

# RPU Plugged In



## RPU's 2018 Yearbook

Take a look at what we  
accomplished together!  
See page 2



**FEATURING:** 3 Power Outage Safety | 5 Recycle Your Old Holiday Lights | 7 Celebrate with Savings! Holiday Light Rebates





Arbor Day 2018 welcomed thousands of students and community members to gather and celebrate trees in Rochester.



Starting in 2018, customers were able to participate in RPU's Community Solar Program SOLARCHOICE.



RPU answered the call for mutual aid in Owatonna after much of the city lost power due to strong storms that came through the town back in September.

## Our 2018 Yearbook

# RPU IN ACTION >>> SERVING YOU!

Looking back at what we've done this past year, it's hard to believe how fast it has gone by. There have been large projects completed, fun events with our customers, educational workshops, and many other items to note as we look back on 2018.

Photos by Josh Banks.



RPU employees delivered Meals on Wheels again this year to help support Family Services Rochester.



RPU Environmental Coordinator Todd Osweiler works with a local middle school student on water testing.



RPU and Rochester Parks & Recreation partner each year to plant boulevard trees in Rochester as a part of the annual Arbor Day Celebration.



Sarah and Emily welcome people to the RPU booth at the 2018 Rochester Area Builder's Home Show.



The 2017 Environmental Achievement Award Winners at the banquet in January 2018.

# POWER OUTAGE EMERGENCY PLAN

Photo by Josh Banks.

## Power Outage Safety

**P**ower outages can happen for any number of reasons including overgrown vegetation, equipment failure, animals, auto accidents, and storms. We understand that it is an inconvenience for customers anytime the power goes out. Many RPU employees are also RPU customers, experiencing the same outages as you. In those times, all available resources are used to address the outage immediately.

RPU's first and foremost concern during any outage regardless of size, is safety for customers, the community, and RPU employees. We will never compromise the safety of anyone to expedite power restoration.

Never go near a downed power line. Stay away from the area and contact RPU immediately at **507.280.9191**. Even if a power line looks like it is disconnected, it still can be energized and will cause severe injuries if contact is made with it.

If your house is fed from overhead lines and there is possible storm damage to the line or connection into your home, you will need to take additional steps to safely have your power restored. Keep in mind, the electric service can get pulled down or dislocated from your house and still be working.

- If a line is down, regardless if it is working or not, it may require additional attention to ensure safety and proper service.
- Call RPU's outage line at **507.280.9191** to have a crew inspect your overhead service.
- If repair work is required, RPU will disconnect your service, and will then instruct you to have a licensed electrician make necessary repairs.
- Once the electrician has completed their work, they will notify a city electrical inspector to ensure the work was done properly.
- The inspector will then notify RPU for a reconnection.

Your safety, along with the safety of our employees and community, is our priority.

**W**hat is your plan for you and your family if you were to lose power? Here are some things to consider:

- ✓ **Report the outage.** Have RPU's outage line in your cellphone or easily accessible to report your outage – **507.280.9191**.
- ✓ **Have a back-up location.** Do you have a list of friends or family in the area who you could go stay with if necessary? Even if your home is heated by natural gas and the electricity is out, you will not be able to heat your home because the fan on your furnace is powered electrically.
- ✓ **Keep your cellphone charged.** If bad weather and strong winds are in the forecast, keep your cellphone charged in case the electricity goes out.
- ✓ **Keep refrigerators and freezers closed.** According to the U.S. Department of Health and Human Services, food left in a closed refrigerator or freezer should be safe for no more than 4 hours. Keep the door closed as much as possible. Discard perishable foods that have been above 40 degrees Fahrenheit for more than two hours. For more information, visit: [http://www.foodsafety.gov/keep/charts/refridg\\_food.html](http://www.foodsafety.gov/keep/charts/refridg_food.html).
- ✓ **Store extra flashlights and batteries.** Keep flashlights and new batteries in an accessible location to provide some light and safety.
- ✓ **Be aware of medical conditions.** If you or someone you know has a medical condition, and they rely heavily on electricity for medical equipment, seek medical attention early rather than waiting for the electricity to come back on at your home.
- ✓ **Know your garage door.** Consult your electric garage door opener manual and find out how to release the opener in case the power goes out. This will allow you safe and easy access to opening your garage door even without power.
- ✓ **Practice safety first.** Never go near downed power lines or wires. Power lines can still stay energized even if they are lying on the ground. Call RPU immediately at **507.280.9191**.



For large outages, we use Twitter @rpuoutages for sharing outage information and restoration progress. RPU outage map – [www.rpu.org](http://www.rpu.org)

# ENERGY CONSERVATION

*Monthly Tip for Plugging into Savings!*



Want to plan an energy-friendly holiday feast? Use microwaves, toaster ovens, and slow cookers. These use 75% less energy than an electric oven!



**CONSERVE & \$AVE**

# WATER CONSERVATION

*Monthly Tip on Saving From the Tap!*



Want to plan a water-friendly holiday feast? When cooking, peel and clean vegetables in a large bowl of water instead of under running water.



# Freezing Temps Can Cause Broken Pipes...

and a water service line repair or replacement can cost you \$4,000 to \$8,000 - or more!

Make sure you're covered by RPU's Service Assured® program.

To learn more and/or enroll, visit [www.rpu.org](http://www.rpu.org).



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

- Richard Bennett, Service Assured® Customer

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

# WHERE IS YOUR HOUSE ON THE ENERGY EFFICIENCY SCALE?



BEST ENERGY PERFORMANCE

POOR ENERGY PERFORMANCE

## ATTEND A FREE WORKSHOP TO FIND OUT!

Saturday, January 26, 2019 • 10-11am

Northrop Community Education Center • 201 8th St NW (Room 308)

Attendees qualify for a \$50 home energy audit where you will receive FREE "first step" water and energy saving products! You'll also get expert help with "next step" efficiency improvements.



### TO REGISTER

Call: 888.734.6365

Email: [sbootscamp@mnccc.org](mailto:sbootscamp@mnccc.org)



Learn more at [www.rpu.org](http://www.rpu.org)

## RPU Talks with Local Students at STEAM Summit

RPU staff participated again this year at the 2018 Rochester Area Chamber of Commerce's STEAM (Science, Technology, Engineering, Arts, Math) Summit in November. Over 2,000 local middle and high school students attended the summit to connect with businesses and industries covering STEAM topics.

This year, we had a great time talking to students and educators about electrification and electric vehicles.



## It's that time of year! Come in to the RPU Service Center and PICK UP YOUR FREE RPU 2019 CALENDAR!\*

If your child was a winner or participated in the 2018 Arbor Day poster contest, their artwork may be in our calendar!



### FEATURING:

- 2018 Arbor Day posters drawn by Rochester area elementary school children
- Information on RPU's CONSERVE & SAVE® rebate and educational programs
- Monthly energy and water conservation tips



\*while supplies last

## DON'T THROW AWAY OLD HOLIDAY LIGHTS. RECYCLE THEM!

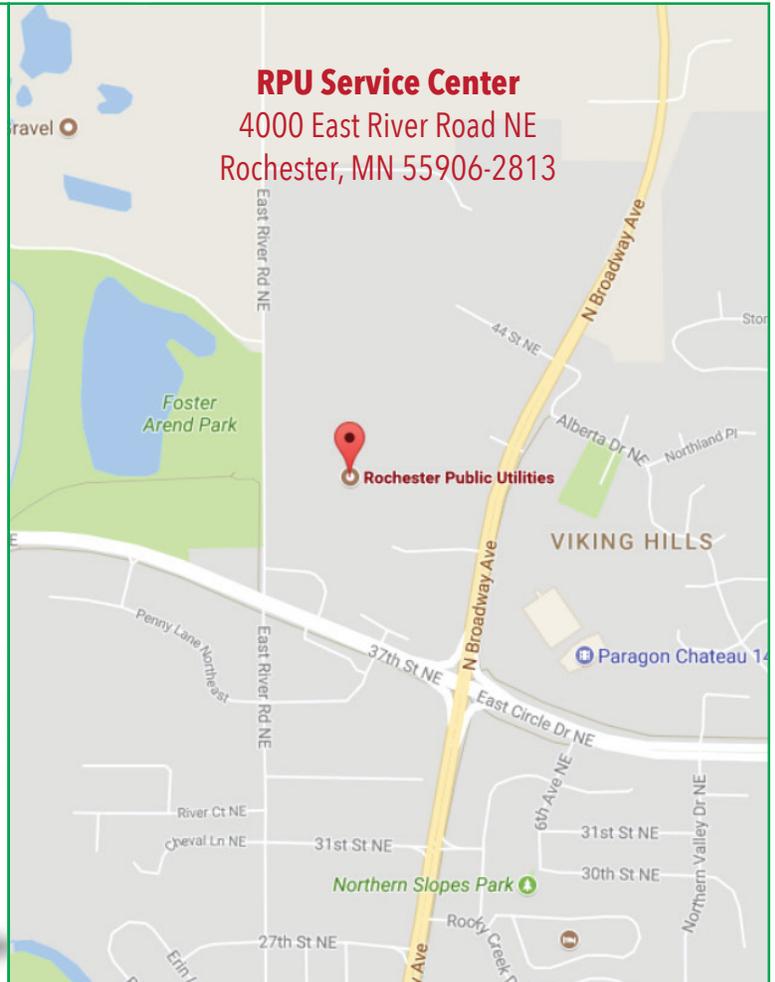
Once you've purchased all the new energy efficient LED holiday lights you need this season (and applied for your rebate from RPU), what should you do with the old ones?

## RPU will recycle all of your old holiday light strands for FREE!

It's easy - just bring your old strands of lights into the **RPU Service Center** lobby and drop them in the bins designated for holiday light recycling.



Available now through Jan 31, 2019.



## RPU Commercial Customer Corner:

# Is Your Facility Ready for the Winter?

**W**inter is coming. What preparations are you making to ensure your facility can endure the worst of Minnesota's winter? By taking action now, you will save energy, keep your building in top shape, and your employees will be comfortable all season long.

### Space Heating:

- Change filters regularly based on the manufacturer's recommendation. Clogged filters restrict airflow, waste energy, and reduce indoor air quality.
- Insulate ductwork and check for leaks. Leaky ducts cause the heating system to work harder and allow for heat loss. Proper insulation will improve system efficiency and building comfort.
- Hire a qualified professional to inspect and clean your heating system, and ensure that it is running efficiently.

### Boilers:

- Install a boiler reset control, which can save energy by matching the supply of steam or hot water with the demand for heat.
- Look for any damage, scale buildup, missing insulation, and check steam traps for leaks. Repair the system as needed and clean dirty tubes, as they

can reduce heat transfer, forcing the boiler to burn additional fuel.

- Monitor the flue gas and adjust excess air to optimal levels. Too much air can waste heat and reduce efficiency.

### Around the Facility:

- Check your building envelope for gaps, defective weatherstripping and air barriers, and missing or deteriorated insulation. Protect the barriers between the interior and exterior environment, including the walls, roof, and foundation.
- Programmable thermostats adjust ambient temperature based on the operating schedule of your facility. Installing programmable thermostats can reduce heating costs and provide optimal comfort levels for your employees.
- Oversizing a new heating system is a common mistake that can drive up costs and reduce energy savings. Determine the building's heating load based on the building envelope, design temperatures, and occupant comfort.

With these cost-saving measures, your facility will be ready to handle winter days. Feel free to contact any member



**Jan Blevins**  
Commercial Account Representative  
[jblevins@rpu.org](mailto:jblevins@rpu.org)  
507.280.1578



**Dru Larson**  
Energy and Environmental Advisor  
[dlarson@rpu.org](mailto:dlarson@rpu.org)  
507.280.1607



**Josh Mason**  
Energy and Environmental Advisor  
[jmason@rpu.org](mailto:jmason@rpu.org)  
507.280.1588



**Anna Basimamovic**  
Energy and Environmental Advisor  
[abasimamovic@rpu.org](mailto:abasimamovic@rpu.org)  
507.280.1565

**CONSERVE & \$AVE®**

of our commercial team for more suggestions and information on available Conserve & Save® rebate programs.



*Pictured from Back L-R: Bria, Joe, Lynnette, Cindy, and Carri; Front L-R: Cory, Mikki, Patty, Denise, and Emily with Aria.*



RPU's Customer Relations Representatives Volunteered to Be Bell Ringers for The Salvation Army.

# Celebrate with Savings!

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

1. Purchase new LED holiday plug-in (not battery operated) lights and decorations in 2018.
2. Complete this page and submit it to RPU:
  - by March 31, 2019
  - with original sales receipt
  - with LED packaging showing the LED logo and number of lights per string.
3. Rebate is limited to 50% of LED string or package cost, up to maximum amounts, tax excluded.

Customer Name \_\_\_\_\_

Home Phone # (with area code) \_\_\_\_\_ Daytime Phone # (with area code) \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip + 4 \_\_\_\_\_

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

Account # \_\_\_\_\_  Residential  Commercial

A Lamp Size	B # of Lamps per String	C # of Strings	D Cost per String	E Rebate per String (D X .50) up to max amounts*	F Total Rebate (C X E)
<input type="checkbox"/> Mini <input type="checkbox"/> Other			\$	\$	\$
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**\* Rebate is 50% of string or package cost (tax excluded), up to maximum amounts listed below:**

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

**OFFICE USE ONLY:** ID# \_\_\_\_\_

DATE Received \_\_\_\_\_

Date Processed \_\_\_\_\_

**GRAND TOTAL REBATE:** \$ \_\_\_\_\_

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

**TEAMING UP TO SAVE YOU MONEY**

**CONSERVE & SAVE**

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

Recipient must be an electric customer of Rochester Public Utilities.  
 Valid only on purchases made in 2018. All Electric Efficiency Rebate terms and conditions apply.



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

PRESORTED  
STANDARD  
US POSTAGE  
PAID  
Bluespire



# Where to Find RPU

Find us on social media for the latest RPU news and updates!

- @rpuoutages for outage information
- @rpualerts for RPU news and general information
- Rochester Public Utilities

## RPU SERVICE CENTER Holiday Hours

The RPU Service Center will be closed on:

- Monday, December 24**
- Tuesday, December 25**
- Monday, December 31**
- Tuesday, January 1**

## Check Out Energy-Saving Ideas and Tools @ Rochester Public Library

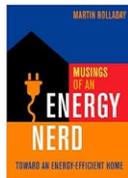
Rochester residents looking for ways to save energy can start by visiting the Rochester Public Library (RPL).

The library offers Kill-A-Watt meters, donated by RPU, so residents can monitor how much electricity their appliances, devices, and other electronics take to operate. The easy-to-use meter provides valuable information for homeowners looking to save energy and money.

In addition to the Kill-A-Watt meters, the library has some great books and videos to encourage energy savings:



*Energy Lab for Kids: 40 Exciting Experiments to Explore, Create, Harness, and Unleash Energy* by Emily Hawbaker. Full of guided experiments and activities to help kids understand the basics of energy.



*Musings of an Energy Nerd: Toward an Energy-Efficient Home* by Martin Holladay. Based off the Musings of an Energy Nerd blog, Holladay discusses windows, HVAC systems, appliances, renewable energy, and more.



*Stanley Home Energy Savings: A Homeowner's Guide*. This easy-to-use reference guide provides information about the most common energy-saving projects.



*House Calls, Episode 11*. Television host, Ron Hazelton, shares his experience with a home energy audit from his utility company.



The library offers Kill-A-Watt meters, donated by RPU.