utilities.	\$110,000	Awarded – 2024 1 <sup>st</sup> year Work Complete Reimbursements
<u>MN Department of Commerce Energy Benchmarking Grant</u>	Grant for municipal utilities to implement the building energy benchmarking legislation from the 2023 session.	\$321,631	Awarded – 2024 Reimbursements
<u>FEMA &amp; MN Emergency Funds</u>	Received notice that the estimates again fell below the Federal \$750k threshold	\$108,750	Awarded – 2025 Reimbursed
<u>MN Electric Grid Resilience Grants Program</u>	<p>The MN EGRG Program created by the State Legislature (Minn. Law Chapter 60—H.F.No. 2310. Article 12. Sec. 72.), is designed for eligible electric utilities to increase their electric grid resiliency by preparing for, adapting to, or minimizing the consequences of extreme weather or malicious physical or cyber-attacks.</p> <p>A total of \$5.3M is available; the maximum award to eligible entities is \$250k. There is no match required for the funds. Three project concepts were submitted in November 2024:</p> <ul style="list-style-type: none"> <li>• Lake Zumbro Hydroelectric Dam Backup Communications (\$26k)</li> <li>• Substation Videocamera Infrastructure (\$99k)</li> <li>• Substation Thermal Camera Infrastructure (\$250k)</li> </ul>	\$100,000 (of \$375,000 requested)	Awarded – 2025
<u>Lead Service Line Replacement Program via Public Facilities Authority</u>	Rochester Public Utilities has submitted a 2025 Lead Service Line Replacement Program projects on the Intended Use Plan (IUP) Drinking Water State Revolving Fund for construction in 2025.	\$1,021,000 (of \$26M that will be requested by 2028)	Awarded - 2025
<u>Inflation Reduction Act (IRA) Direct Pay Tax Credits</u>	Direct pay tax incentives now available to tax-exempt entities through up front investment tax credits or through production tax credits on renewable and other projects (batteries)	\$90,000,000	Exploring opportunities with the Power Supply Plan



# What's Ahead

Sun, May 4 – Sat, May 10	Drinking Water Week	Board - TBD	Apache Mall Tower
Wed, May 14	SMMPA Board Meeting	McCollough	New Prague, MN
<b>Tue, May 20</b>	<b>**RPU Board Meeting**</b>	<b>Board – All, McCollough</b>	<b>RPU</b>
Sun, Jun 8 – Wed, Jun 11	APPA National Conference	McNeilus, Hogan	New Orleans, LA
Sun, Jun 8 – Wed, Jun 11	AWWA National Conference	Turri, McCollough, Blomstrom	Denver, CO
Wed, Jun 11 – Thu, Jun 12	MRO Quarterly Board Meeting	McCollough	St. Paul, MN
<b>Tue, Jun 24</b>	<b>RPU Board Meeting</b>	<b>Board – All, McCollough</b>	<b>RPU</b>
Wed, Jul 9	SMMPA Board Meeting	McCollough	Preston, MN
<b>Tue, Jul 29</b>	<b>RPU Board Meeting</b>	<b>Board – All, McCollough</b>	<b>RPU</b>
<b>Tue, Aug 5</b>	<b>RPU Special Board Meeting - Budget</b>	<b>Board – All, McCollough</b>	<b>RPU</b>
Wed, Aug 13	SMMPA Board Meeting	McCollough	Princeton, MN
Mon, Aug 18 – Wed, Aug 20	MMUA Summer Conference	Board – TBD, McCollough	Rochester, MN
<b>Tue, Aug 26</b>	<b>RPU Board Meeting</b>	<b>Board – All, McCollough</b>	<b>RPU</b>
Wed, Sep 10	SMMPA Board Meeting	McCollough	Redwood Falls, MN
<b>Tue, Sep 30</b>	<b>RPU Board Meeting</b>	<b>Board – All, McCollough</b>	<b>RPU</b>



# QUESTIONS



# Major Projects Update

## April 2025

**VISION** | We will set the standard for service.

**MISSION** | We provide the highest quality services and products for our customers. With our experience and resources, we enrich people's lives, help businesses prosper, and promote the community's welfare.



# MAJOR PROJECTS UPDATE

UPDATED % BUDGET % COMPLETE

Updated →	On-Track	<u>Marion Road Substation &amp; Associated Projects</u>	Dec 17, 2024	90	90
	On-Track	<u>Advanced Metering Infrastructure (AMI) Project</u>	April 29, 2025	84.7	20
	On-Track	<u>Mount Simon Station</u>	Feb 18, 2025	0.66	0.5
	On-Track	<u>Booster Pump #95</u>	Oct 29, 2024	26	30
Updated -->	Planning	<u>Grid North Partners (GNP) MISO Tranche 1 – LRTP 4</u>	May 21, 2024		
	On-Track	<u>GIS Utility Network Conversion</u>	Jun 25, 2024	38	50
	On-Track	<u>BSWR Pollinator Utility Transmission Easement Pilot</u>	Jul 30, 2024	0	0
	On-Track	<u>MN Energy Benchmarking</u>	Mar 25, 2025	72	99
	On-Track	<u>Power Supply Resource Plan</u>	Sep 24, 2024	88	65
	On-Track	<u>Customer Portal Replacement Project</u>	Jan 21, 2025	0	0
	On-Track	<u>Lead Service Line Replacement Project</u>	Jan 21, 2025	5	5

Bold. Forward. Unbound.





# Marion Road Substation & Associated Projects



Duct Bank Under Construction

## Project Overview

### PROJECT SUMMARY:

This project has three major segments (Substation, Transmission, and Conduit Systems). All three segments have experienced challenges partially due to supply and labor shortages following COVID19. The Substation and Transmission are complete with all major equipment on site and installed. The conduit system route is approximately 2 miles long and there is approximately 1/3 of a mile remaining to be installed.

### ACCOMPLISHMENTS:

- ✓ Substation is substantially complete and tested and RPU is serving local load from this substation
- ✓ All of the transmission work is complete
- ✓ Duct bank is approximately 80% complete
- ✓ MnDOT permit issued for HWY 14E crossing

PROJECT DASHBOARD

PROJECT STATUS



PROJECT TITLE

Marion Road Substation & Associated Projects

PROJECT MANAGER

Steven Cook & Neil Stiller

EXECUTIVE SPONSOR

Scott Nickels

DATE

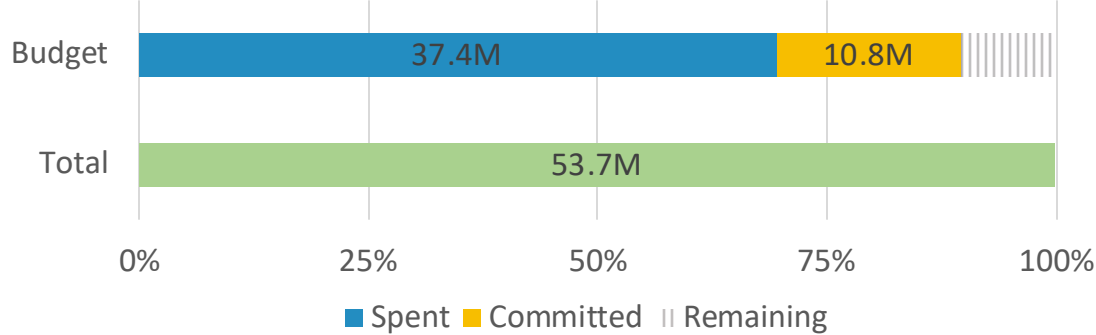
December 17, 2024



SCHEDULE

Project Start Date	2018
Baseline Finish Date	January 2025
Estimated Finish Date	October 2025

FINANCIALS



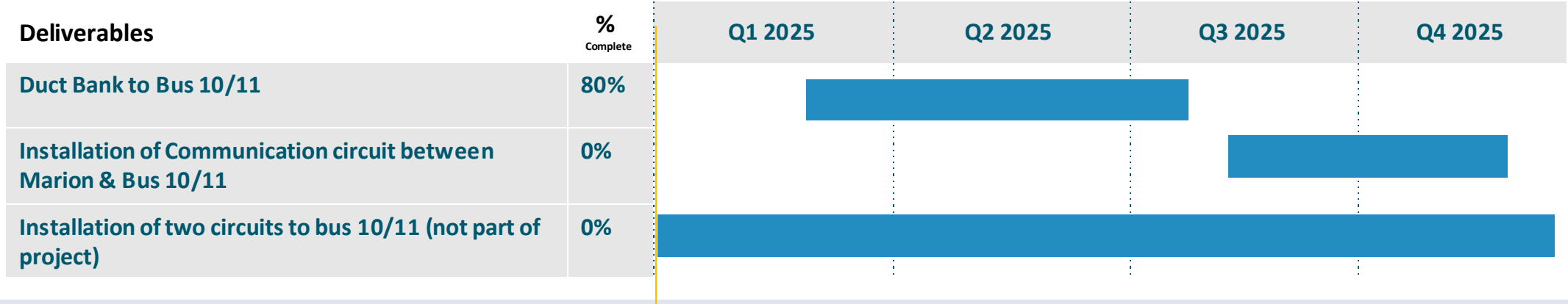
% BUDGET

90%

% COMPLETE

90%

EXECUTION TIMELINE



KEY RISKS & ISSUES

No.	Description	Severity	Impact	Status
D1	Cultural Heritage Site	Med	Budget/Schedule	Open
D2	Soldiers Field & Slatterly Park Construction Coordination	Min	Budget/Schedule	Open

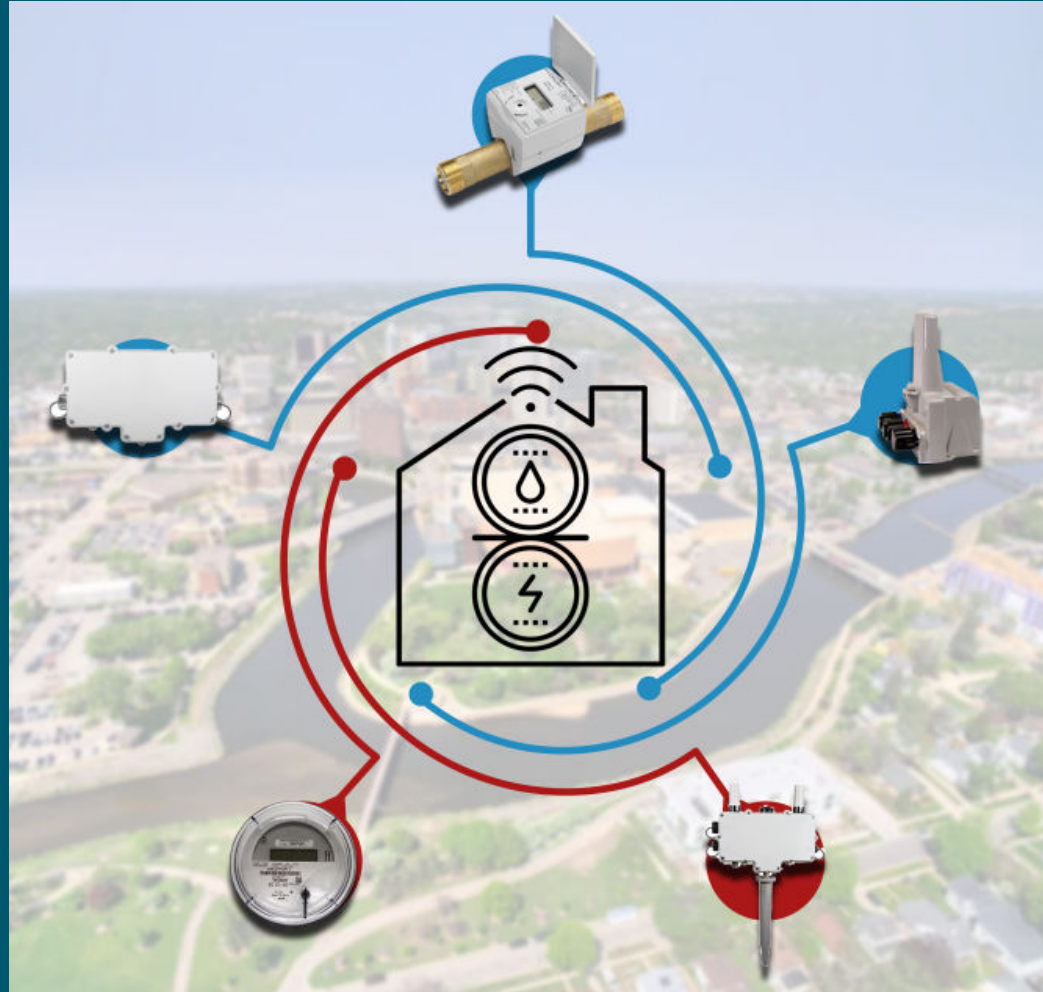
UPCOMING MAJOR MILESTONES

Aug 2025 Substantial Completion of Duct Bank

PROJECT STATUS DESCRIPTION

The last phase of the duct bank project is under construction and while there are still risks associated with the Cultural Heritage site they appear to be manageable without a reroute at this time. There is \$5.5M of remaining budget to cover contingencies.

# Advanced Metering Infrastructure Project



## Project Overview

### PROJECT SUMMARY:

The project involves three main parts - Advanced Metering Infrastructure (AMI), Meter Data Management (MDM), and the joint effort of RPU personnel and the Meter Installation Vendor (MIV) to replace 60,000 electric and 40,000 water endpoints. The replacement will take place over a period of three years, starting in the fall of 2025.

### ACCOMPLISHMENTS:

- ✓ RFPs have been completed for AMI, MDM, and MIV.
- ✓ Product demonstrations have been held.
- ✓ A preferred best in breed solution has been selected.
- ✓ Contract negotiations are complete.
- ✓ A project timeline has been established.



PROJECT DASHBOARD

PROJECT STATUS



PROJECT TITLE

Advanced Metering Infrastructure Project

PROJECT MANAGER

Util-Assist

EXECUTIVE SPONSOR

Scott Nickels

DATE

April 29, 2025



SCHEDULE

Project Start Date	October 2023
Baseline Finish Date	December 2028
Estimated Finish Date	December 2028

EXECUTION TIMELINE

Deliverables

	% Complete
Vendor & Consultant SOWs	100%
Systems Development, Configuration, Integration	37%
Go Live	0%
Mass Meter Deployment	0%

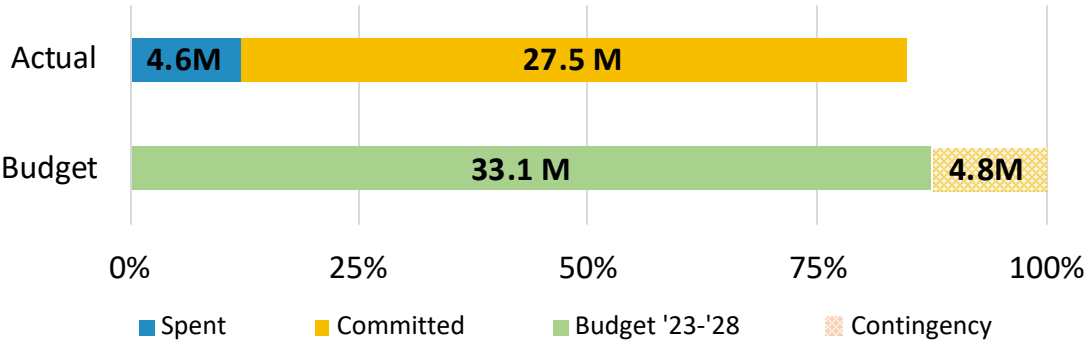
KEY RISKS & ISSUES

No.	Description	Severity	Impact	Status
1	Meter Delivery	Low	Schedule/Budget	Open
2	System Integrations – ERT communication	High	Schedule/ Budget	Open
3	Water Meter Deployment - Residence Entrance	Medium	Schedule/Budget	Open

PROJECT STATUS DESCRIPTION

As of April, all vendor contracts for the System Integration project have been successfully executed. Throughout March, RPU completed the FAT for all electric meters. Additionally, vendors have been working to finalize their respective requirement documentation. RPU has approved the majority of these documents, with only two pending approvals for Cayenta and one remaining for SmartWorks. On March 18, Util-Assist hosted a Build/Test Phase kick-off meeting to align all vendors on the build and test schedule. Vendor development and configuration efforts commenced on March 27, with the vendors now working on development and configuration based on the already-approved requirement documents. Util-Assist is leading the testing effort for the project and has begun drafting the test strategy document, which will integrate feedback from all vendors. A defect was discovered when the RPU team was doing FAT on two PROD ERTs that Itron upgraded to the newest firmware version, V12.9. Testing revealed that this firmware version cannot communicate directly with the existing Itron Gen 5 electric meter firmware version (V10.5.803). Firmware V12.9 ERTs can only communicate with an AMI Relay. The ability for an ERT to communicate directly with an electric meter is mandatory for AMI deployment. As a result, RPU is unable to deploy AMI water endpoints using the current electric and water firmware versions. An earlier version of the 500W ERT firmware (V6.6.0.0) is capable of direct communication with the Itron Gen 5 electric meter firmware and an AMI Relay. However, this version does not support the collection of Diehl water meter events and alarms. RPU is currently in discussions with Itron to determine the best course of action to address and resolve this risk.

FINANCIALS

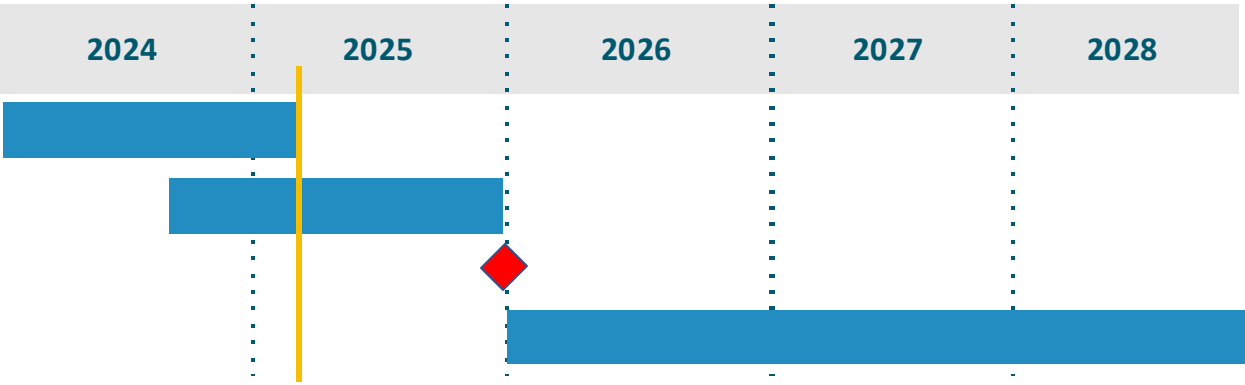


% BUDGET

84.7 %

% COMPLETE

20 %



UPCOMING MAJOR MILESTONES

- April 2025:**
- Continue with solution configurations
  - Complete FAT for QA and PROD water ERTs
  - Finalize all vendor system solution designs
- May 2025:**
- Continue with solution configurations
  - Complete Test Strategy/Plan
  - Begin developing test cases for all systems
  - Begin Itron Functional Testing

# Mount Simon Station



## Project Overview

### PROJECT SUMMARY:

The project will provide up to 50 MW firm dispatchable capacity in time for the expiration of the SMMPA contract in 2030. The project will be sited adjacent to the Westside Plant. Prime Mover selection is prerequisite to most project execution activities. Budget will be updated when prime movers are selected, and preliminary design is complete.

### ACCOMPLISHMENTS:

- ✓ Applied for interconnection to the MISO transmission system.
- ✓ Issued an RFP for prime movers – reciprocating engines and gas turbines.
- ✓ Bid Evaluation currently being completed.
- ✓ Prime Mover Selection in March 2025

# PROJECT DASHBOARD

## PROJECT STATUS



## PROJECT MANAGER

Tony Dzubay

## EXECUTIVE SPONSOR

Bill Bullock

## DATE

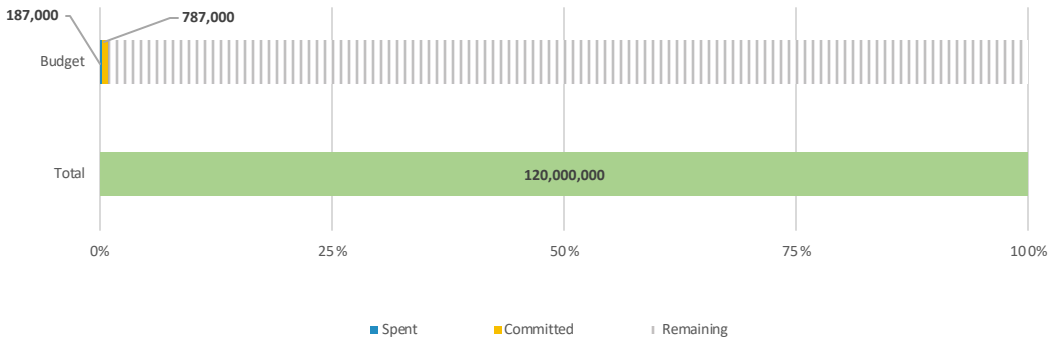
07/30/2024



### SCHEDULE

Project Start Date	February 2024
Baseline Finish Date	October 2029
Estimated Finish Date	December 2029

### FINANCIALS



### % BUDGET

0.66%

### % COMPLETE

0.5%

### EXECUTION TIMELINE

Deliverables	% Complete	Q1 2025	Q2 2025	Q3 2025	Q4 2025
Prime Mover Specification, Selection - Procurement	65%				
Preliminary Engineering Major Equipment	5%				
Air Permitting	<1%				
Procurement – Equipment/Design Build	0%				

### KEY RISKS & ISSUES

No.	Description	Severity	Impact	Status
1	Interconnection / Permitting	High	Scope/Budget	Open
2	Equipment Delivery	High	Schedule/Budget	Open
3	Tariffs	Medium	Budget	Open

### UPCOMING MAJOR MILESTONES

- March 2025 Issue PO for Prime Mover
- May 2025 Begin Air Permit Application
- August 2025 Design Build Package

### PROJECT STATUS DESCRIPTION

The project is at the very initial stage. Prime Mover selection is key to proceeding with project activities.



# #95 Booster Project



## Project Overview

### PROJECT SUMMARY:

The project adds an additional supply to the Willow Heights High Level pressure zone. The proposed booster station provides redundancy to the #31 Boosters in the event of a failure at that site. The booster station is located at the site of our #95 Willow Reservoir and will be constructed on top of the existing valve vault.

### PROJECT GOALS:

Provide a redundant feed to the Willow Heights High Level Pressure Zone.

### ACCOMPLISHMENTS:

- ✓ Design and Permitting Complete
- ✓ Water Main Installed and Tested
- ✓ Contract Awarded

PROJECT DASHBOARD

PROJECT STATUS



PROJECT TITLE

#95 Booster Project

PROJECT MANAGER

Luke Payne

EXECUTIVE SPONSOR

Scott Nickels

DATE

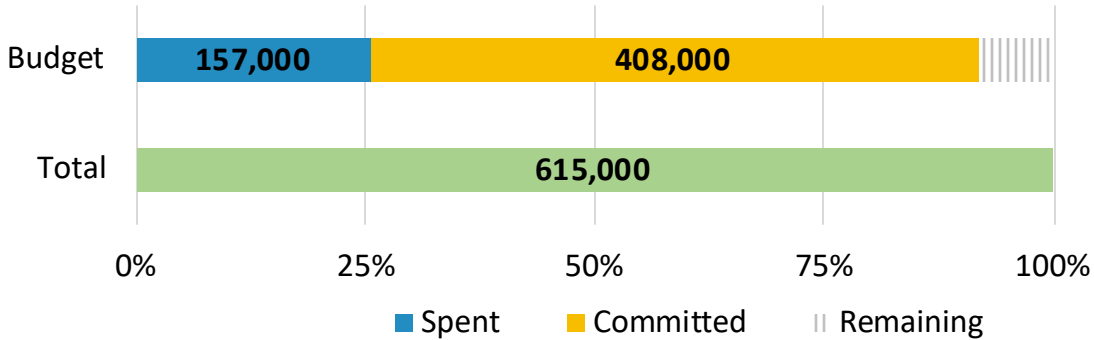
October 29, 2024



SCHEDULE

Project Start Date	April 2022
Baseline Finish Date	May 2025
Estimated Finish Date	May 2025

FINANCIALS



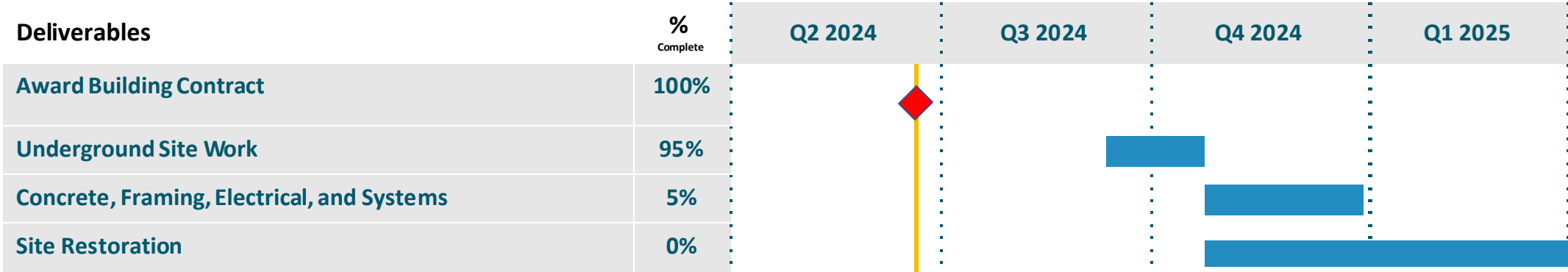
% BUDGET

26%

% COMPLETE

30%

EXECUTION TIMELINE



KEY RISKS & ISSUES

No.	Description	Severity	Impact	Status
1	Electrical Equipment Lead Time	Medium	Schedule	Open
2	Construction Delays (Weather)	Medium	Schedule/Budget	Open
3	Performance of New Contractor	Medium	Schedule	Open

UPCOMING MAJOR MILESTONES

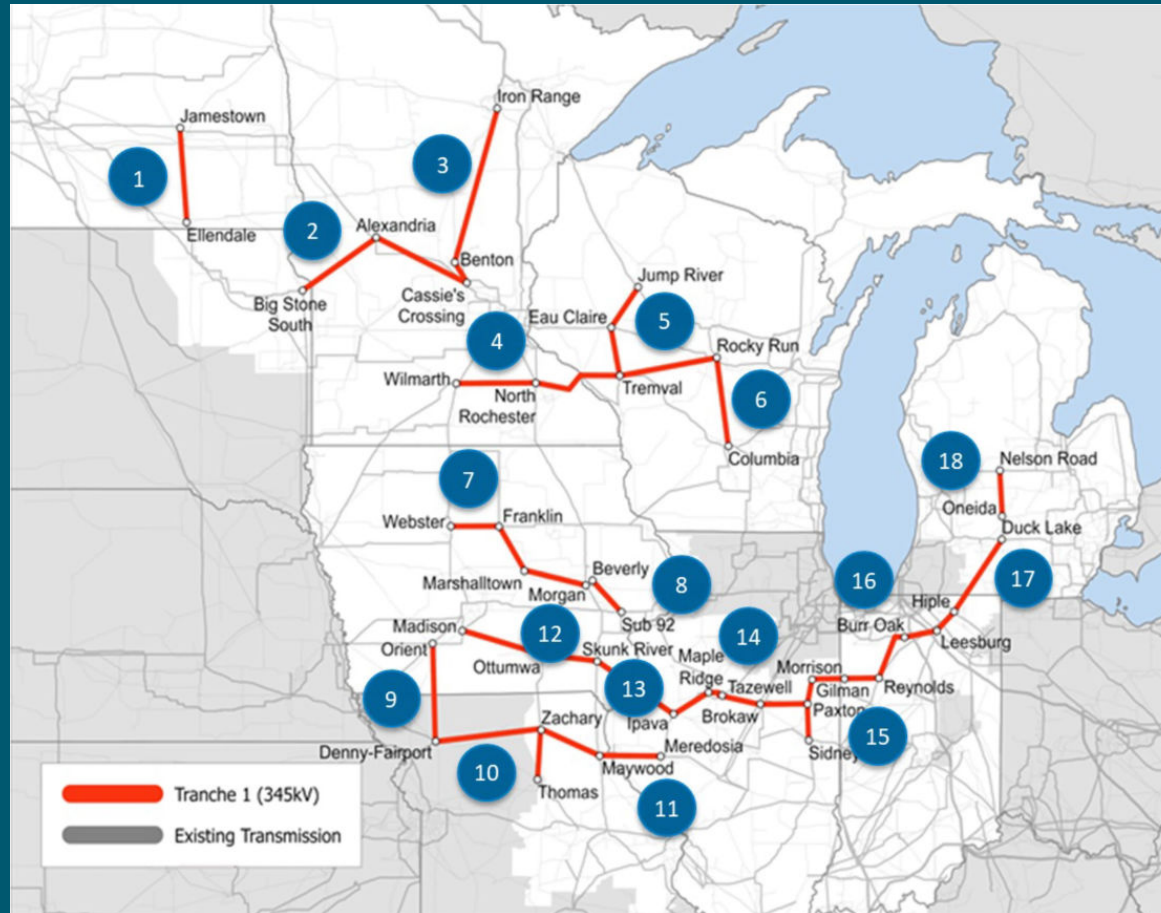
- October 2024 Complete Concrete and Framing
- December 2024 Project Substantially Complete
- Spring 2025 Final Site Restoration

PROJECT STATUS DESCRIPTION

Building should be dried-in and secure in the next two weeks. Project scheduled to be substantially complete by the end of 2024, with site restoration to be completed in the spring.



# Grid North Partners (GNP) MISO Tranche 1 – LRTP 4



Description: MISO Tranche 1 map. RPU will be participating in the #4 (LRTP 4) project.



## Project Overview

### PROJECT SUMMARY:

RPU will be partnering with Xcel Energy, SMMMPA, and Dairyland Power Cooperative in the construction and ownership of a portion of Line #4 (LRTP 4) on the map. The companies are working at finalizing preliminary agreements that will describe investment levels, ownership, and other items. This will then lead into formal agreements that each utility will execute. RPU anticipates that its investment in this project will be near \$30M, but this amount has not been finalized yet.

### ACCOMPLISHMENTS:

- ✓ RPU expressed interest in partnering in the LRTP 4 project with the other GNP utilities.
- ✓ Meetings have been held that have laid much groundwork for RPU's participation level.
- ✓ An MOU amongst the parties is being finalized
- ✓ Preliminary discussion have been had to begin laying the foundation for the official project agreements.

# GIS Utility Network Implementation



## Project Overview

### PROJECT SUMMARY:

This project is a data conversion project migrating the water and electric GIS data to a new data model. The previous data model is 20+ years old and isn't compatible with the latest generation of GIS applications. Successful completion of this project will ensure RPU's GIS remains relevant and extend capabilities as new GIS applications are released in the future.

### ACCOMPLISHMENTS:

- ✓ UDC completed a data readiness study in 2022 identifying potential errors/gaps in the data conversion for both water and electric utilities
- ✓ UDC assisted the GIS Team with the conversion of water utility GIS data January – May of 2024

PROJECT DASHBOARD

PROJECT STATUS



PROJECT TITLE

GIS Utility Network Implementation

PROJECT MANAGER

Ryan Moore

EXECUTIVE SPONSOR

Scott Nickels

DATE OF UPDATE

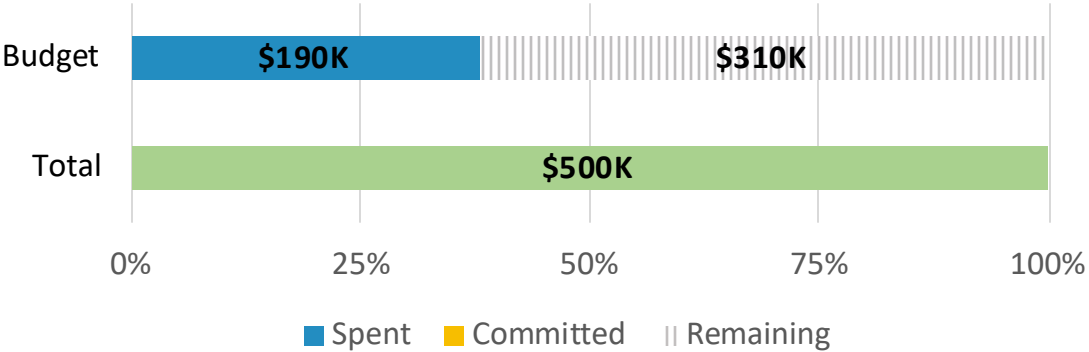
June 25, 2024



SCHEDULE

Project Start Date	December 2023
Baseline Finish Date	December 2025
Estimated Finish Date	December 2025

FINANCIALS



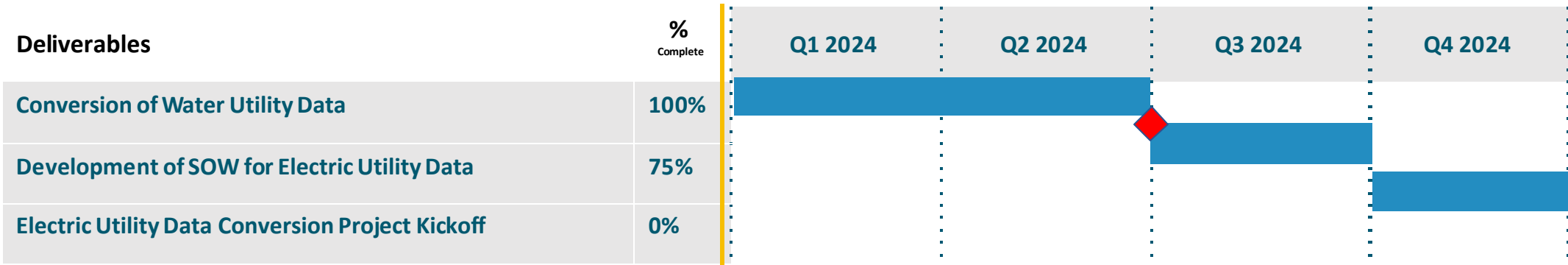
% BUDGET

38 %

% COMPLETE

50 %

EXECUTION TIMELINE



KEY RISKS & ISSUES

No.	Description	Severity	Impact	Status
1	Consultant Resource Availability	High	Project Start Date	Open
2	Deliverables not to expectation	High	Schedule/Budget	Open
3	Missed items in SOW	Medium	Schedule/Budget	Open

UPCOMING MAJOR MILESTONES

**October 2024** Electric Data SOW completed with UDC  
**December 2024/ January 2025** Project Kickoff

PROJECT STATUS DESCRIPTION

Currently on schedule and on budget

# BWSR Pollinator Pilot Project Partnership



## Project Overview

### PROJECT SUMMARY:

RPU is partnering with the State of Minnesota's Board of Water and Soil Resources (BWSR) department to implement two habitat-friendly pollinator corridors in Rochester. This three-year pilot project is all about transforming two transmission corridors into long standing pollinating habitats that incorporate native vegetation that supports pollinating insects, mitigates erosion and sedimentation, and ensures the integrity and resiliency of Rochester's landscapes while protecting habitat and water resources.

The two transmission sites are located behind the Withers Sports Complex and Bear Creek / Marion Rd.

### ACCOMPLISHMENTS:

- ✓ Mowing was completed in August.
- ✓ Spraying of both ROWs was completed in September.
- ✓ Soil prep treatment (tilling, discing) deemed unnecessary given the use of a native seed drill.
- ✓ Seeding scheduled for early November.



PROJECT DASHBOARD

PROJECT STATUS



PROJECT TITLE

Pollinator Project

PROJECT MANAGER

Board of Water and Soil Resources (BWSR)

EXECUTIVE SPONSOR

Patty Hanson

DATE OF UPDATE

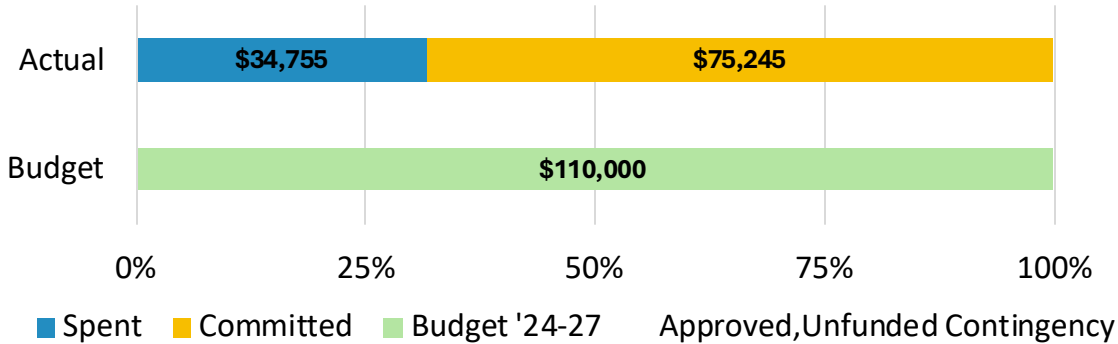
April 2, 2025



SCHEDULE

Project Start Date	June 21, 2024
Baseline Finish Date	June 30, 2027
Estimated Finish Date	June 30, 2027

FINANCIALS



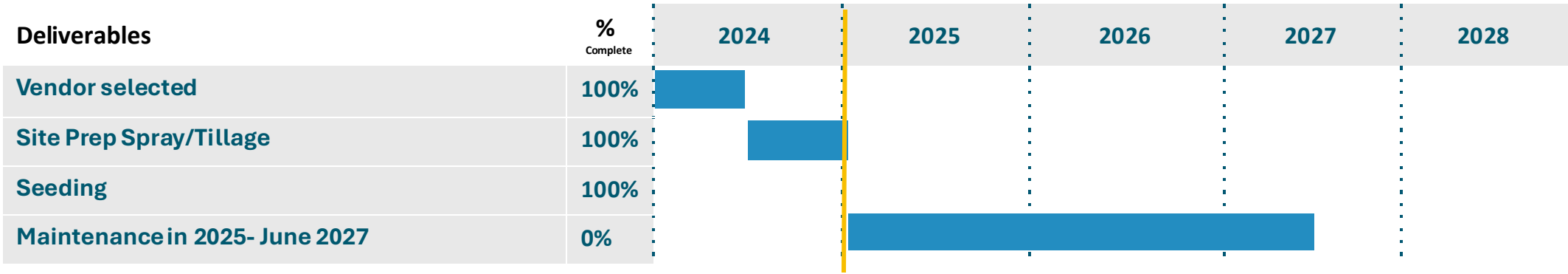
% BUDGET

31 %

% COMPLETE

50 %

EXECUTION TIMELINE



KEY RISKS & ISSUES

No.	Description	Severity	Impact	Status
1	Weather	Medium	Schedule	Open

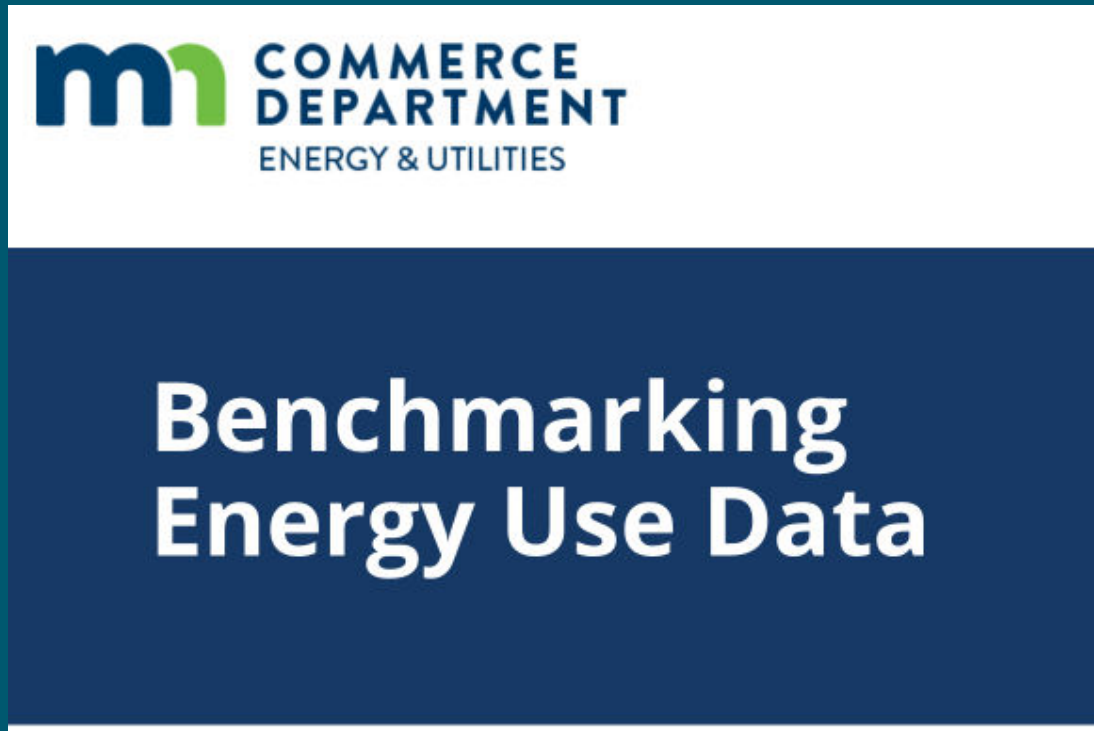
UPCOMING MAJOR MILESTONES

- May through October 2025:**
- site mowing at both locations (3x each) along with spot herbicide treatments.
  - Bi-monthly update meetings with BWSR and Prairie Restoration.

PROJECT STATUS DESCRIPTION

Seeding was completed in November. Will wait to see what the spring brings and evaluate what additional work needs to take place.

# MN Energy Benchmarking



## Project Overview

### PROJECT SUMMARY:

MN Statute 216C.331 requires commercial customers of 50,000 square feet and greater to upload their energy data into the EnergyStar Portfolio Manager.

Project goals are two-fold: 1) implement a software tool, MyMeter and 2) hire an Energy and Environmental Advisor to help set up the program and assist customers.

Project launch is scheduled for March 1, 2025

### ACCOMPLISHMENTS:

- ✓ Project kickoff took place in late September.
- ✓ Limited Term Energy & Environmental Advisor position filled in November.
- ✓ 100% of integration and design work completed.
- ✓ March launch completed.

PROJECT DASHBOARD

PROJECT STATUS



PROJECT TITLE

Energy Benchmarking

PROJECT MANAGER

Patty Hanson

EXECUTIVE SPONSOR

Patty Hanson

DATE OF UPDATE

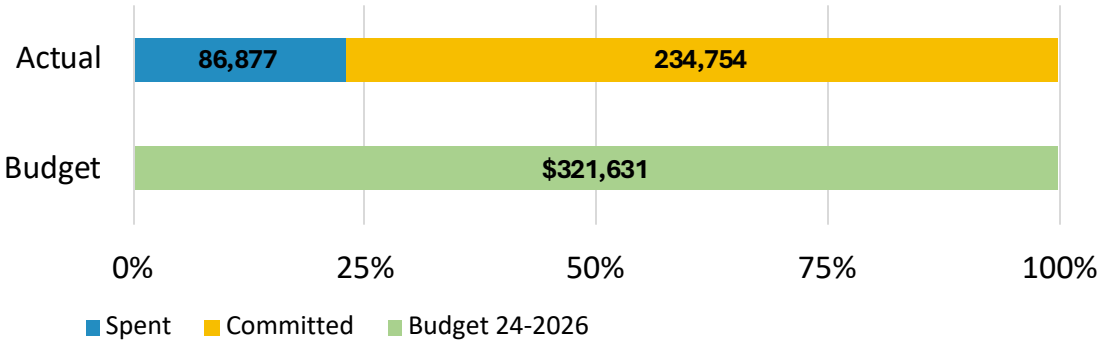
April 2, 2025



SCHEDULE

Project Start Date	August 2024
Baseline Finish Date	January 2025
Estimated Finish Date	March 2025

FINANCIALS



% BUDGET

72%

% COMPLETE

99 %

EXECUTION TIMELINE

Deliverables	% Complete	2024	2025	2026	2027	2028
Hiring of Limited Term FTE	100%	<div></div>				
Systems Development, Configuration, Integration	99%	<div></div>				
RPU Staff Training / Testing	10%	<div></div>				
Go-Live in Production	100%	<div></div>				

KEY RISKS & ISSUES

No.	Description	Severity	Impact	Status
1	Hiring a limited term FTE	Medium	Schedule/Budget	Done
2	System Integrations	High	Schedule/Budget	Open
3	Deployment	High	Schedule/Budget	Done

UPCOMING MAJOR MILESTONES

- March 2025** Software implementation completed. One issue remains to be fixed. Training the commercial team the week of the 10<sup>th</sup>.
- May 2025** Caleb providing a State demo.
- June /July 2025** One punch list item to be done.
- June 2026** Limited term assignment completed.

PROJECT STATUS DESCRIPTION

State grant funding was awarded in the amount of \$321, 631 to cover the costs of implementing the MyMeter software, a benchmarking solution, and to hire a limited term FTE to help stand up the program.

# RPU Power Supply Resource Plan



## Project Overview

### PROJECT SUMMARY:

Latest resource plan initiated in 2022

### PROJECT GOALS:

Develop a resource plan to replace SMMPA contract in 2030.

Meet adopted local goal of 100% net renewable electricity by 2030.

Final phase of planning before implementation to be completed early in 2025.

### ACCOMPLISHMENTS:

- ✓ Developed least cost scenario
- ✓ Identified energy resources and capacity resources to fulfill needs
- ✓ Submitted interconnection application to MISO.



PROJECT DASHBOARD

PROJECT STATUS



PROJECT TITLE

Power Supply Resource Plan

PROJECT MANAGER

Tony Dzubay

EXECUTIVE SPONSOR

Bill Bullock

DATE OF UPDATE

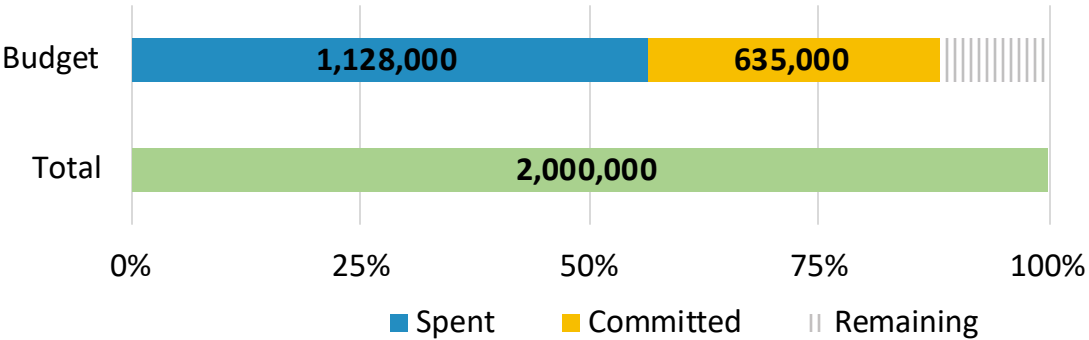
September 17, 2024



SCHEDULE

Project Start Date	March 2022
Baseline Finish Date	December 2024
Estimated Finish Date	April 2025

FINANCIALS



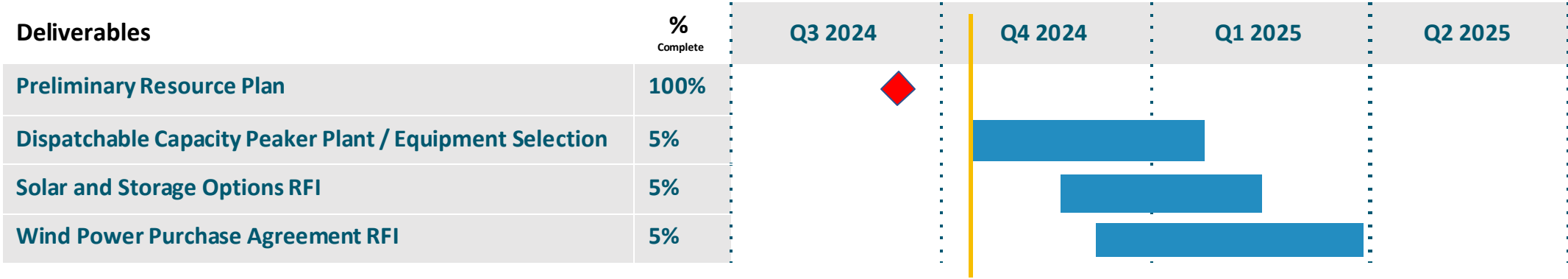
% BUDGET

88 %

% COMPLETE

65%

EXECUTION TIMELINE



KEY RISKS & ISSUES

No.	Description	Severity	Impact	Status
1	Supply Chain Issues	High	Schedule/Budget	Open
2	Equipment Inflation	High	Schedule/Resource Mix	Open
3	Competition for Resources	Medium	Budget/Resource Mix	Open

UPCOMING MAJOR MILESTONES

- Sep 24 Kickoff RFI Phase
- Oct 24 RFI for prime mover
- Nov 24 RFI for Solar & Storage
- Dec 24 RFI for Wind
- Mar 25 Summary Report

PROJECT STATUS DESCRIPTION

Currently on schedule and on budget

# Customer Portal Implementation Project



## Project Overview

### PROJECT SUMMARY:

- Accelerated Innovations will assist RPU in the implementation of their MyMeter customer engagement portal solution which will replace our current software.
- Deliverables include bill pay, bill and usage presentment, AML, outage map, and more.
- A nine-month implementation.
- Go-live by November 2025.

### UP COMING ACCOMPLISHMENTS:

- ✓ Project kickoff in early February 2025
- ✓ Project design and integration February-September 2025
- ✓ Testing and training by end of Q3 2025
- ✓ Project cut-over by October 2025
- ✓ Project completed by November 2025

PROJECT DASHBOARD

PROJECT STATUS



PROJECT TITLE

Customer Portal Project

PROJECT MANAGER

Mikki Valere

EXECUTIVE SPONSOR

Patty Hanson

DATE OF UPDATE

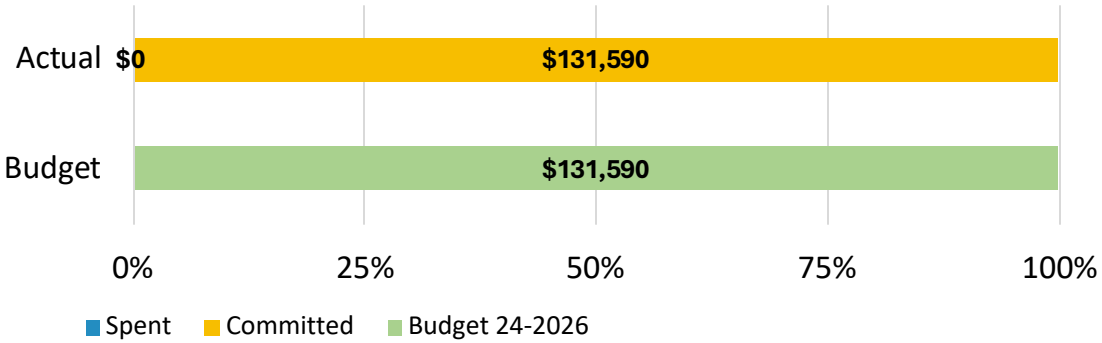
April 2, 2025



SCHEDULE

Project Start Date	March 2025
Baseline Finish Date	November 2025
Estimated Finish Date	October 2025

FINANCIALS



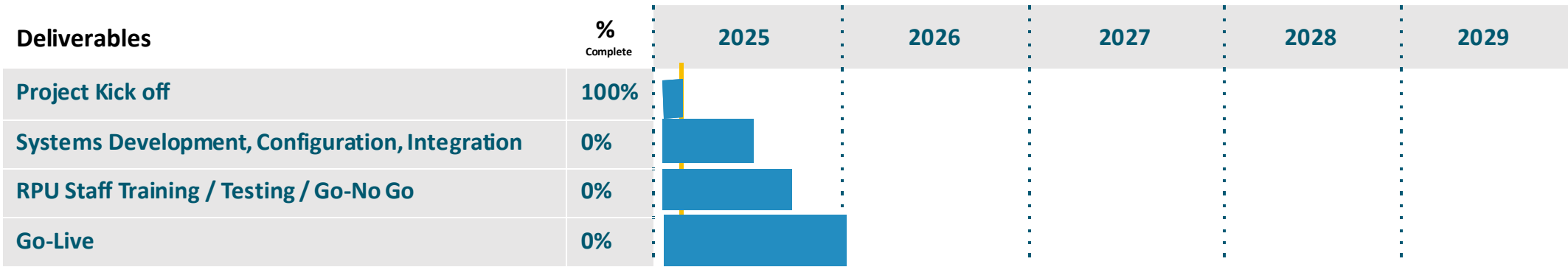
% BUDGET

0%

% COMPLETE

0 %

EXECUTION TIMELINE



KEY RISKS & ISSUES

No.	Description	Severity	Impact	Status
1	Resources	Low	Schedule/Budget	Open
2	System Integrations / Data Migration	High	Schedule/Budget	Open
3	Go-live by November	High	Schedule/Budget	Open

UPCOMING MAJOR MILESTONES

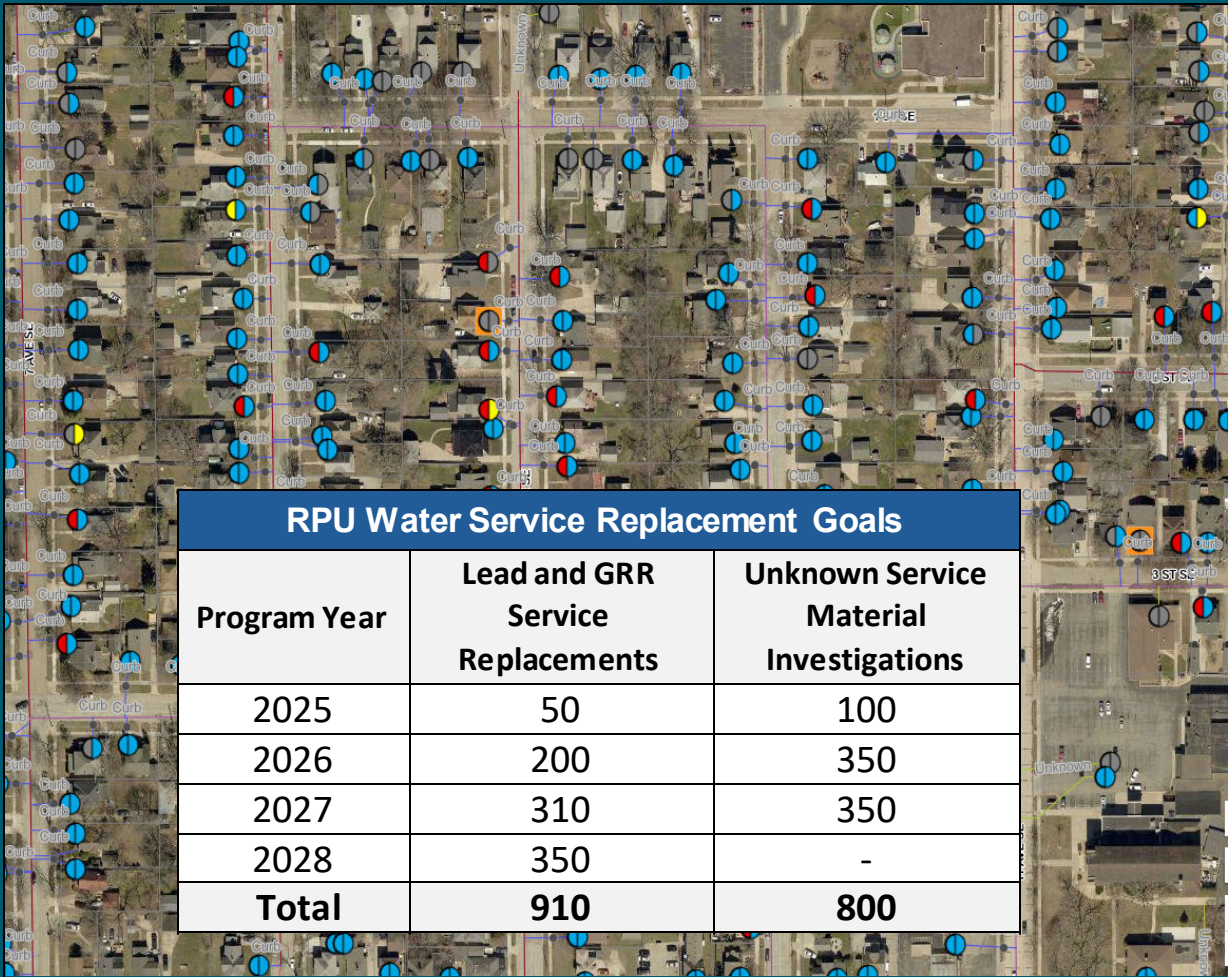
- March 2025 – Kick off
- February – September Project design, integration, and data migration
- November 2025 Go-live

PROJECT STATUS DESCRIPTION

VertexOne (formerly Accelerated Innovations) will assist RPU in the implementation of their MyMeter software, a customer engagement portal solution, by November 2025.

# LEAD SERVICE LINE REPLACEMENT PROGRAM

## 2025 – PHASE 1A/B



### PROJECT OVERVIEW

#### PROJECT SUMMARY:

RPU has initiated the first year of a multi-year program to replace lead and galvanized water services pursuant to the EPA’s Lead and Copper Rule. The work plan for 2025 includes an estimated 50 replacement locations for licensed daycares, service leaks, and high priority residential areas. RPU anticipates an overall program cost of \$18M, with a vast majority of funding provided by the Minnesota Drinking Water Revolving Fund.

#### ACCOMPLISHMENTS:

- ✓ RPU initial coordination of 2025 project scope with Minnesota PFA and Department of Health.
- ✓ Program plan reviewed by RPU Board.
- ✓ Master Grant Agreement under legal review.
- ✓ Prioritization zones established throughout the service area to help guide the sequence of future projects.

PROJECT DASHBOARD

PROJECT STATUS



PROJECT TITLE

2025 Lead Services Replacements

PROJECT MANAGER

Luke Payne

EXECUTIVE SPONSOR

Todd Blomstrom

DATE OF UPDATE

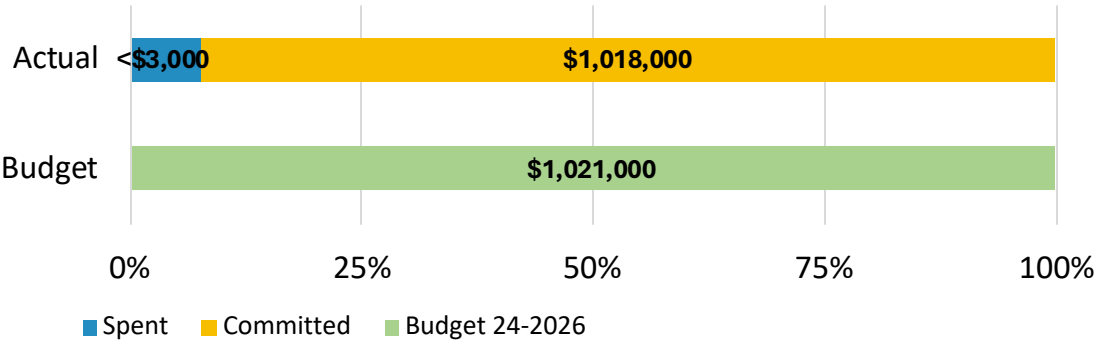
December 18, 2024



SCHEDULE

Project Start Date	December 2024
Baseline Finish Date	June 2026
Estimated Finish Date	June 2026

FINANCIALS



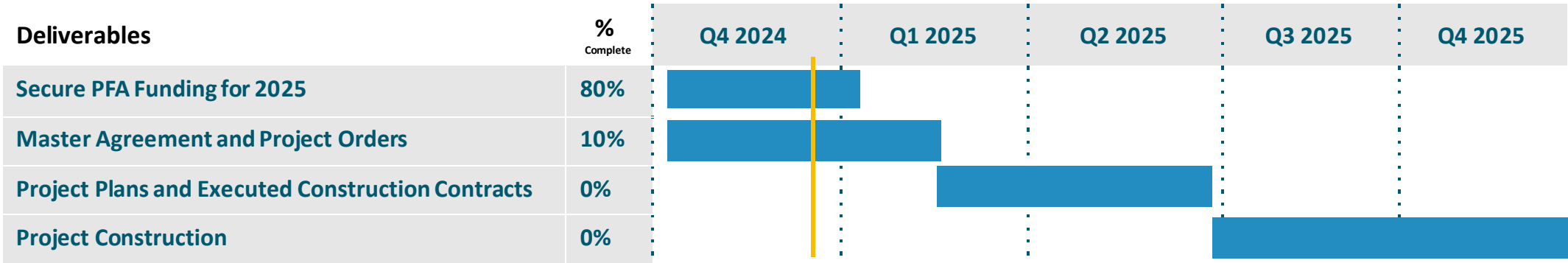
% BUDGET

<5%

% COMPLETE

5 %

EXECUTION TIMELINE



KEY RISKS & ISSUES

No.	Description	Severity	Impact	Status
1	Secure DWRF funding for program	High	Schedule/Budget	Open
2	Rate of voluntary participation	High	Schedule/Budget	Open
3	Expansion due to “Unknown” services	High	Schedule/Budget	Open

UPCOMING MAJOR MILESTONES

**January 2025:** Amend 2025 Budget with the RPU Board and City

**February 2025:** Execute PFA Grant Documents

**February 2025:** Select engineering consultant and issue notice to proceed

PROJECT STATUS DESCRIPTION

This is the first year of an anticipated four-year program to replace lead and galvanized water service lines using Minnesota Drinking Water Revolving Funds in compliance with the EPA Lead and Copper Rule. This project is front loaded with tasks to develop the foundation for a multi-year program.





## **REQUEST FOR ACTION**

### **Division Reports and Metrics for April 2025**

**MEETING DATE:**

April 29, 2025

**ORIGINATING DEPT:**

Rochester Public Utilities

**AGENDA SECTION:**

Division Reports & Metrics

**PRESENTER:**

General Manager, Tim  
McCollough

**Action Requested:**

Review the reports from each of RPU's divisions: Safety, Water Division, Power Delivery, Power Resources, Customer Relations, Corporate Services, and Information Technology.

**Report Narrative:**

Each division of RPU reports monthly on its metrics and activities to the Board.

**Prepared By:**

Erin Henry-Loftus

**Attachments:**

[April Division Report](#)



APRIL 2025

# DIVISION REPORTS AND METRICS

SAFETY  
WATER DIVISION  
POWER DELIVERY  
POWER RESOURCES  
CUSTOMER RELATIONS  
INFORMATION TECHNOLOGY  
CORPORATE SERVICES

# SAFETY

## SAFETY:

TRAINING	Total Required Enrollments	Completions as of 3/31/2025	Percent Complete
March 2025	508	508	100%
Calendar Year to 3/31/2025	1841	1841	100%

SAFETY TEAMS	Total Members	Members Attending	Percent Attending
March 2025	41	35	85.4%
Calendar Year to 3/31/2025	93	80	86.0%

INCIDENTS	Reports Submitted	OSHA Cases <sup>1</sup>	RPU RIR <sup>2</sup>	BLS RIR <sup>3</sup>
March 2025	1	1	--	--
Calendar Year to 3/31/2025	2	1	0	2.08

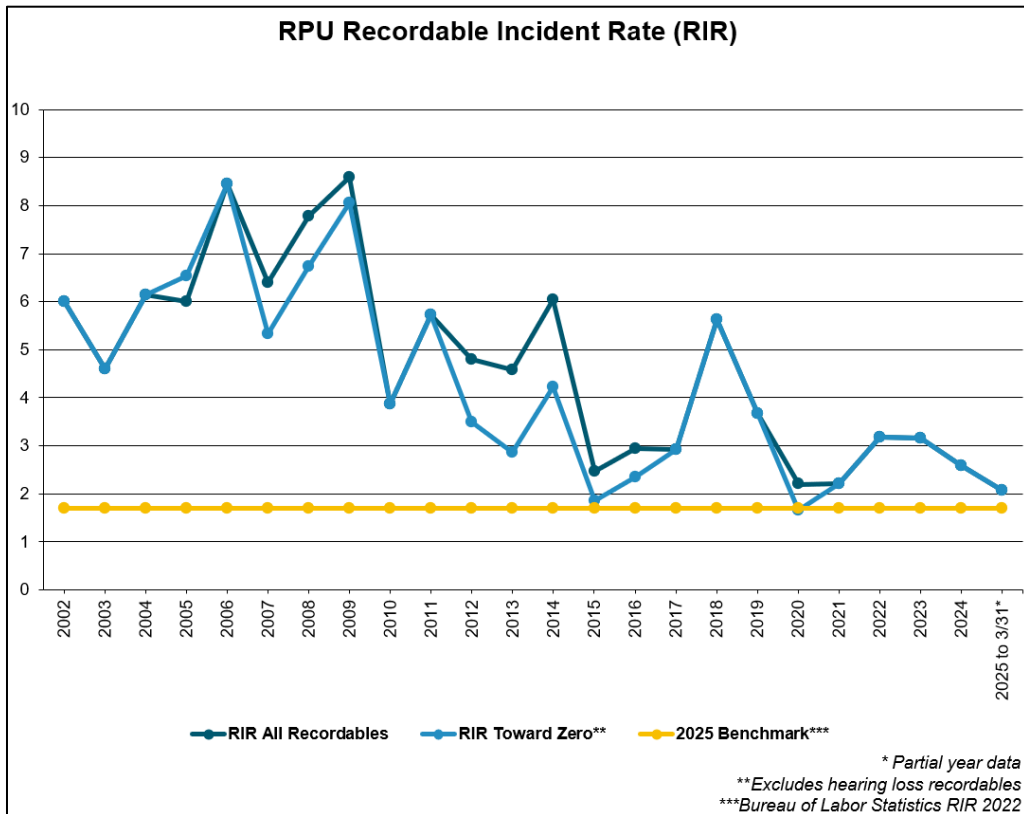
<sup>1</sup> Deemed to meet OSHA criteria as a recordable case by RPU Safety Manager; subject to change

<sup>2</sup> Recordable Incident Rate – Number of OSHA Recordable Cases per 100 employees.

<sup>3</sup> Bureau of Labor Statistics nonfatal illnesses and injuries in the utility sector



23 of RPU's 24 departments are recordable injury free in 2025  
216 of RPU's 217 teammates are recordable injury free in 2025.





**SAFETY**

2025 OSHA RECORDABLE CASE DETAIL

Work Area	Incident Date	Description	Primary Reason it's a Recordable	Corrective Action
T&D	3/29/2025	Laceration to head while participating in line worker's rodeo	Medical treatment beyond first aid	Researching head protection options

**SAFETY INITIATIVES:**

1. Samples of safety helmets were obtained and are being evaluated by safety teams for future use.
2. RPU bucket self-rescue device trainers were recertified via a day-long training session provided by the device manufacturer.
3. Replacement/trade-in of thirty 10-year-old Automated External Defibrillators (AEDs) was completed.

WATER

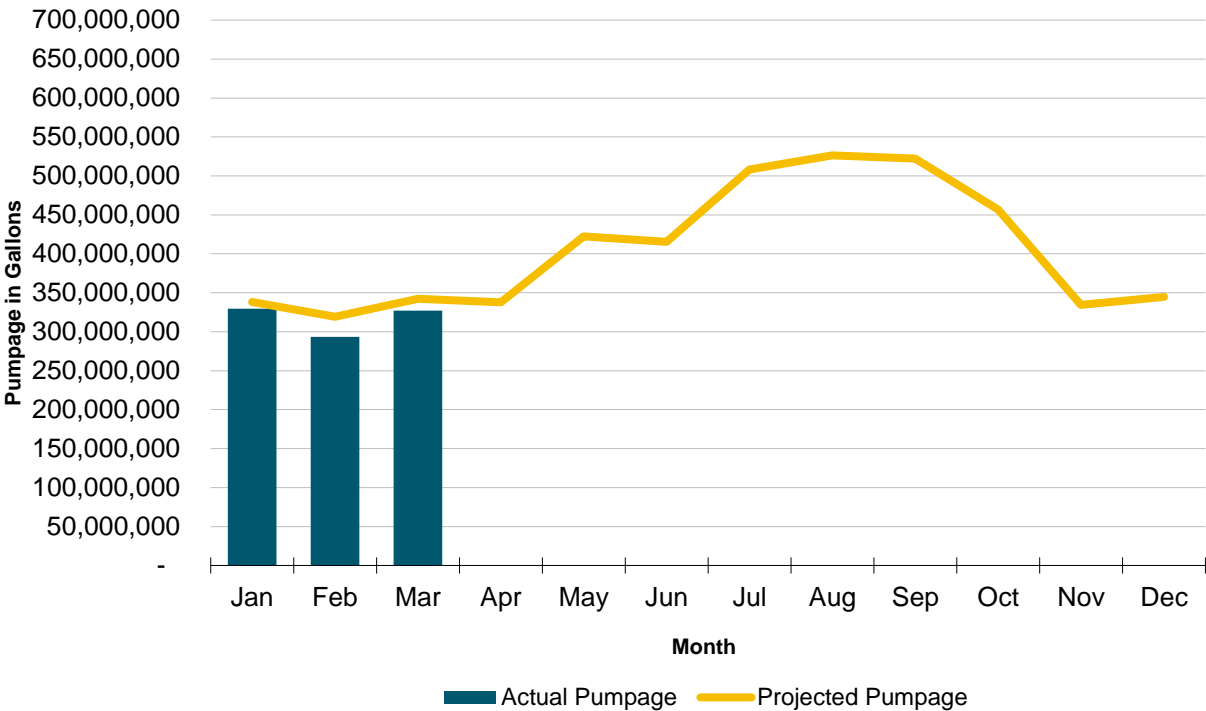
WATER UTILITY:

- 1. Water Outage Calculations for the month and year to date(March 2025 Data)
  - a. Reliability=99.99816559%                      Year-to-date Reliability = %
  - b. 283 Customers Affected by Outages      Year-to-date Customers Affected by Outages = 753
  - c. 575.3 Customer Outage Hours              Year-to-date Customer Outage Hours = 1,446.3
  - d. SAIDI= 0.8 min                                  Year-to-date SAIDI = 2.1 min
  - e. CAIDI= 122.0 min                              Year-to-date CAIDI = 115.2 min
  
- Performed 767 Gopher State water utility locates during the month for a total of 1,218 for the year.
  
- There are currently 89 Water ERTs that were unable to be read in the system. We are experiencing approximately 16-17 new non-reads per week. The stockroom has the following products available:

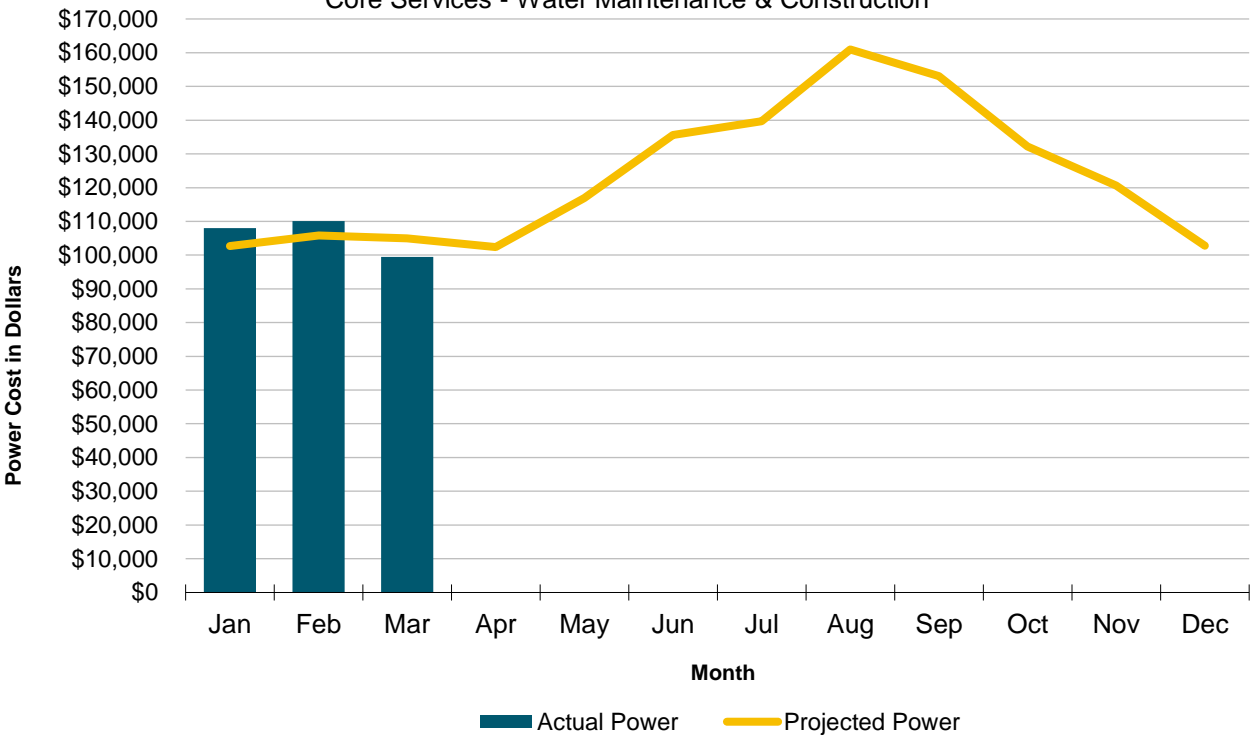
500W ERTS:	5,798 available, 33,375 on order
Ultrasonic meters, 5/8" x 1/2":	3,821 available, 4,994 on order
Ultrasonic meters, 5/8" x 3/4":	3,065 available, 20,181 on order
  
- Repaired water distribution system failures or maintenance at the following locations during the month:
  - 943 11 1/2 St SW (Water Main Break) – 3/9
  - 863 25th St SE (Water Main Break) – 3/16
  - 2625 11th Ave NW (Water Main Break) – 3/20
  - 7300 Brataas Dr SW (Water Main Break) – 3/24
  - 842 26th St SE (Water Main Break) – 3/26

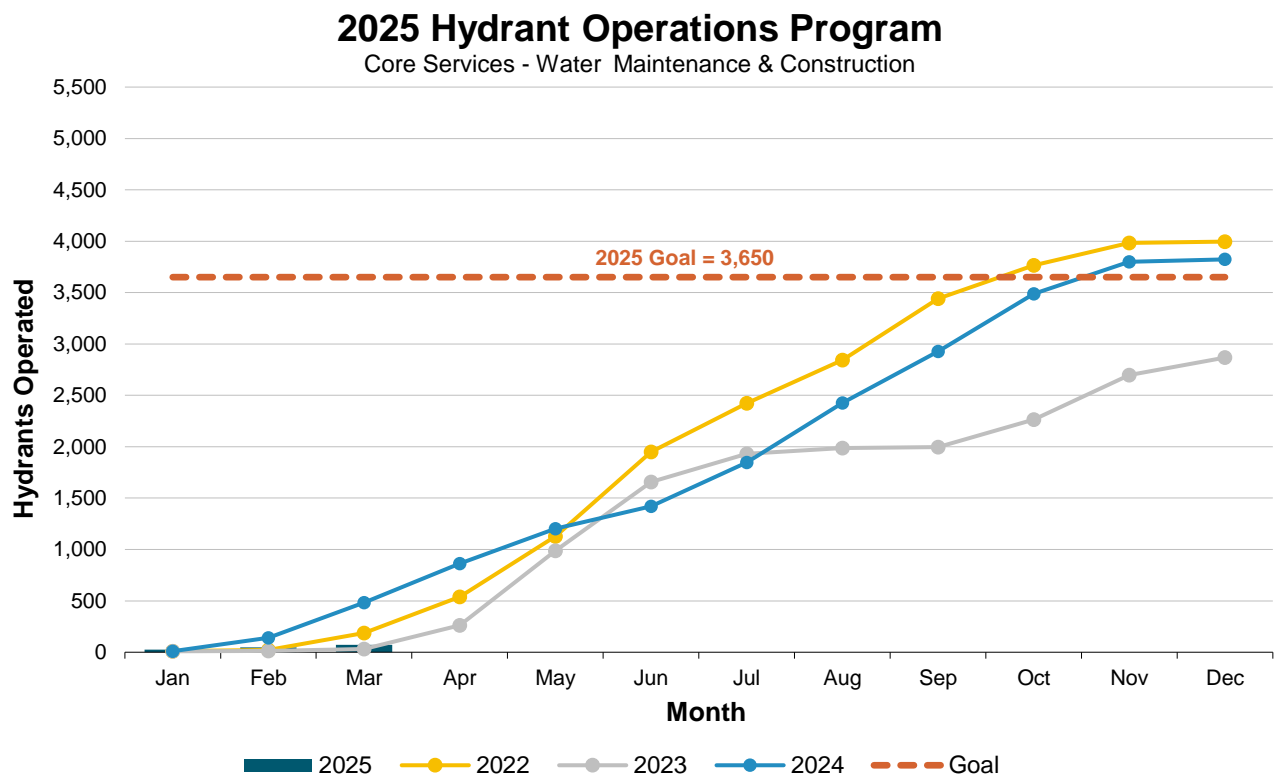
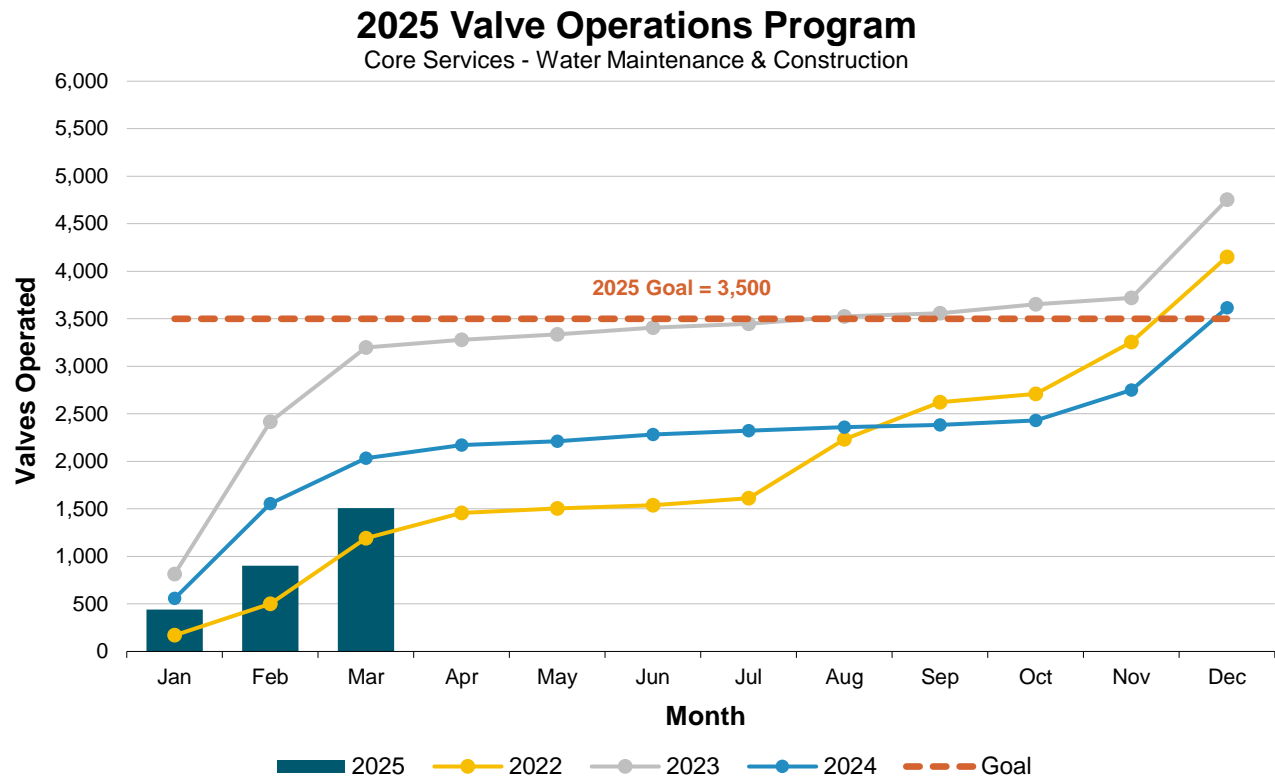
WATER

Actual vs. Projected Pumpage: 2025  
Core Services - Water Maintenance & Construction



Actual vs. Projected Power Cost for Wells: 2025  
Core Services - Water Maintenance & Construction







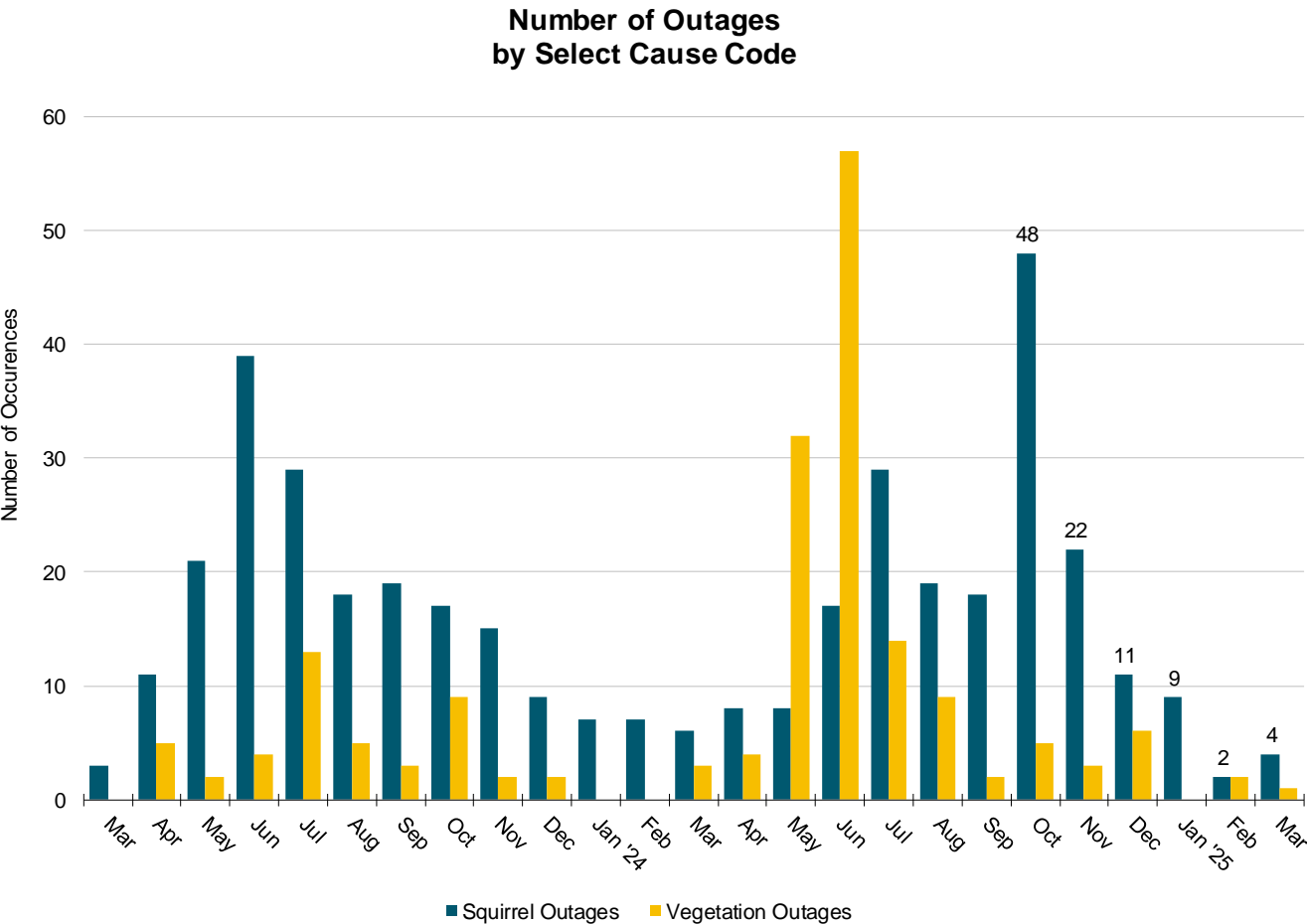
ELECTRIC UTILITY:

1. Electric Outage Calculations for the month and year to date (March 2025 Data)

- |                                      |  |
|--------------------------------------|--|
| a. Reliability= 99.99901%            | Year-to-date Reliability = 99.99899%               |
| b. 562 Customers Affected by Outages | Year-to-date Customers Affected by Outages = 1.397 |
| c. SAIDI= 0.44 min                   | Year-to-date SAIDI = 1.31 min                      |
| d. CAIDI= 47.77 min                  | Year-to-date CAIDI = 53.40 min                     |

2. Electric Utility Operations – T&D, Engineering, System Ops, GIS, Tech Services:

- All the contracts for the AMI project were completed and executed. Vendor workshops and solution builds are in process.
- The MOU between RPU and Mayo for the Bold. Forward. Unbound. work was approved by RPU's Board and executed by both parties.
- Preparation and planning for the start of the spring construction season is underway. The major projects with kickoffs in March that impact electric infrastructure are:
  - Marion Road Duct
  - Mayo Bold. Forward. Unbound.
  - North Broadway
  - HWY 63 and 18th Roundabout



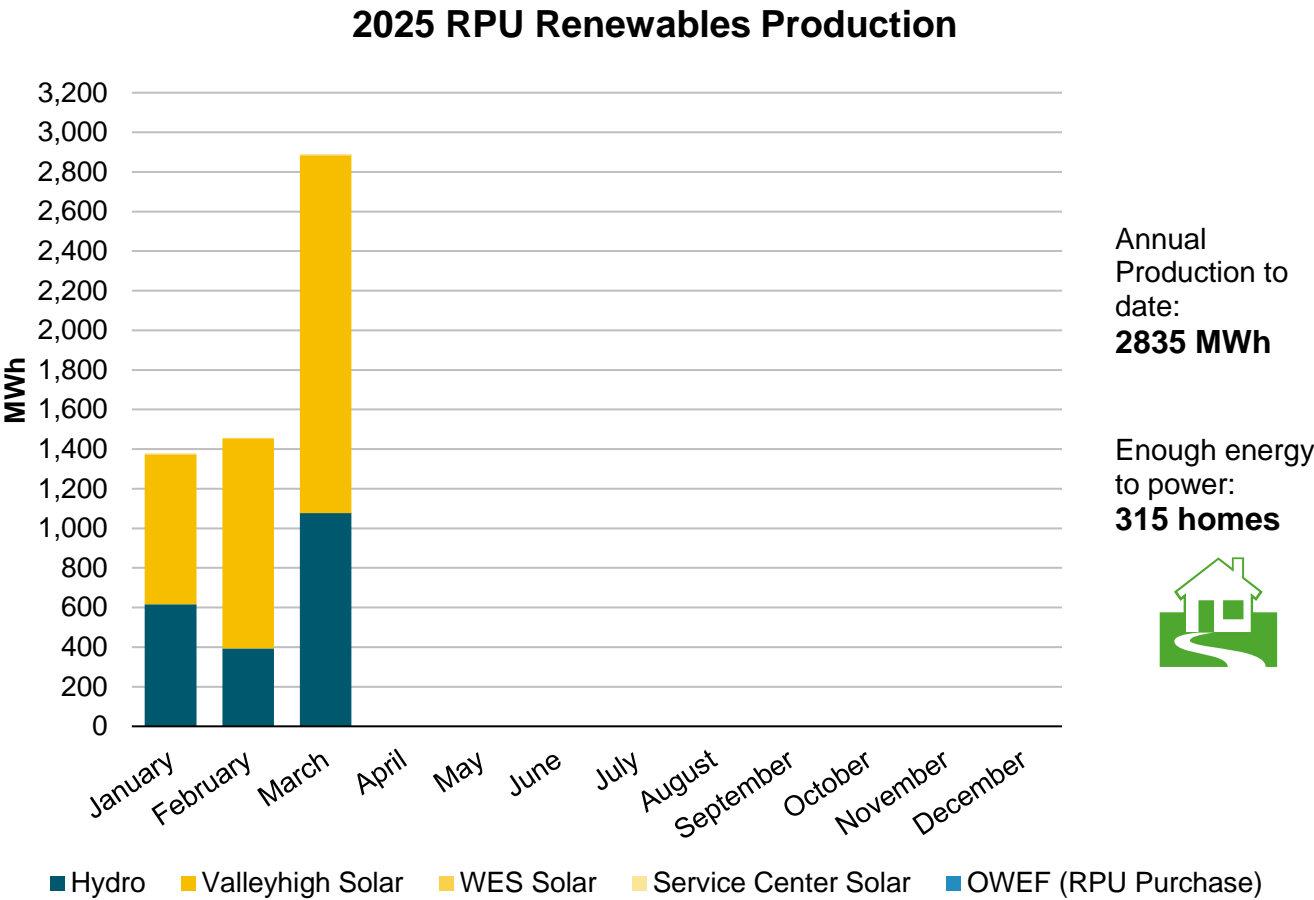
POWER DELIVERY

Summary of individual electrical outages (greater than 200 customers – March 2025 data)

# Customers	Date	Duration	Cause
2,099	3/26/25	54m	Animal - Raccoon
1,832	3/26/25	50m	Animal - Raccoon
1,192	3/26/25	50m	Animal - Raccoon
789	3/26/25	51m	Animal - Raccoon

Summary of aggregated incident types (greater than 200 customers – March 2025 data)

# Customers	Total # of Incidents	Cause
5,912	4	Animal - Raccoon
306	8	Planned Outage





POWER RESOURCES

WHOLESALE OPERATIONS:

1. INSERT

a. Ancillary Service Market – Supplemental Reserves

- i. Cleared DA
  - 1. GT2 – 30 days
  - 2. WES – 30 days
- ii. Deployment YTD
  - 1. GT2 – 0
  - 2. WES – 0

b. Dispatched by MISO

- |      |     |            |     |          |
|------|-----|------------|-----|----------|
| i.   | GT1 | – 0 times  | YTD | 0 times  |
| ii.  | GT2 | – 1 times  | YTD | 5 times  |
| iii. | WES | – 15 times | YTD | 30 times |

c. Hours of Operation

- |      |     |            |     |           |
|------|-----|------------|-----|-----------|
| i.   | GT1 | – 0 hours  | YTD | 0 hours   |
| ii.  | GT2 | – 4 hours  | YTD | 35 hours  |
| iii. | WES | – 62 hours | YTD | 126 hours |

d. Electricity Generated

- |      |     |             |     |           |
|------|-----|-------------|-----|-----------|
| i.   | GT1 | – 0 MWh     | YTD | 0 MWh     |
| ii.  | GT2 | – 113 MWh   | YTD | 853 MWh   |
| iii. | WES | – 1,561 MWh | YTD | 3,305 MWh |

e. Forced Outage

- |      |     |           |     |           |
|------|-----|-----------|-----|-----------|
| i.   | GT1 | – 0 hours | YTD | 142 hours |
| ii.  | GT2 | – 0 hours | YTD | 176 hours |
| iii. | WES | – 0 hours | YTD | 326 hours |

2. MISO market Real-Time Price averaged \$29.31/MWh and Day Ahead Price averaged \$28.27/MWh.

**STAKEHOLDER ENGAGEMENT, FORUMS, AND MEETINGS:**

1. On March 20, Marketing & Energy Services participated in a webinar hosted by the Minnesota Department of Commerce to kick off a new statewide energy efficiency potential study. The study aims to identify opportunities for energy savings, fuel-switching, and load management across Minnesota. The study's findings will guide utilities in developing data-driven Energy Conservation and Optimization (ECO) plans targeting the most impactful sectors and programs.
2. Marketing & Energy Services attended Rochester's Electrify Everything MN class, *Home Electrification Trends and Opportunities for Contractors* on April 14. The session provided contractors with trends and resources for leveraging to install more efficient equipment, new tools to enhance customer journeys, help integrate electrification into businesses, and help with opportunities to gain leads and demonstrate expertise through networking.
3. Customer Relations staff attended the Chamber's Annual Legislative Update on April 17.
4. On April 18, Marketing & Energy Services participated in the second stakeholder meeting supporting Minnesota's statewide energy efficiency potential study. The session focused on reviewing existing load shape data and its alignment with efficient fuel switching (EFS) measures in the Minnesota Technical Reference Manual (TRM), identifying data gaps, and gathering stakeholder input.

**EVENTS/OPPORTUNITIES FOR CUSTOMERS:**

1. Customer Care and Collections continue to make outreach calls to customers with past-due balances on their accounts. The intent is to be proactive and connect these customers with outside resources for financial assistance. In March, a total of 1,496 customers were contacted.
2. The Commercial Team is actively working with key accounts to ensure they understand and are prepared for the new Minnesota benchmarking requirements. Outreach efforts include direct communication through emails, phone calls, and meetings, as well as the distribution of clear guidance on compliance steps, deadlines, and available support.
3. The Commercial Team coordinated an Olmsted County Waste-to-Energy Department visit at RPU to strengthen relationships and improve communication between the two organizations. During the visit, the team toured our System Operations control room.
4. RPU's 23rd Annual Arbor Celebration is scheduled for Friday, April 25, and will host approximately 2,500 students, teachers, and chaperones from grades 3 through 5. The event will feature open-air booths and a variety of family-friendly activities, such as bean bag toss, tree cookie stacking, apple toss, tree medallion necklaces, a chainsaw carver, and more. In keeping with tradition, event partners will also be offering free trees to the public.

**COMMUNICATIONS:**

1. We launched an employee newsletter on April 1 to keep staff informed, engaged, and connected with key updates and events at RPU.
2. The Communications Team attended a city-sponsored training on how to handle the media on April 9.

**ENERGY CONSERVATION KWH YEAR TO DATE SAVINGS: 22.3% to goal**

## INFORMATION TECHNOLOGY

### INFORMATION SERVICES:

- Facilitated internal Cybersecurity Tabletop Exercises (TTX)
- Implemented Onsolve CodeRED for internal emergency notifications
- Participated in Enterprise Resource Planning (ERP) selection
- Performed patching on the network and systems
- Held first Data Governance workshops to shape our Data Governance strategy
- Enrolled key personnel in cybersecurity training

**PURCHASING AND MATERIALS MANAGEMENT:**

- Request for Proposal (RFP) is being evaluated for the 2025 Manhole Rebuilds.
- RFP for medium voltage cable is being evaluated and will be presented at the April Board meeting.
- An RFP for the development of a water system master plan is open until April 29, 2025.

**FINANCE AND ACCOUNTING:**

- Eleven proposals were received for the Enterprise Resource Planning software RFP. The proposals are being evaluated. Vendor demonstrations are scheduled to take place in May 2025.
- The budget process for 2026/2027 has been started. Management will present the recommended budget during a special Board meeting on Tuesday August 5, 2025

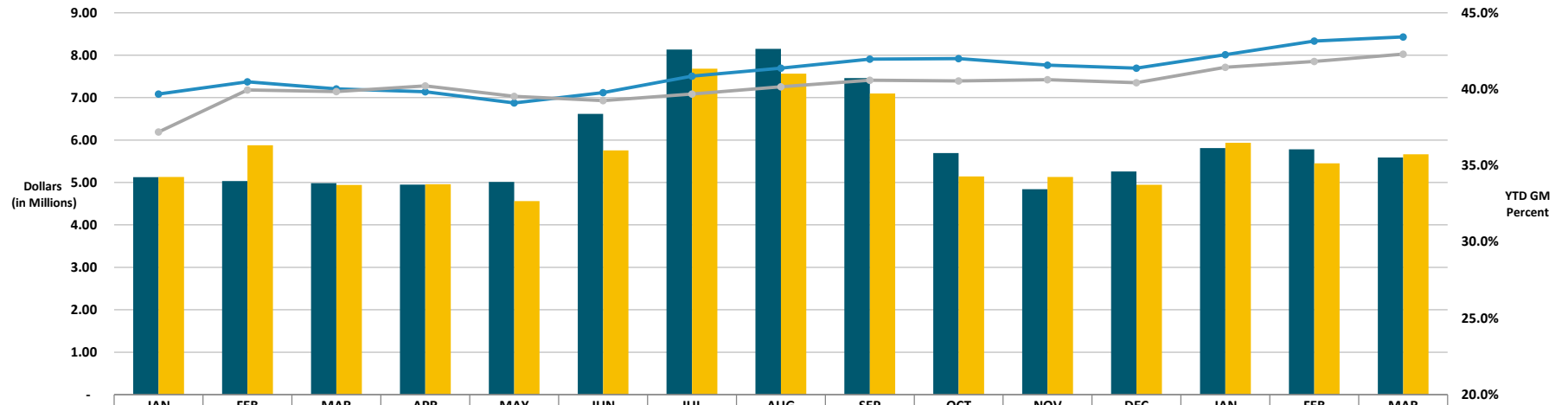
**FINANCIAL RESULTS:**

**Note:** Budget numbers are compared to the Board approved 2025 budget. The budget has not been updated for approved projects not completed in the prior years, which will be carried over to the 2025 budget. The current month, actual, and year-to-date balances reflect the 2024 year adjustments.

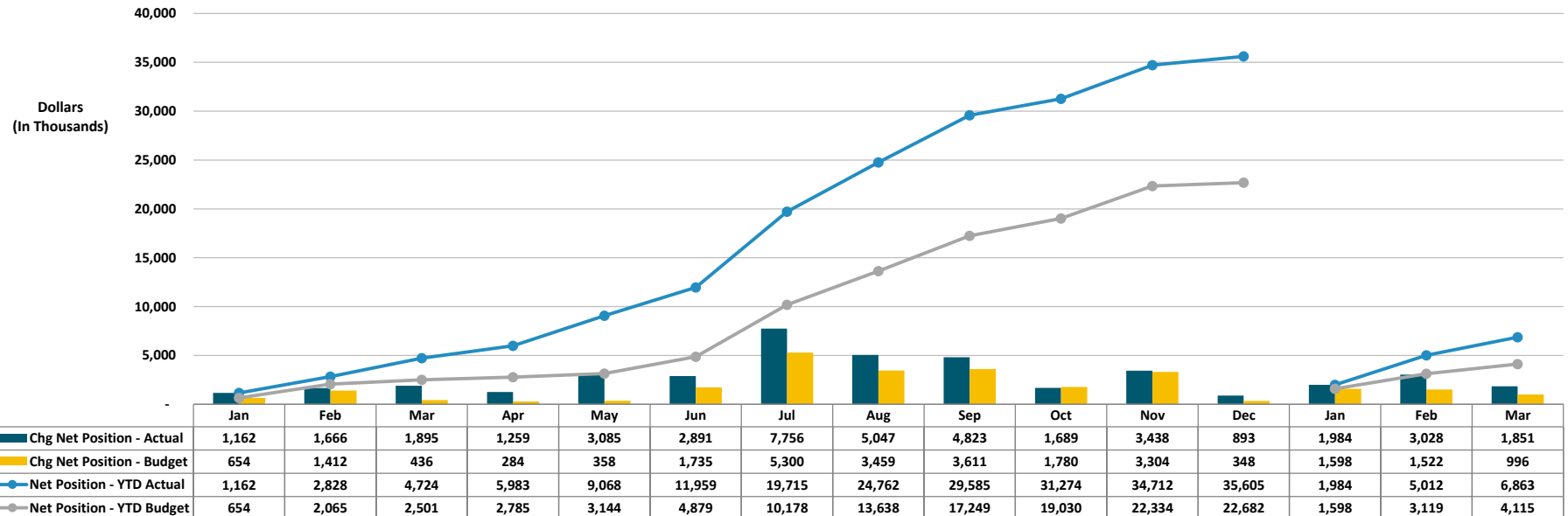
March 2025

(In Thousands)	Current Month			Year to Date		
	Actual	Budget	Variance	Actual	Budget	Variance
Revenue - Electric	\$ 13,484	\$ 13,897	\$ (413)	\$ 41,834	\$ 42,693	\$ (859)
Revenue - Water	1,073	1,015	58	3,162	3,078	84
Change in Net Position - Electric	1,851	996	855	6,863	4,115	2,748
Change in Net Position - Water	473	161	312	1,264	427	837

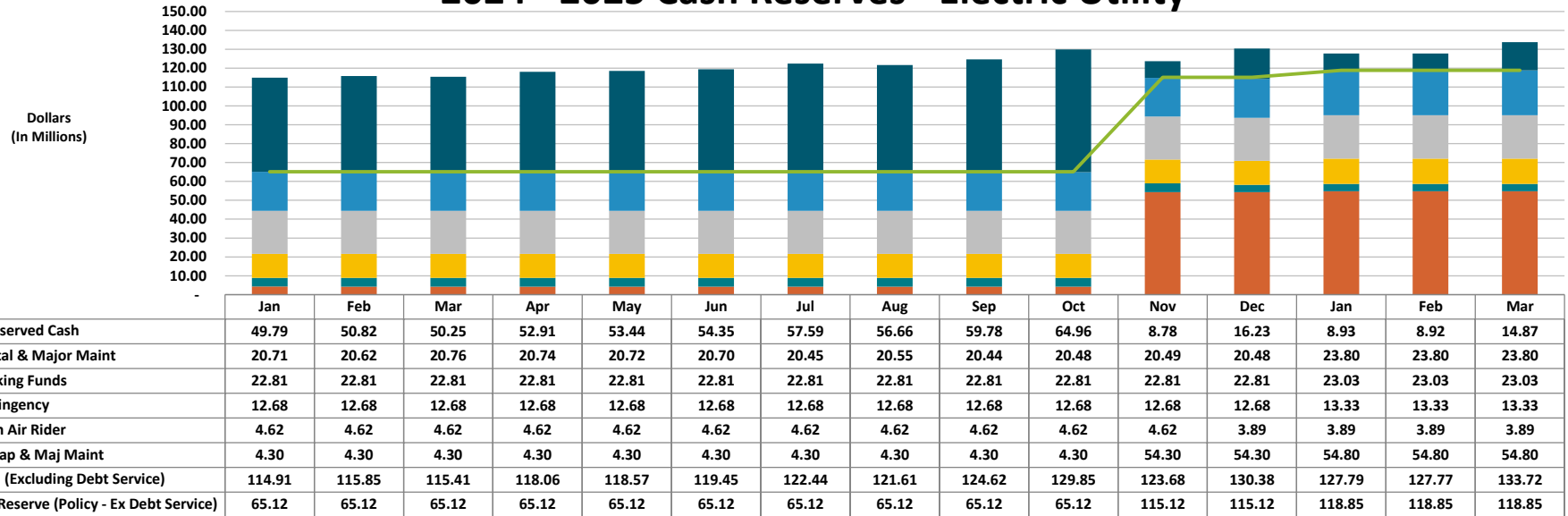
## 2024 - 2025 Retail Gross Margin - Electric Utility



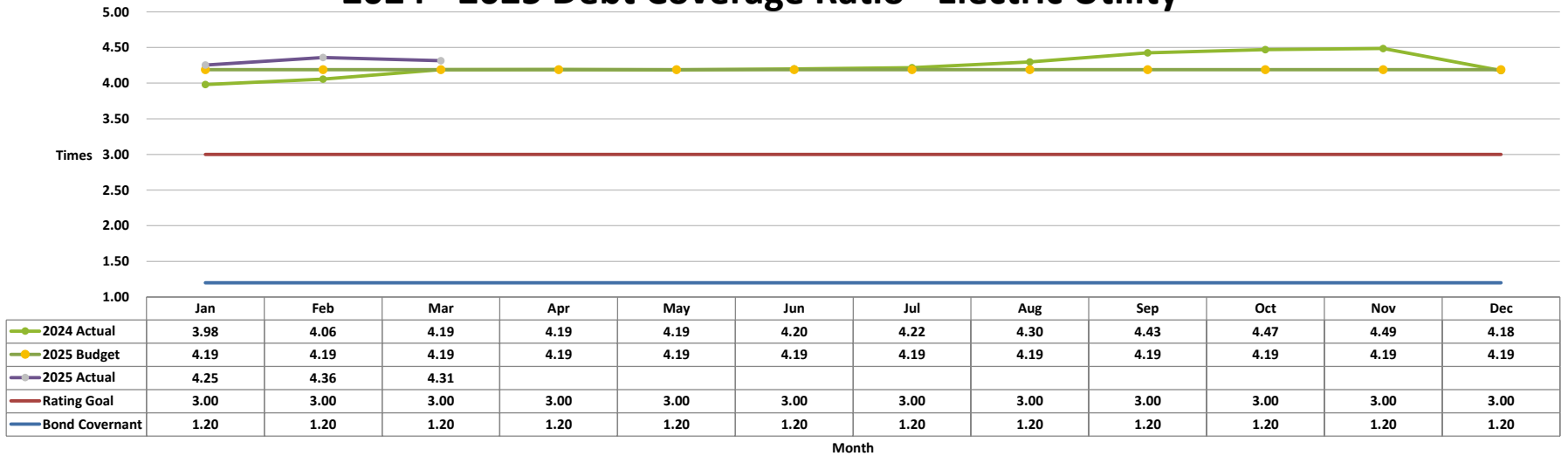
## 2024 - 2025 Change in Net Position - Electric Utility



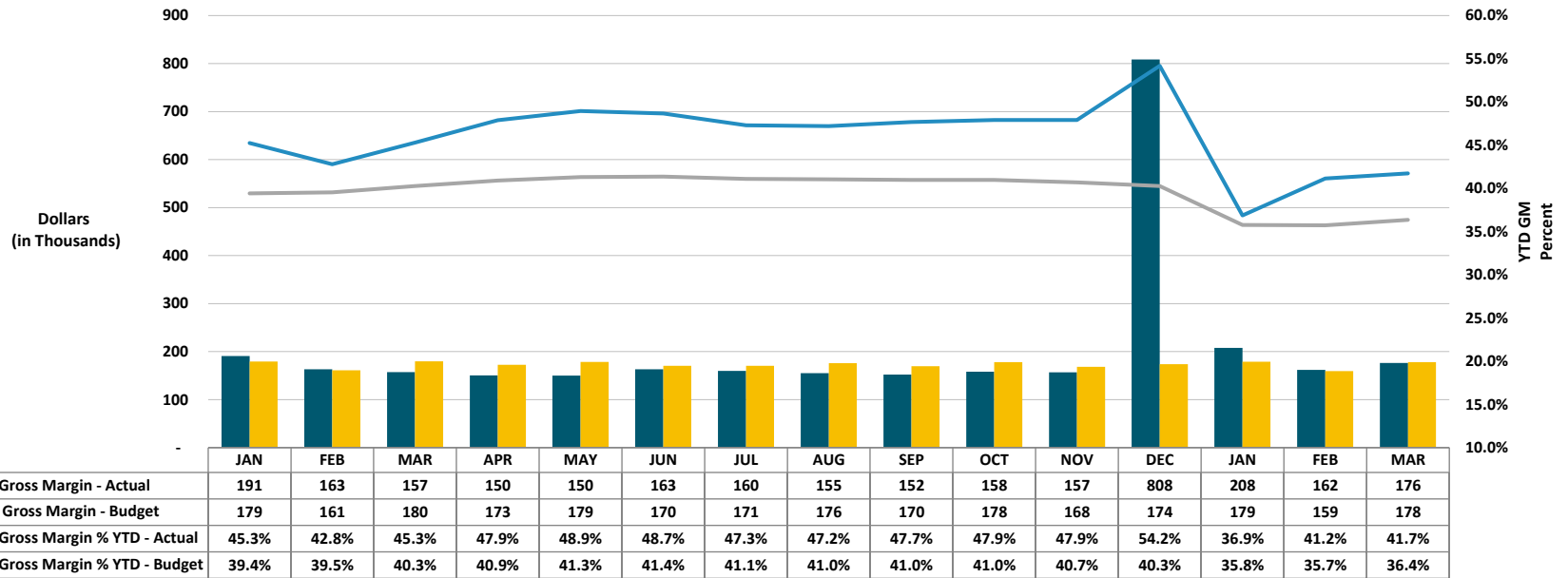
## 2024 - 2025 Cash Reserves - Electric Utility



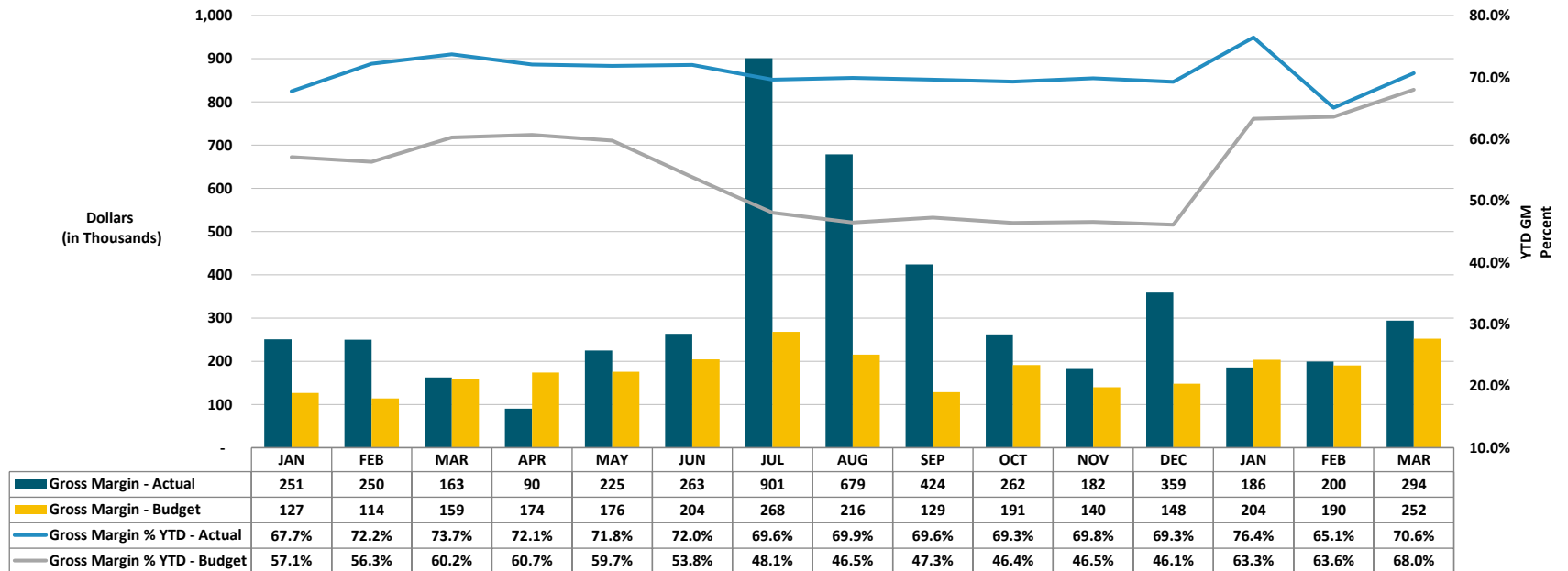
## 2024 - 2025 Debt Coverage Ratio - Electric Utility



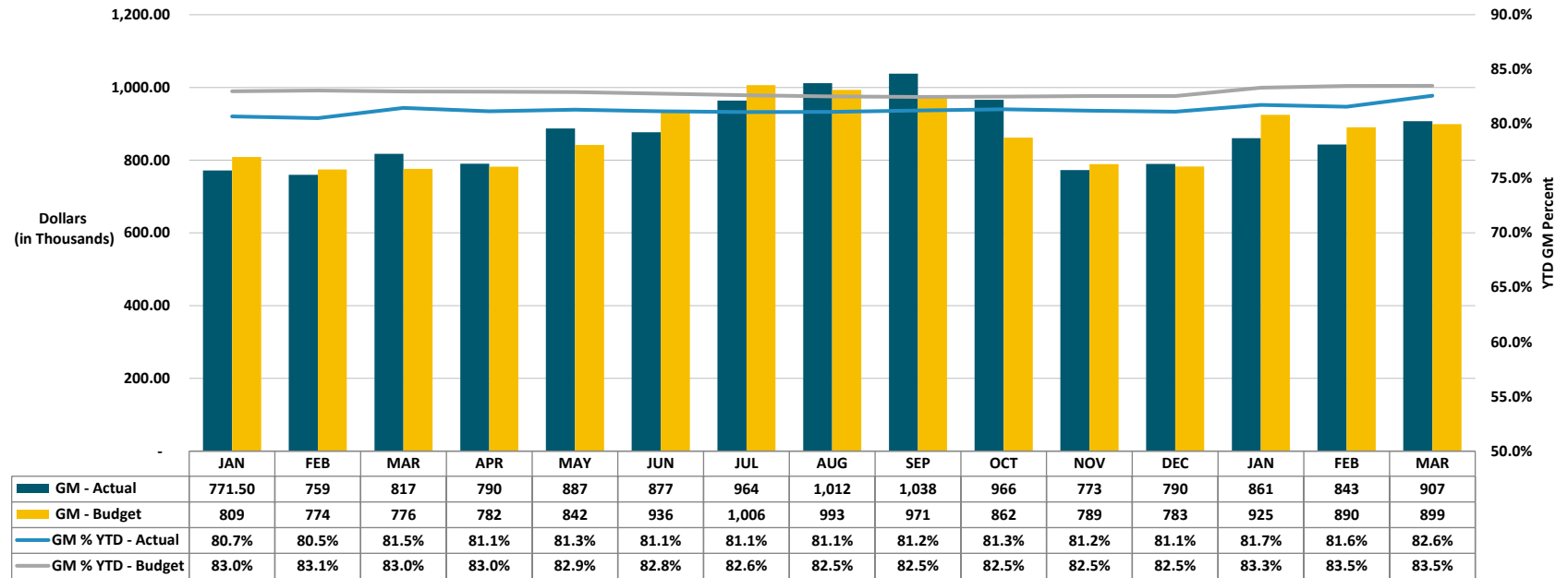
## 2024 - 2025 Gross Margin - Steam Electric



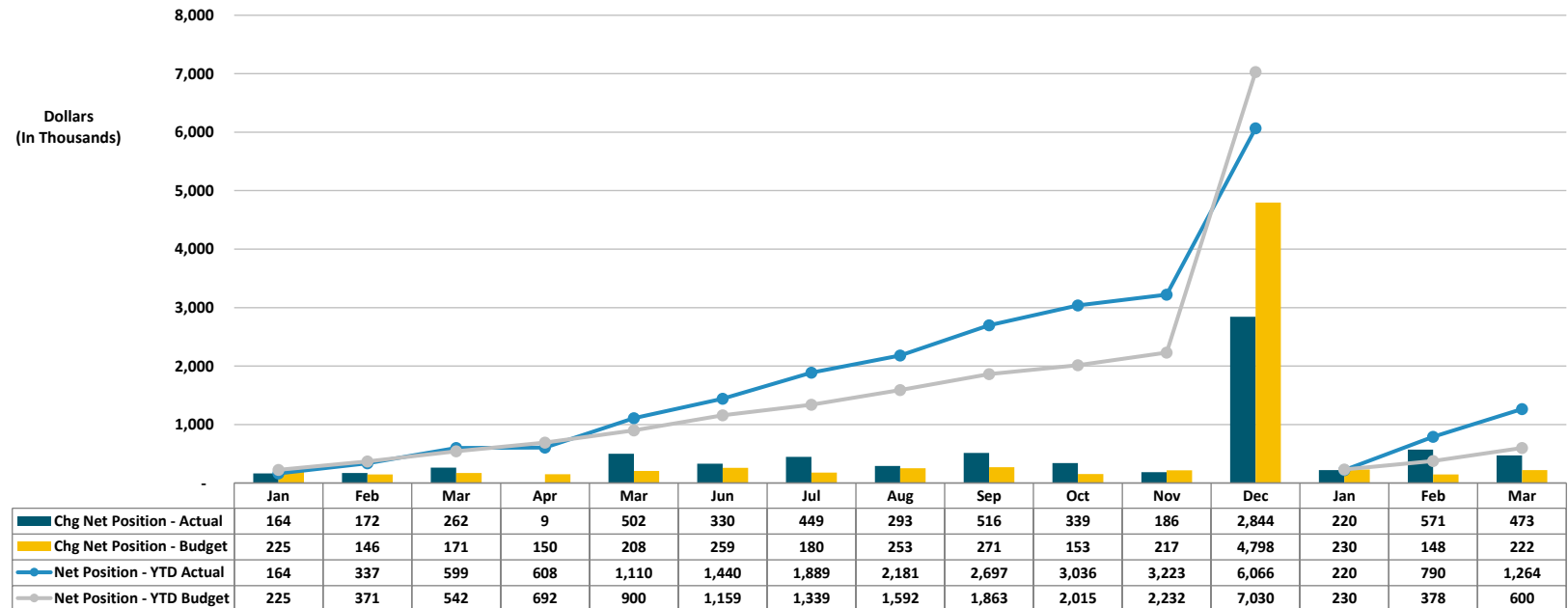
## 2024 - 2025 Gross Margin - Wholesale Electric



## 2024 - 2025 Gross Margin - Water Utility

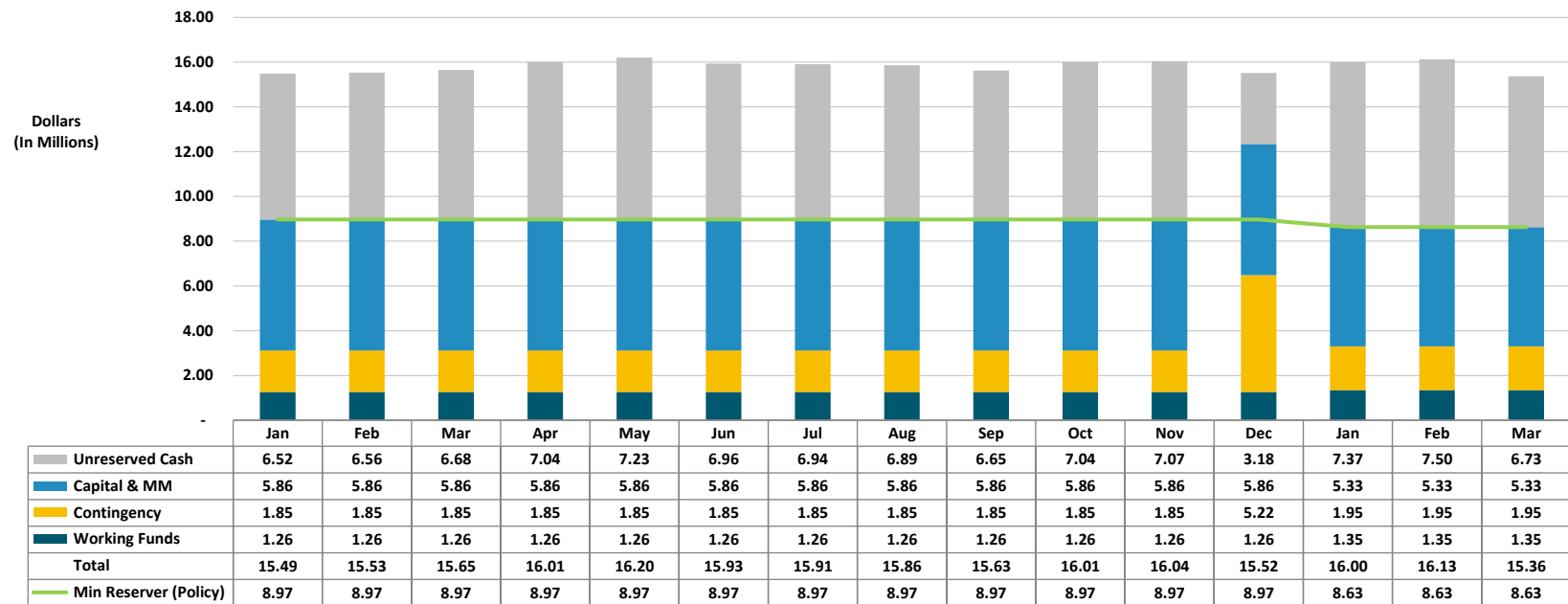


## 2024 - 2025 Change in Net Position - Water Utility





### 2024 - 2025 Cash Reserves - Water Utility



# ROCHESTER PUBLIC UTILITIES

## INDEX

K:\RPU\GA\FINANCIAL REPORTS\FINANCIALS CRMO.pdf

DATE: March 2025

TO: \_\_\_\_\_

From: **Judith Anderson** (507) 292-1217  
Controller

SUBJ: **RPU - Financial Statements**

### **RPU - ELECTRIC UTILITY Financial Reports**

#### **REPORT TITLE:**

Statement of Net Position - Condensed  
Statement of Revenues, Expenses  
& Changes in Net Position YTD  
Statement of Cash Flows YTD  
Production and Sales Statistics - YTD  
GRAPH - Capital Expenditures  
GRAPH - Major Maintenance Expenditures  
GRAPH - Cash & Temporary Investments  
GRAPH - Changes in Net Position  
GRAPH - Bonds

### **RPU - WATER UTILITY Financial Reports**

#### **REPORT TITLE:**

Statement of Net Position - Condensed  
Statement of Revenues, Expenses  
& Changes in Net Position YTD  
Statement of Cash Flows YTD  
Production and Sales Statistics - YTD  
GRAPH - Capital Expenditures  
GRAPH - Major Maintenance Expenditures  
GRAPH - Cash & Temporary Investments  
GRAPH - Changes in Net Position

**END OF BOARD PACKET FINANCIALS**

**ROCHESTER PUBLIC UTILITIES**  
**STATEMENT OF NET POSITION**  
**ELECTRIC UTILITY**

**March 31, 2025**

	<u>March 2025</u>	<u>March 2024</u>	<u>Difference</u>	<u>% Diff.</u>	<u>February 2024</u>
<b>ASSETS</b>					
<b>CURRENT ASSETS</b>					
CASH & INVESTMENTS					
Unreserved Cash & Investments	14,869,512	50,247,198	(35,377,686)	(70.4)	8,918,817
BOARD RESERVED CASH & INVESTMENTS					
Clean Air Rider Reserve	3,890,467	4,621,587	(731,119)	(15.8)	3,890,467
Working Funds Reserve	23,031,000	22,807,000	224,000	1.0	23,031,000
Special Capital & Major Maintnce Reserve	54,795,344	4,295,344	50,500,000	1,175.7	54,795,344
Contingency Reserve	13,333,000	12,680,000	653,000	5.1	13,333,000
General Capital & Major Maintnce Reserve	23,801,239	20,762,919	3,038,320	14.6	23,800,800
Total Reserved Cash & Investments	118,851,051	65,166,850	53,684,201	82.4	118,850,612
Total Cash & Investments	133,720,563	115,414,048	18,306,515	15.9	127,769,428
Receivables & Accrued Utility Revenues	21,400,149	31,085,334	(9,685,185)	(31.2)	33,271,466
Inventory	8,526,561	10,848,637	(2,322,076)	(21.4)	8,768,043
Other Current Assets	3,162,578	2,518,627	643,951	25.6	3,275,311
<b>RESTRICTED ASSETS</b>					
Restricted Cash and Equivalents	4,562,289	4,565,356	(3,067)	(0.1)	3,421,717
Total Current Assets	171,372,140	164,432,002	6,940,139	4.2	176,505,965
<b>NON-CURRENT ASSETS</b>					
<b>RESTRICTED ASSETS</b>					
RESTRICTED CASH & INVESTMENTS					
Debt Service Reserve	12,466,716	12,588,130	(121,413)	(1.0)	12,466,644
Funds Held in Trust	49	49	-	-	49
Total Restricted Cash & Investments	12,466,765	12,588,178	(121,413)	(1.0)	12,466,693
Total Restricted Assets	12,466,765	12,588,178	(121,413)	(1.0)	12,466,693
<b>CAPITAL ASSETS</b>					
<b>NON-DEPRECIABLE ASSETS</b>					
Land and Land Rights	12,373,693	11,351,222	1,022,471	9.0	12,373,693
Construction Work in Progress	44,986,954	43,363,688	1,623,267	3.7	43,570,901
Total Non-depreciable Assets	57,360,647	54,714,909	2,645,738	4.8	55,944,594
<b>DEPRECIABLE ASSETS</b>					
Utility Plant in Service, Net	252,207,903	240,796,886	11,411,017	4.7	252,829,087
Steam Assets, Net	220,918	515,475	(294,557)	(57.1)	245,464
Subscription-Based IT Arrangements, Net	1,899,971	658,141	1,241,830	188.7	1,954,282
Total Depreciable Assets	254,328,792	241,970,503	12,358,290	5.1	255,028,834
Net Capital Assets	311,689,440	296,685,412	15,004,027	5.1	310,973,428
Other Non-Current Assets	17,661,047	10,947,499	6,713,549	61.3	10,599,265
Total Non-Current Assets	341,817,252	320,221,089	21,596,163	6.7	334,039,385
<b>TOTAL ASSETS</b>	513,189,392	484,653,091	28,536,301	5.9	510,545,350
<b>DEFERRED OUTFLOWS OF RESOURCES</b>					
DEFERRED OUTFLOWS OF RESOURCES	2,804,873	4,134,854	(1,329,981)	(32.2)	2,853,929
<b>TOTAL ASSETS + DEFERRED OUTFLOW RESOURCE</b>	<b>515,994,265</b>	<b>488,787,945</b>	<b>27,206,320</b>	<b>5.6</b>	<b>513,399,280</b>
<b>LIABILITIES</b>					
<b>CURRENT LIABILITIES</b>					
Accounts Payable	12,051,995	10,792,092	1,259,903	11.7	11,294,555
Due to other funds	3,556,906	3,596,444	(39,538)	(1.1)	3,729,310
Customer Deposits	2,499,658	2,423,033	76,625	3.2	2,499,538
Compensated absences	2,534,840	2,381,013	153,827	6.5	2,442,642
Accrued Salaries & Wages	658,421	533,521	124,900	23.4	549,662
Interest Payable	1,893,956	1,988,689	(94,733)	(4.8)	1,420,467
Current Portion of Long Term Debt	8,005,000	7,730,000	275,000	3.6	8,005,000
Misc Other Current Liabilities	286,364	218,656	67,707	31.0	286,028
Total Current Liabilities	31,487,140	29,663,449	1,823,691	6.1	30,227,202
<b>NON-CURRENT LIABILITIES</b>					
Compensated absences	1,463,520	1,588,064	(124,544)	(7.8)	1,480,411
Other Non-Current Liabilities	8,661,220	13,148,567	(4,487,347)	(34.1)	8,661,220
Unearned Revenues	1,358,149	1,423,247	(65,099)	(4.6)	1,347,763
Long-Term Debt	140,272,114	149,368,262	(9,096,148)	(6.1)	140,356,475
Misc Other Non-Current Liabilities	1,061,916	46,364	1,015,552	2,190.4	1,061,916
Total Non-Current Liabilities	152,816,918	165,574,505	(12,757,586)	(7.7)	152,907,785
<b>TOTAL LIABILITIES</b>	184,304,058	195,237,954	(10,933,896)	(5.6)	183,134,987
<b>DEFERRED INFLOWS OF RESOURCES</b>					
DEFERRED INFLOWS OF RESOURCES	13,878,976	13,483,515	395,461	3	14,304,522
<b>NET POSITION</b>					
Net Investment in Capital Assets	173,829,084	151,294,928	22,534,156	14.9	173,516,651
Total Restricted Net Position	2,668,382	2,576,715	91,667	3.6	2,001,298
Unrestricted Net Position	141,313,765	126,194,833	15,118,932	12.0	140,441,821
<b>TOTAL NET POSITION</b>	<b>317,811,231</b>	<b>280,066,476</b>	<b>37,744,755</b>	<b>13.5</b>	<b>315,959,771</b>
<b>TOTAL LIAB,DEFERRED INFLOWS,NET POSITION</b>	<b>515,994,265</b>	<b>488,787,945</b>	<b>27,206,320</b>	<b>5.6</b>	<b>513,399,280</b>

**ROCHESTER PUBLIC UTILITIES**  
**Statement of Revenues, Expenses & Changes in Net Position**  
**ELECTRIC UTILITY**  
**March, 2025**  
**YEAR TO DATE**

	<u>Actual YTD</u>	<u>Original Budget YTD</u>	<u>Actual to Original Budget</u>	<u>% Var.</u>	<u>Last Yr YTD</u>
<b>SALES REVENUE</b>					
Retail Revenue					
Electric - Residential Service	16,892,626	16,212,701	679,925	4.2	14,624,262
Electric - General & Industrial Service	23,624,767	22,255,355	1,369,412	6.2	22,069,460
Electric - Public Street & Highway Light	408,161	418,280	(10,119)	(2.4)	390,917
Electric - Rental Light Revenue	54,597	57,766	(3,169)	(5.5)	53,011
Electric - Interdepartmental Service	313,775	300,141	13,633	4.5	288,856
Electric - Power Cost Adjustment	(2,257,610)	83,544	(2,341,154)	(2,802.3)	(67,181)
Electric - Clean Air Rider	527,906	995,174	(467,268)	(47.0)	483,929
Electric - Total Retail Revenue	39,564,221	40,322,961	(758,740)	(1.9)	37,843,253
Wholesale Electric Revenue					
Energy & Fuel Reimbursement	453,450	503,671	(50,220)	(10.0)	500,161
Capacity & Demand	508,136	447,247	60,889	13.6	400,021
Total Wholesale Electric Revenue	961,586	950,917	10,669	1.1	900,182
Steam Sales Revenue	1,308,374	1,419,487	(111,114)	(7.8)	1,129,577
<b>TOTAL SALES REVENUE</b>	<b>41,834,181</b>	<b>42,693,366</b>	<b>(859,185)</b>	<b>(2.0)</b>	<b>39,873,012</b>
<b>COST OF REVENUE</b>					
Purchased Power	22,384,408	23,268,548	(884,140)	(3.8)	22,697,941
Generation Fuel, Chemicals & Utilities	1,044,601	1,207,841	(163,240)	(13.5)	854,749
<b>TOTAL COST OF REVENUE</b>	<b>23,429,009</b>	<b>24,476,389</b>	<b>(1,047,380)</b>	<b>(4.3)</b>	<b>23,552,690</b>
<b>GROSS MARGIN</b>					
Retail	17,179,813	17,054,413	125,400	0.7	15,145,312
Wholesale	1,225,358	1,162,564	62,794	5.4	1,175,011
<b>TOTAL GROSS MARGIN</b>	<b>18,405,171</b>	<b>18,216,977</b>	<b>188,195</b>	<b>1.0</b>	<b>16,320,322</b>
<b>FIXED EXPENSES</b>					
Utilities Expense	141,431	119,685	21,746	18.2	114,315
Depreciation & Amortization	4,276,356	4,526,424	(250,068)	(5.5)	3,882,672
Salaries & Benefits	5,621,202	6,743,303	(1,122,101)	(16.6)	5,987,556
Materials, Supplies & Services	2,499,436	3,443,204	(943,768)	(27.4)	1,874,631
Inter-Utility Allocations	(449,593)	(441,510)	(8,083)	(1.8)	(520,306)
<b>TOTAL FIXED EXPENSES</b>	<b>12,088,833</b>	<b>14,391,106</b>	<b>(2,302,273)</b>	<b>(16.0)</b>	<b>11,338,868</b>
Other Operating Revenue	2,519,194	2,617,856	(98,662)	(3.8)	2,315,017
<b>NET OPERATING INCOME (LOSS)</b>	<b>8,835,533</b>	<b>6,443,727</b>	<b>2,391,806</b>	<b>37.1</b>	<b>7,296,471</b>
<b>NON-OPERATING REVENUE / (EXPENSE)</b>					
Investment Income (Loss)	846,609	867,109	(20,500)	(2.4)	918,412
Interest Expense	(1,214,820)	(1,231,912)	17,093	1.4	(1,263,824)
Amortization of Debt Issue Costs	(22,156)	(22,155)	(1)	(0.0)	(23,574)
Miscellaneous - Net	(1,634)	(2,375)	741	31.2	(498,369)
<b>TOTAL NON-OPERATING REV (EXP)</b>	<b>(392,000)</b>	<b>(389,333)</b>	<b>(2,667)</b>	<b>(0.7)</b>	<b>(867,355)</b>
<b>INCOME (LOSS) BEFORE TRANSFERS / CAPITAL CONTRIBUTIONS</b>	<b>8,443,533</b>	<b>6,054,394</b>	<b>2,389,139</b>	<b>39.5</b>	<b>6,429,116</b>
Transfers Out	(2,694,267)	(2,712,483)	18,216	0.7	(2,354,970)
Capital Contributions	1,114,110	773,250	340,860	44.1	649,590
Special Items	0	-	-	-	0
<b>CHANGE IN NET POSITION</b>	<b>6,863,377</b>	<b>4,115,161</b>	<b>2,748,216</b>	<b>67</b>	<b>4,723,736</b>
Net Position, Beginning	310,947,854				275,342,740
<b>NET POSITION, ENDING</b>	<b>317,811,231</b>				<b>280,066,476</b>
<b>Debt Coverage Ratio</b>		<u>Rolling 12 Months</u> 4.31	<u>Planned for Curr Year</u> 4.19		

**ROCHESTER PUBLIC UTILITIES**  
**STATEMENT OF CASH FLOWS**  
**ELECTRIC UTILITY**  
**FOR**  
**MARCH, 2025**  
**YEAR-TO-DATE**

	<u>Actual YTD</u>	<u>Last Yr Actual YTD</u>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Cash Received From Customers	45,787,386	41,735,397
Cash Received From Wholesale & Steam Customer	2,436,418	1,908,244
Cash Paid for:		
Purchased Power	(23,643,502)	(23,351,463)
Operations and Maintenance	(7,741,794)	(8,054,157)
Fuel	(1,160,266)	(912,072)
Payment in Lieu of Taxes	(2,752,834)	(2,365,630)
Net Cash Provided by(Used in) Utility Operating Activities	12,925,408	8,960,319
Sewer, Storm Water, Sales Tax & MN Water Fee Collections		
Receipts from Customers	11,997,571	11,611,605
Remittances to Government Agencies	(12,048,009)	(11,489,375)
Net Cash Provided by(Used in) Non-Utility Operating Activities	(50,438)	122,230
<b>NET CASH PROVIDED BY(USED IN) OPERATING ACTIVITIES</b>	<b>12,874,970</b>	<b>9,082,549</b>
<b>CASH FLOWS FROM CAPITAL &amp; RELATED FINANCING ACTIVITIES</b>		
Additions to Utility Plant & Other Assets	(6,007,723)	(7,592,769)
Payments related to Service Territory Acquisition	(45,762)	(41,918)
Payment on Long-Term Debt	-	-
Net Bond/Loan Receipts	-	-
Cash Paid for Interest & Commissions	-	(1,644)
<b>NET CASH PROVIDED BY(USED IN) CAPITAL &amp; RELATED ACTIVITIES</b>	<b>(6,053,485)</b>	<b>(7,636,331)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Interest Earnings on Investments	(62,318)	246,819
Construction Fund (Deposits)Draws	-	-
Bond Reserve Account	(3,421,928)	(3,428,046)
Escrow/Trust Account Activity	-	-
<b>NET CASH PROVIDED BY(USED IN) INVESTING ACTIVITIES</b>	<b>(3,484,246)</b>	<b>(3,181,227)</b>
Net Increase(Decrease) in Cash & Investments	3,337,239	(1,735,009)
Cash & Investments, Beginning of Period	130,383,324	117,149,059
<b>CASH &amp; INVESTMENTS, END OF PERIOD</b>	<b>133,720,563</b>	<b>115,414,050</b>
Externally Restricted Funds	17,029,054	17,153,534
<b>Grand Total</b>	<b>150,749,617</b>	<b>132,567,584</b>

**ROCHESTER PUBLIC UTILITIES  
PRODUCTION & SALES STATISTICS  
ELECTRIC UTILITY**

**March, 2025  
YEAR-TO-DATE**

						Last Yr	
		<u>Actual YTD</u>	<u>Budget YTD</u>	<u>Variance</u>	<u>% Var.</u>	<u>Actual YTD</u>	
7							
8							
9	ENERGY SUPPLY (kWh)	(primarily calendar month)					
10	Net Generation						
11	IBM Diesel Generators	5,981	-	5,981	-	6,309	
12	Lake Zumbro Hydro	2,084,010	2,345,092	(261,082)	(11.1)	1,317,901	
13	Cascade Creek Gas Turbine	852,984	2,681,589	(1,828,605)	(68.2)	2,442,924	
14	Westside Energy Station	3,305,050	3,814,526	(509,476)	(13.4)	4,273,900	
15	Total Net Generation	6,248,025	8,841,207	(2,593,182)	(29.3)	8,041,034	
16	Other Power Supply						
17	Firm Purchases	280,341,303	284,581,177	(4,239,874)	(1.5)	277,863,076	
18	Non-Firm Purchases	204,324	130,791	73,533	56.2	235,455	
19	LRP Received	-	-	-	-	-	
20	Total Other Power Supply	280,545,627	284,711,968	(4,166,341)	(1.5)	278,098,531	
21	TOTAL ENERGY SUPPLY	286,793,652	293,553,175	(6,759,523)	(2.3)	286,139,565	
22	ENERGY USES (kWh)	(primarily billing period)					
23	Retail Sales	<u># Custs</u>					
24	Electric - Residential Service	55,566	94,069,136	93,783,575	285,561	0.3	86,526,354
25	Electric - General Service & Industrial	5,204	176,056,012	181,682,938	(5,626,926)	(3.1)	180,110,461
26	Electric - Street & Highway Lighting	3	872,159	887,946	(15,787)	(1.8)	879,248
27	Electric - Rental Lights	n/a	172,263	170,670	1,593	0.9	180,860
28	Electric - Interdptmntl Service	<u>1</u>	1,805,790	1,883,481	(77,691)	(4.1)	1,750,455
29	Total Customers	<u>60,774</u>					
30	Total Retail Sales		272,975,360	278,408,610	(5,433,250)	(2.0)	269,447,377
31	Wholesale Sales		4,206,988	6,496,113	(2,289,125)	(35.2)	6,750,436
32	Company Use		1,538,204	2,194,577	(656,373)	(29.9)	1,506,019
33	TOTAL ENERGY USES		278,720,552	287,099,301	(8,378,748)	(2.9)	277,703,832
34	Lost & Unacctd For Last 12 Months		33,904,244	2.7%			
35	STEAM SALES (mlbs)	(primarily billing period)					
36	Steam Sales in Mlbs		95,016	108,000	(12,984)	(12.0)	90,711

**ROCHESTER PUBLIC UTILITIES**  
**PRODUCTION & SALES STATISTICS (continued)**  
**ELECTRIC UTILITY**

**March, 2025**

**YEAR-TO-DATE**

**Last Yr**

**Actual YTD      Budget YTD      Variance      % Var.      Actual YTD**

**FUEL USAGE**      *(calendar month)*

**Gas Burned**

SLP	121,886	MCF	156,600	MCF	(34,714)	(22.2)	126,788	MCF
Cascade	3,131	MCF	30,607	MCF	(27,476)	(89.8)	23,396	MCF
Westside	26,208	MCF	30,134	MCF	(3,926)	(13.0)	33,101	MCF
Total Gas Burned	151,225	MCF	217,341	MCF	(66,116)	(30.4)	183,285	MCF

**Oil Burned**

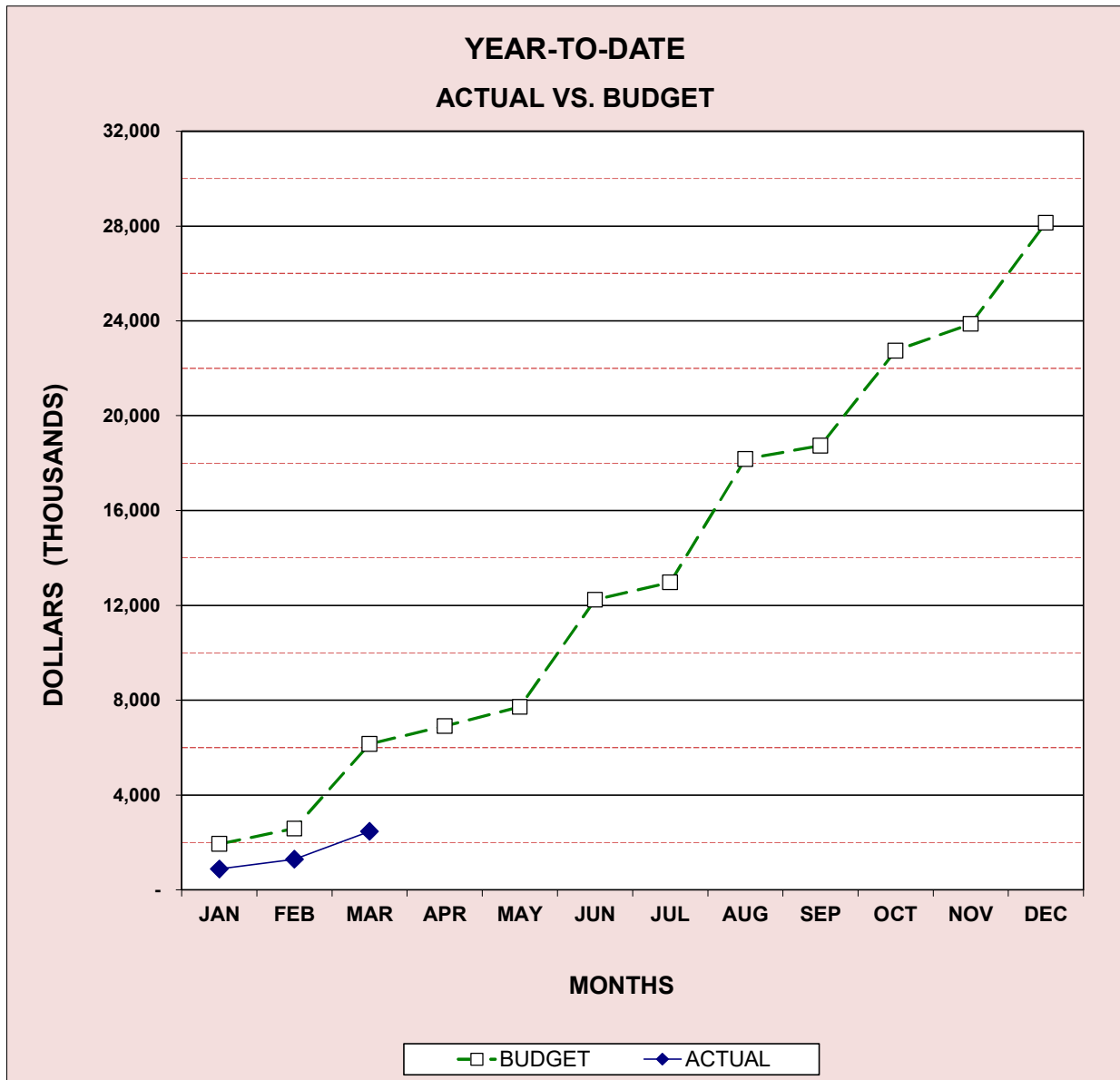
Cascade	40,111	GAL	-	GAL	40,111	-	7,983	GAL
IBM	460	GAL	-	GAL	460	-	495	GAL
Total Oil Burned	40,571	GAL	-	GAL	40,571	-	8,478	GAL

# CAPITAL EXPENDITURES ELECTRIC

Current Year	
ANNUAL BUDGET	28,137,490
ACTUAL YTD	2,472,013
% OF BUDGET	8.8

March, 2025

Prior Years Ending Dec 31st		
2023	2023	2022
47,781,947	38,932,416	24,799,405
14,991,263	13,858,241	10,976,457
31.4	35.6	44.3





# **MAJOR MAINTENANCE EXPENDITURES ELECTRIC**

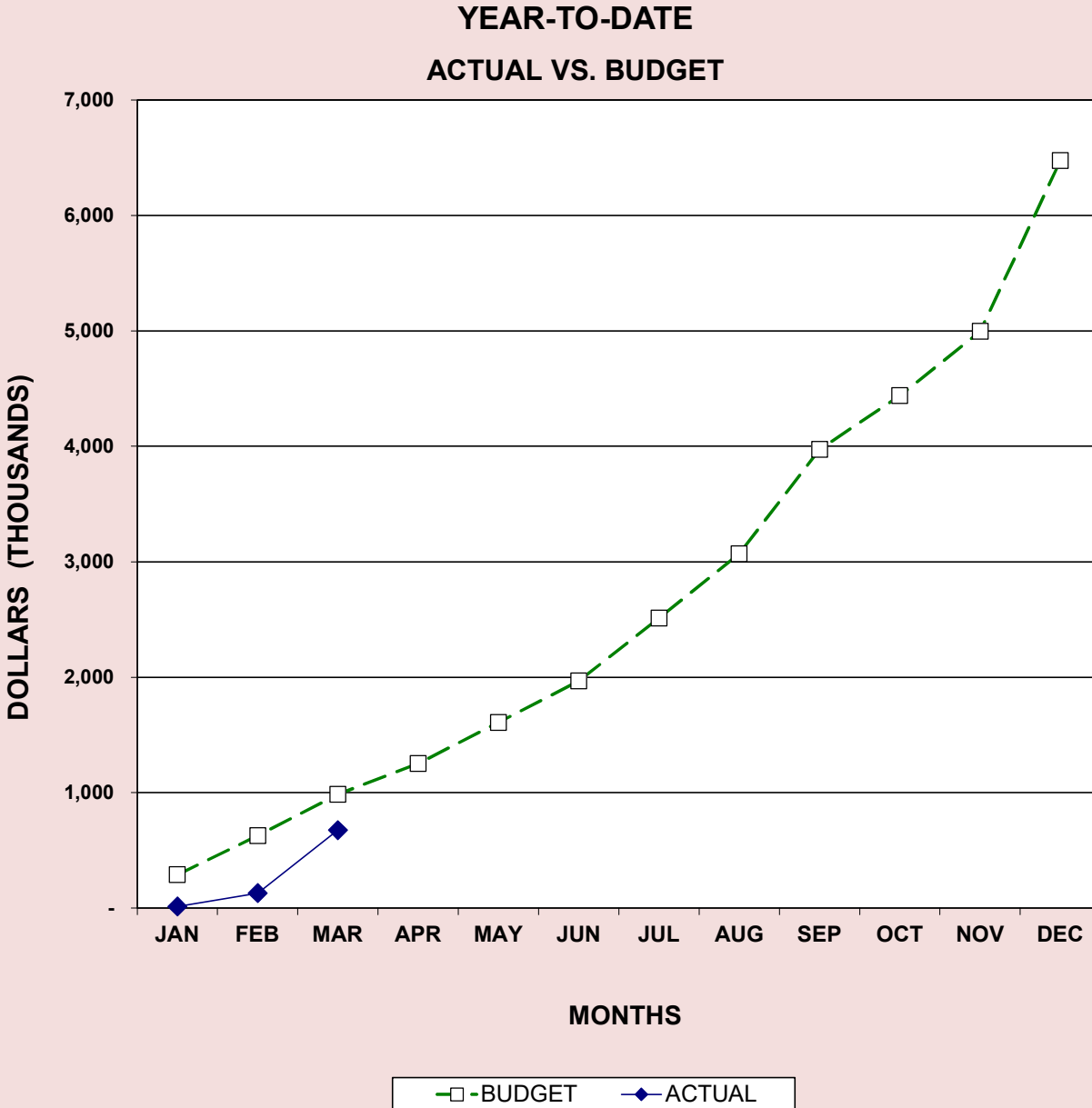
**Current Year**

ANNUAL BUDGET     6,473,678  
 ACTUAL YTD            674,676  
 % OF BUDGET        10.4

**March, 2025**

**Prior Years Ending Dec 31st**

<a href="#">2024</a>	<a href="#">2023</a>	<a href="#">2022</a>
5,173,960	4,855,403	8,589,452
<a href="#">2,572,229</a>	<a href="#">3,807,729</a>	<a href="#">6,479,286</a>
49.7	78.4	75.4

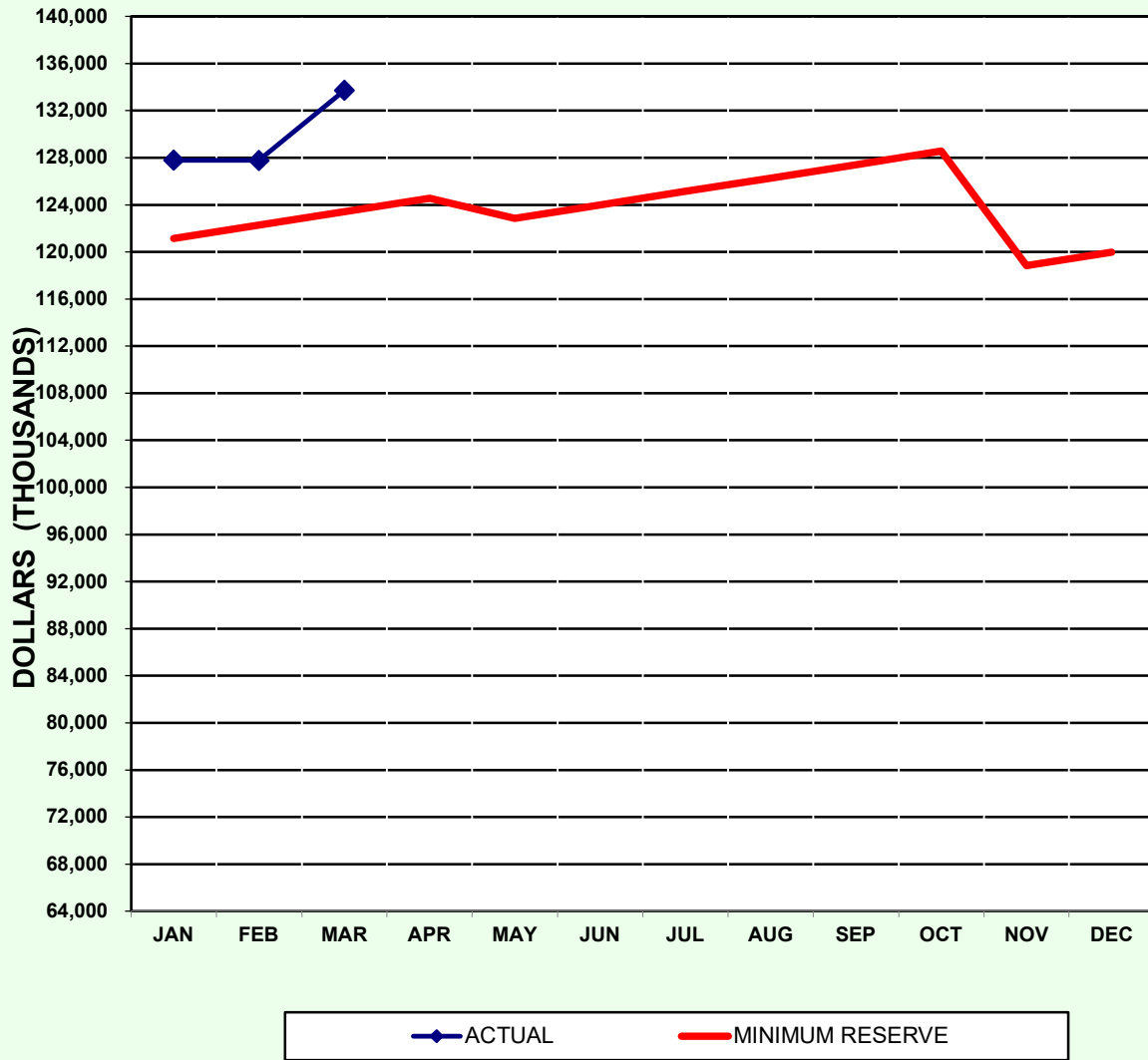


# CASH AND TEMPORARY INVESTMENTS ELECTRIC

March, 2025

## YEAR-TO-DATE ACTUAL

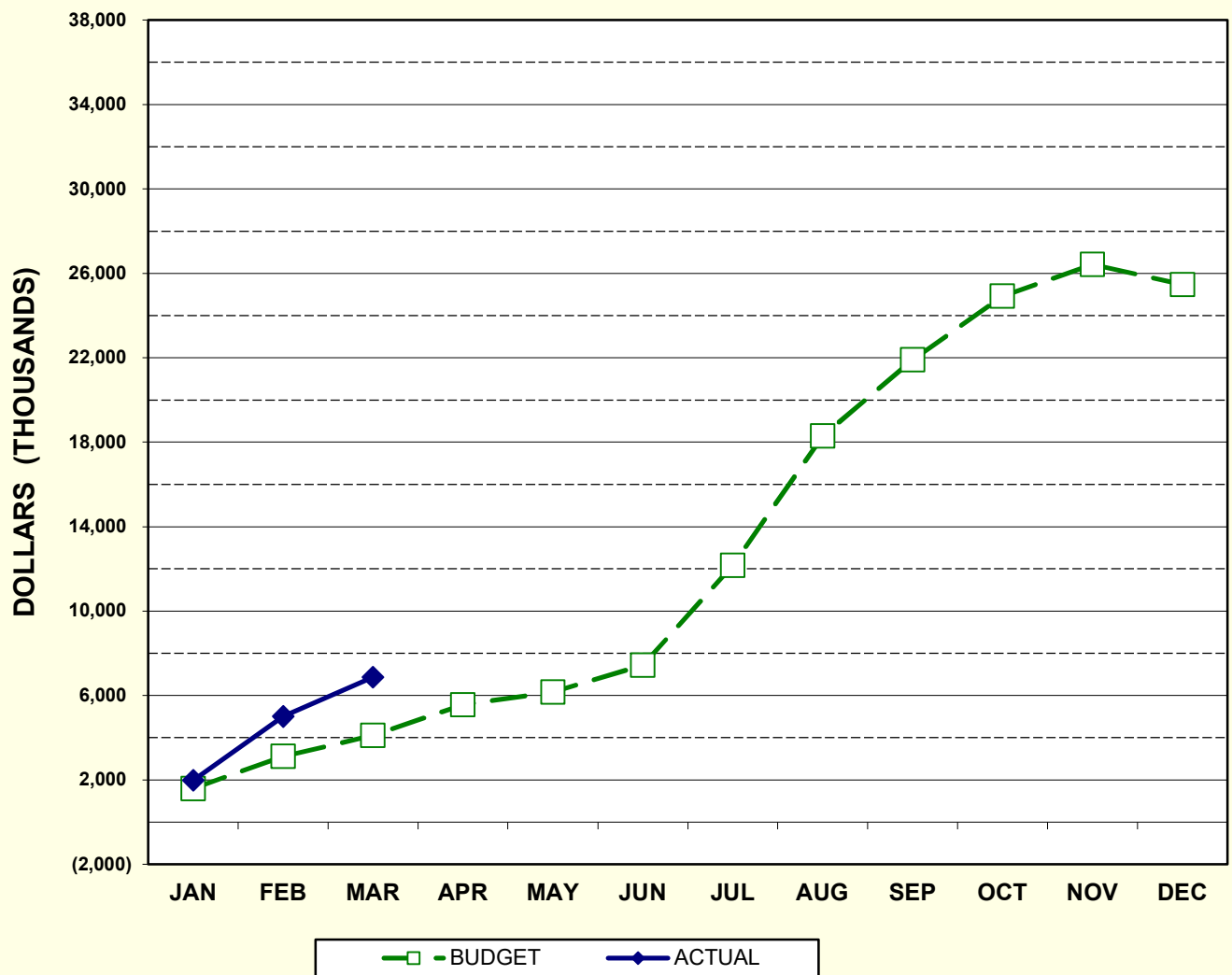
Excluding: Construction Fund, Debt Reserve,  
and Escrow Funds Accounts



# CHANGE IN NET POSITION ELECTRIC

March, 2025

## YEAR-TO-DATE ACTUAL vs. BUDGET



Principal & Interest (in thousands)

**Electric Debt Service Payments**  
(2002 Bonds were redeemed in full on 4/1/2013; 2007C Bonds were partially redeemed on 11/17/2015 and redeemed in full on 2/15/17, 2013B Bonds were redeemed in full on 2/10/21)



in thousands

**Electric Outstanding Debt  
(as of End of Year)**



**ROCHESTER PUBLIC UTILITIES**  
**STATEMENT OF NET POSITION**  
**WATER UTILITY**  
**March 31, 2025**

	<u>March 2025</u>	<u>March 2024</u>	<u>Difference</u>	<u>% Diff.</u>	<u>February 2024</u>
<b>ASSETS</b>					
<b>CURRENT ASSETS</b>					
CASH & INVESTMENTS					
Unreserved Cash & Investments	6,734,449	6,682,828	51,622	0.8	7,500,991
BOARD RESERVED CASH & INVESTMENTS					
Working Funds Reserve	1,345,000	1,263,000	82,000	6.5	1,345,000
Capital & Major Maintenance Reserve	5,333,000	5,859,000	(526,000)	(9.0)	5,333,000
Contingency Reserve	1,952,000	1,849,000	103,000	5.6	1,952,000
Total Reserved Cash & Investments	8,630,000	8,971,000	(341,000)	(3.8)	8,630,000
Total Cash & Investments	15,364,449	15,653,828	(289,378)	(1.8)	16,130,991
Receivables & Accrued Utility Revenues	725,658	637,091	88,567	13.9	784,890
Inventories	277,731	365,225	(87,495)	(24.0)	252,564
Other Current Assets	129,868	156,309	(26,440)	(16.9)	147,187
Total Current Assets	16,497,706	16,812,453	(314,747)	(1.9)	17,315,632
<b>CAPITAL ASSETS</b>					
<b>NON-DEPRECIABLE ASSETS</b>					
Land and Land Rights	742,667	742,667	-	-	742,667
Construction Work in Progress	12,747,385	9,577,830	3,169,556	33.1	12,590,602
Total Non-depreciable Assets	13,490,052	10,320,496	3,169,556	30.7	13,333,269
<b>DEPRECIABLE ASSETS</b>					
Utility Plant in Service, Net	104,923,650	101,470,583	3,453,067	3.4	104,371,799
Net Capital Assets	118,413,702	111,791,079	6,622,622	5.9	117,705,068
Other Non-Current Assets	17,749,879	19,332,284	(1,582,405)	(8.2)	17,749,879
Total Non-Current Assets	136,163,581	131,123,363	5,040,218	3.8	135,454,947
<b>TOTAL ASSETS</b>	152,661,287	147,935,816	4,725,471	3.2	152,770,580
<b>DEFERRED OUTFLOWS OF RESOURCES</b>					
DEFERRED OUTFLOWS OF RESOURCES	186,773	356,516	(169,744)	(47.6)	190,958
<b>TOTAL ASSETS + DEFERRED OUTFLOW RESOURCE</b>	<u>152,848,059</u>	<u>148,292,332</u>	<u>4,555,727</u>	<u>3.1</u>	<u>152,961,537</u>
<b>LIABILITIES</b>					
<b>CURRENT LIABILITIES</b>					
Accounts Payable	390,554	135,731	254,824	187.7	855,426
Due to Other Funds	-	-	-	-	-
Customer Deposits	162,298	105,905	56,394	53.2	163,876
Compensated Absences	327,103	300,439	26,664	8.9	320,463
Accrued Salaries & Wages	87,277	69,338	17,939	25.9	74,651
Total Current Liabilities	967,233	611,412	355,820	58.2	1,414,415
<b>NON-CURRENT LIABILITIES</b>					
Compensated Absences	141,848	123,466	18,382	14.9	140,784
Other Non-Current Liabilities	1,003,559	1,665,588	(662,030)	(39.7)	1,003,559
Total Non-Current Liabilities	1,145,407	1,789,054	(643,647)	(36.0)	1,144,342
<b>TOTAL LIABILITIES</b>	2,112,639	2,400,466	(287,827)	(12.0)	2,558,758
<b>DEFERRED INFLOWS OF RESOURCES</b>					
DEFERRED INFLOWS OF RESOURCES	17,458,855	19,346,198	(1,887,344)	(9.8)	17,599,529
<b>NET POSITION</b>					
Net Investment in Capital Assets	118,413,702	111,791,079	6,622,622	5.9	117,705,068
Unrestricted Net Assets (Deficit)	14,862,864	14,754,589	108,275	0.7	15,098,182
<b>TOTAL NET POSITION</b>	133,276,566	126,545,668	6,730,898	5.3	132,803,250
<b>TOTAL LIAB, DEFERRED INFLOWS, NET POSITION</b>	<u>152,848,059</u>	<u>148,292,332</u>	<u>4,555,727</u>	<u>3.1</u>	<u>152,961,537</u>

**ROCHESTER PUBLIC UTILITIES**  
**Statement of Revenues, Expenses & Changes in Net Position**  
**WATER UTILITY**  
**March, 2025**  
**YEAR TO DATE**

	<u>Actual YTD</u>	<u>Original Budget YTD</u>	<u>Actual to Original Budget</u>	<u>% Var.</u>	<u>Last Yr Actual YTD</u>
<b>RETAIL REVENUE</b>					
Water - Residential Service	1,947,699	2,038,994	(91,295)	(4.5)	1,753,110
Water - Commercial Service	853,345	690,414	162,931	23.6	794,507
Water - Industrial Service	181,821	171,090	10,730	6.3	165,744
Water - Public Fire Protection	172,060	172,015	45	0.0	162,290
Water - Interdepartmental Service	7,136	5,844	1,292	22.1	6,711
<b>TOTAL RETAIL REVENUE</b>	<b>3,162,061</b>	<b>3,078,356</b>	<b>83,704</b>	<b>2.7</b>	<b>2,882,362</b>
<b>COST OF REVENUE</b>					
Utilities Expense	319,171	275,849	43,322	15.7	293,071
Water Treatment Chemicals/Demin Water	33,899	57,544	(23,645)	(41.1)	44,590
Billing Fees	197,957	203,720	(5,763)	(2.8)	196,613
<b>TOTAL COST OF REVENUE</b>	<b>551,026</b>	<b>537,113</b>	<b>13,913</b>	<b>2.6</b>	<b>534,274</b>
<b>GROSS MARGIN</b>	<b>2,611,034</b>	<b>2,541,243</b>	<b>69,791</b>	<b>2.7</b>	<b>2,348,088</b>
<b>FIXED EXPENSES</b>					
Depreciation & Amortization	751,239	835,315	(84,076)	(10.1)	728,938
Salaries & Benefits	626,191	922,011	(295,820)	(32.1)	775,533
Materials, Supplies & Services	171,393	510,639	(339,245)	(66.4)	339,912
Inter-Utility Allocations	449,593	441,510	8,083	1.8	520,306
<b>TOTAL FIXED EXPENSES</b>	<b>1,998,416</b>	<b>2,709,475</b>	<b>(711,059)</b>	<b>(26.2)</b>	<b>2,364,689</b>
Other Operating Revenue	517,753	526,930	(9,177)	(1.7)	518,599
<b>NET OPERATING INCOME (LOSS)</b>	<b>1,130,372</b>	<b>358,699</b>	<b>771,673</b>	<b>215.1</b>	<b>501,998</b>
<b>NON-OPERATING REVENUE / (EXPENSE)</b>					
Investment Income (Loss)	233,634	179,474	54,160	30.2	201,536
Interest Expense	(39)	(6,741)	6,702	99.4	(49)
Miscellaneous - Net	-	-	-	-	(8,018)
<b>TOTAL NON-OPERATING REV (EXP)</b>	<b>233,594</b>	<b>172,733</b>	<b>60,862</b>	<b>35.2</b>	<b>193,469</b>
<b>INCOME (LOSS) BEFORE TRANSFERS / CAPITAL CONTRIBUTIONS</b>	<b>1,363,966</b>	<b>531,431</b>	<b>832,535</b>	<b>156.7</b>	<b>695,466</b>
Transfers Out	(100,433)	(104,179)	3,745	3.6	(95,481)
Capital Contributions	-	-	-	-	(944)
<b>CHANGE IN NET POSITION</b>	<b>1,263,533</b>	<b>427,253</b>	<b>836,280</b>	<b>195.7</b>	<b>599,041</b>
Net Position, Beginning	132,013,033				125,946,627
<b>NET POSITION, ENDING</b>	<b>133,276,566</b>				<b>126,545,668</b>

**ROCHESTER PUBLIC UTILITIES**  
**STATEMENT OF CASH FLOWS**  
**WATER UTILITY**  
**FOR**  
**MARCH, 2025**  
**YEAR-TO-DATE**

	<u>Actual YTD</u>	<u>Last Yr Actual YTD</u>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Cash Received From Customers	4,755,748	4,509,700
Cash Paid for:		
Operations and Maintenance	(2,777,745)	(2,078,931)
Payment in Lieu of Taxes	(99,049)	(92,864)
Net Cash Provided by(Used in) Utility Operating Activities	1,878,954	2,337,905
Sales Tax & MN Water Fee Collections		
Receipts from Customers	154,817	150,356
Remittances to Government Agencies	(154,355)	(150,131)
Net Cash Provided by(Used in) Non-Utility Operating Activities	462	225
NET CASH PROVIDED BY(USED IN) OPERATING ACTIVITIES	1,879,416	2,338,130
<b>CASH FLOWS FROM CAPITAL &amp; RELATED FINANCING ACTIVITIES</b>		
Additions to Utility Plant & Other Assets	(2,267,321)	(1,659,541)
Payment on Long-Term Debt	-	-
Net Loan Receipts	-	-
Cash Paid for Interest & Commissions	-	-
NET CASH PROVIDED BY(USED IN) CAPITAL & RELATED ACTIVITIES	(2,267,321)	(1,659,541)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Interest Earnings on Investments	233,594	201,486
NET CASH PROVIDED BY(USED IN) INVESTING ACTIVITIES	233,594	201,486
Net Increase(Decrease) in Cash & Investments	(154,311)	880,075
Cash & Investments, Beginning of Period	15,518,760	14,773,753
<b>CASH &amp; INVESTMENTS, END OF PERIOD</b>	<u>15,364,449</u>	<u>15,653,828</u>

**ROCHESTER PUBLIC UTILITIES**  
**PRODUCTION & SALES STATISTICS**  
**WATER UTILITY**

**March, 2025**

**YEAR-TO-DATE**

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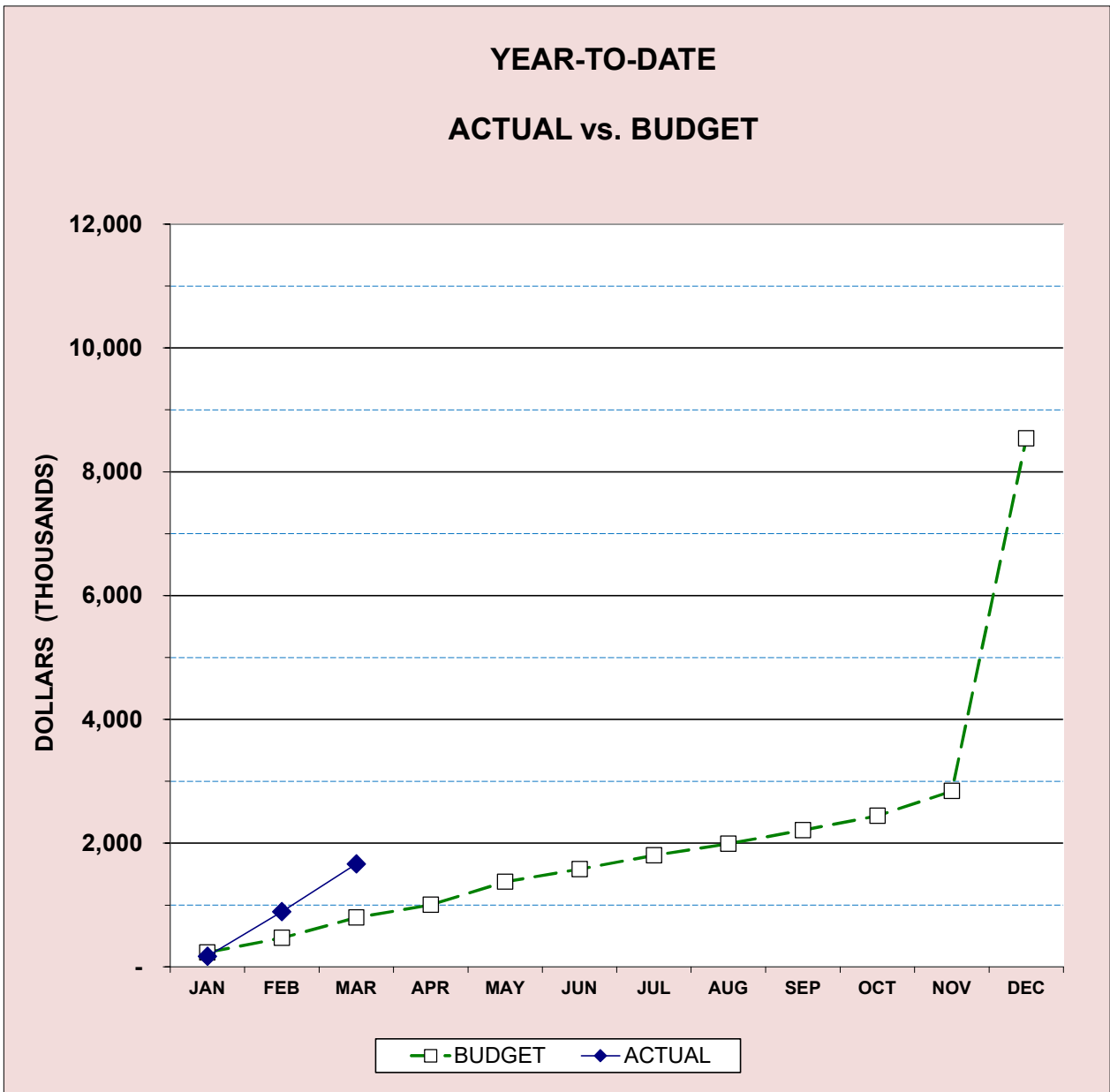


# CAPITAL EXPENDITURES WATER

Current Year	
ANNUAL BUDGET	8,538,694
ACTUAL YTD	1,663,590
% OF BUDGET	19.5

March, 2025

Prior Years Ending Dec 31st		
2024	2023	2022
10,905,500	6,508,342	4,878,440
3,806,769	3,203,906	2,696,538
34.9	49.2	55.3



# **MAJOR MAINTENANCE EXPENDITURES** **WATER**

## Current Year

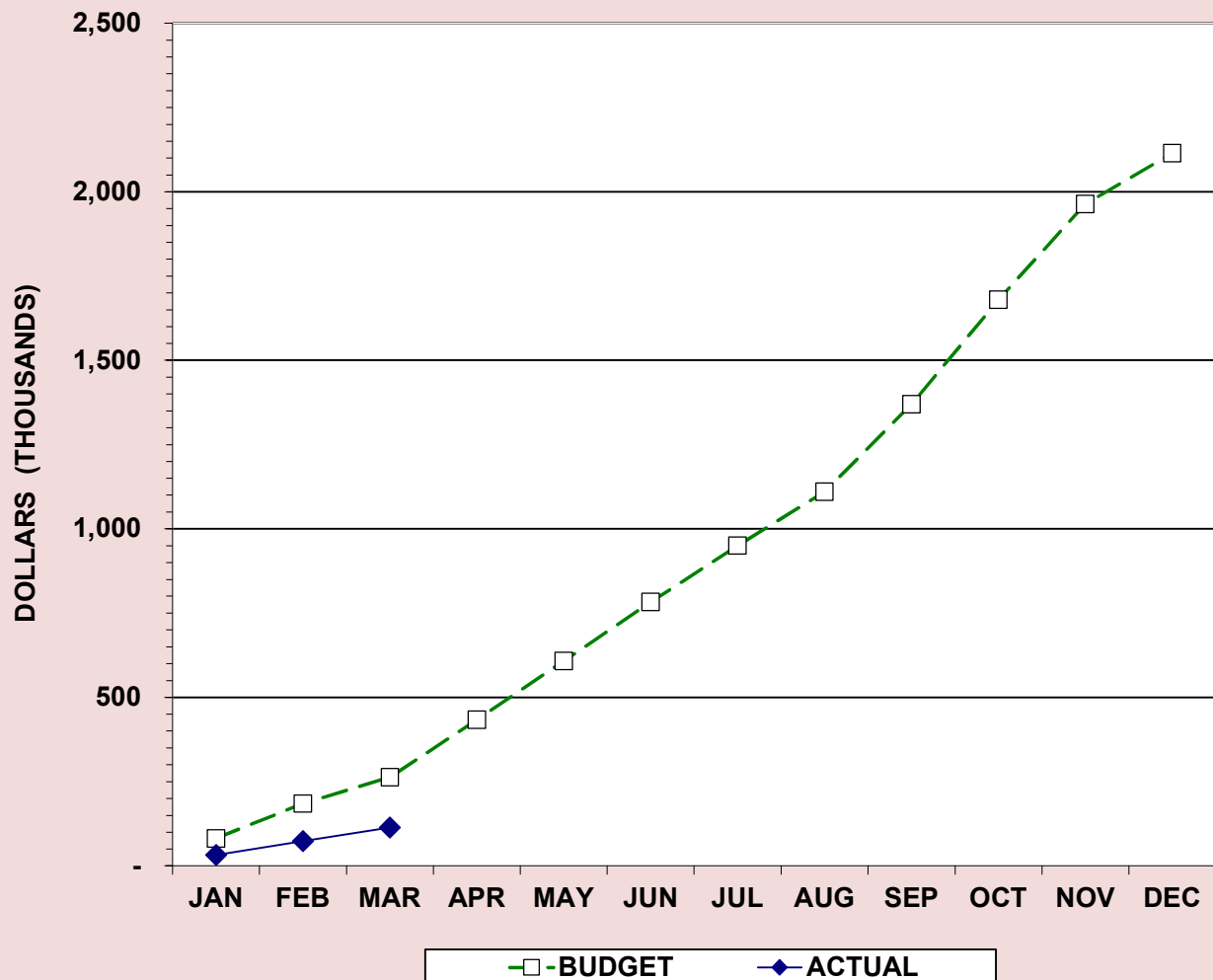
ANNUAL BUDGET	2,114,504
ACTUAL YTD	113,872
% OF BUDGET	5.4

**March, 2025**

## Prior Years Ending Dec 31st

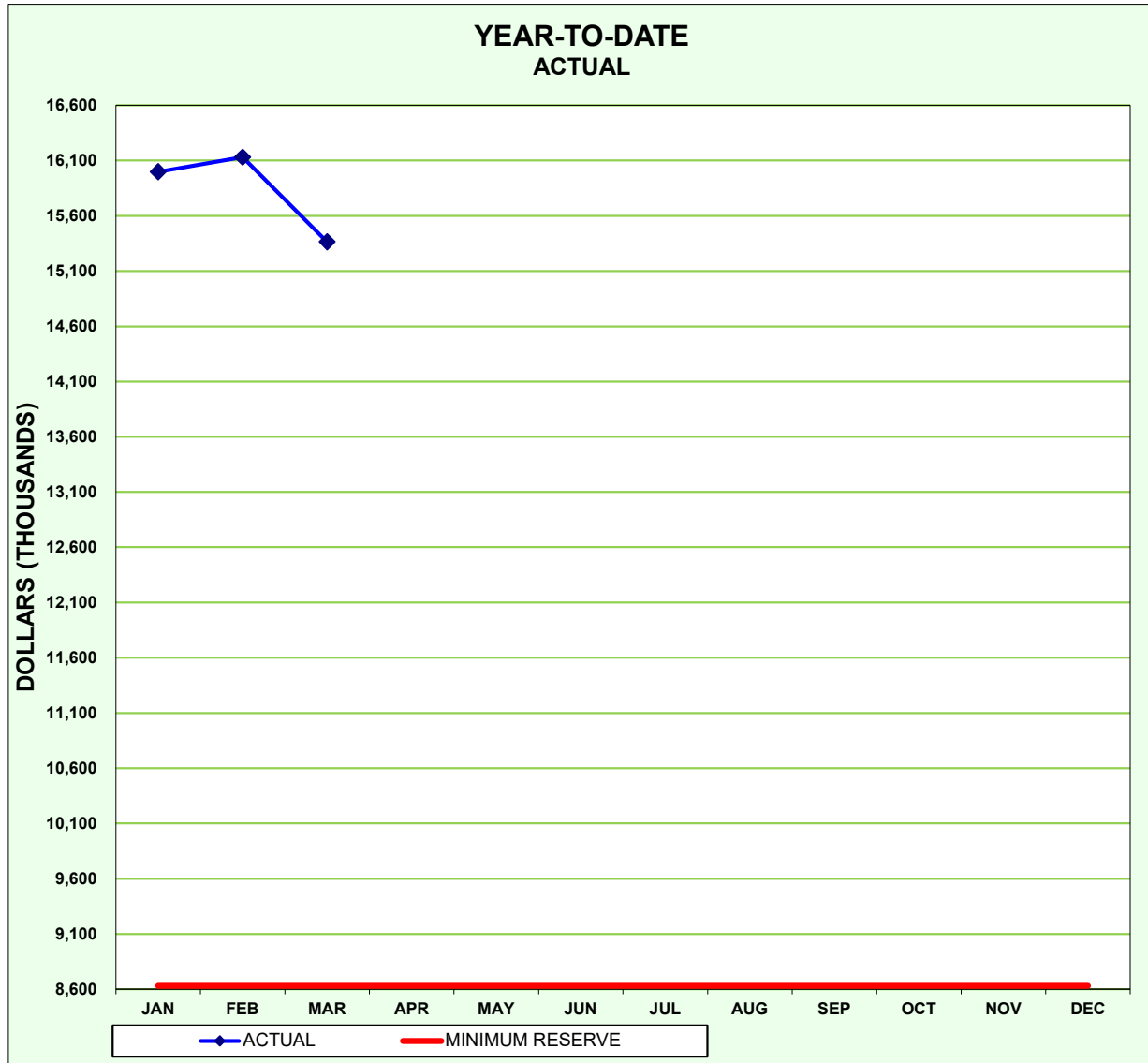
<u>2024</u>	<u>2023</u>	<u>2022</u>
907,895	796,090	1,015,476
501,892	396,411	447,519
55.3	49.8	44.1

## **YEAR-TO-DATE** **ACTUAL vs. BUDGET**



**CASH AND TEMPORARY INVESTMENTS  
WATER**

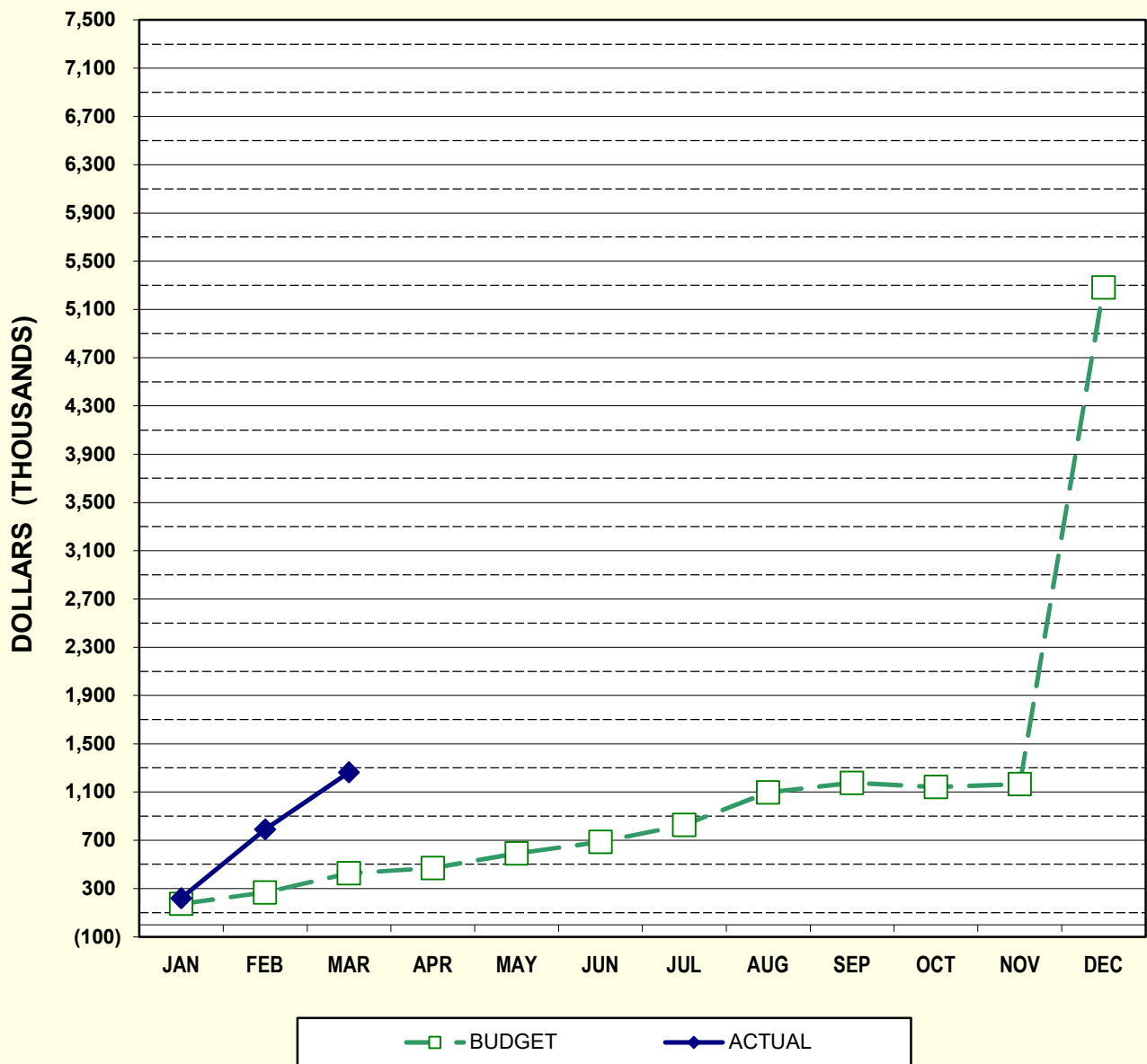
March, 2025



# CHANGE IN NET POSITION WATER

March, 2025

## YEAR-TO-DATE ACTUAL vs. BUDGET





**TO:** Bill Bullock, Director of Power Resources

**FROM:** Tina Livingston, Senior Financial Analyst

**SUBJECT:** LOAD FORECAST SUMMARY FOR 2025

MONTH	SYSTEM ENERGY			PEAK SYSTEM DATA		
	ACTUAL	FORECAST	% DIFF	ACTUAL	FORECAST	% DIFF
	MWH	MWH		MW	MW	
JAN	102,113	104,514	-2.3%	174.2	177.1	-1.7%
FEB	90,757	91,061	-0.3%	170.6	160.2	6.5%
MAR	89,560	91,482	-2.1%	149.8	150.1	-0.2%
APR					146.8	
MAY					205.9	
JUN					257.7	
JUL					284.2	
AUG					253.4	
SEP					252.6	
OCT					165.0	
NOV					146.6	
DEC					169.4	
YTD	282,430	287,057	-1.6			

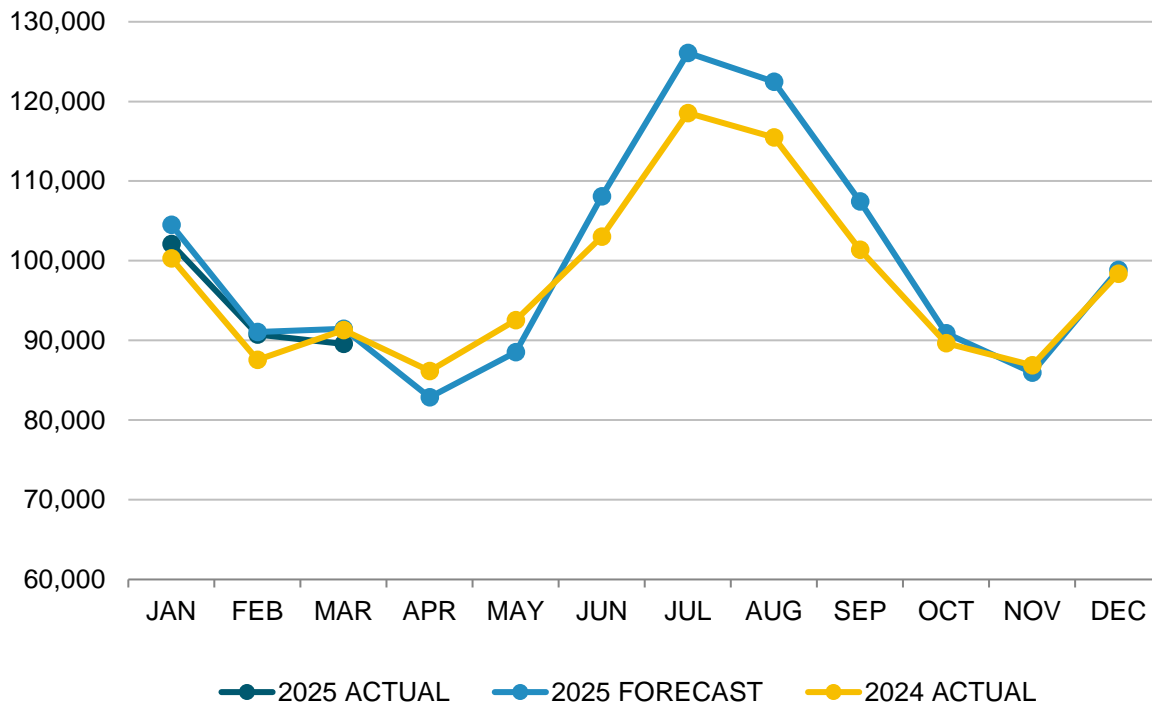
**HISTORICAL SYSTEM PEAK 294.8 MW 08/23/2023**

% DIFF = (ACTUAL / FORECAST X 100) - 100

MWH = MEGAWATT HOUR = 1000 KILOWATT HOURS

MW = MEGAWATT = 1000 KILOWATTS

### 2025 YTD System Requirements Energy Required for the Month (MWH)



### Peak Demand for the Month (MW)

