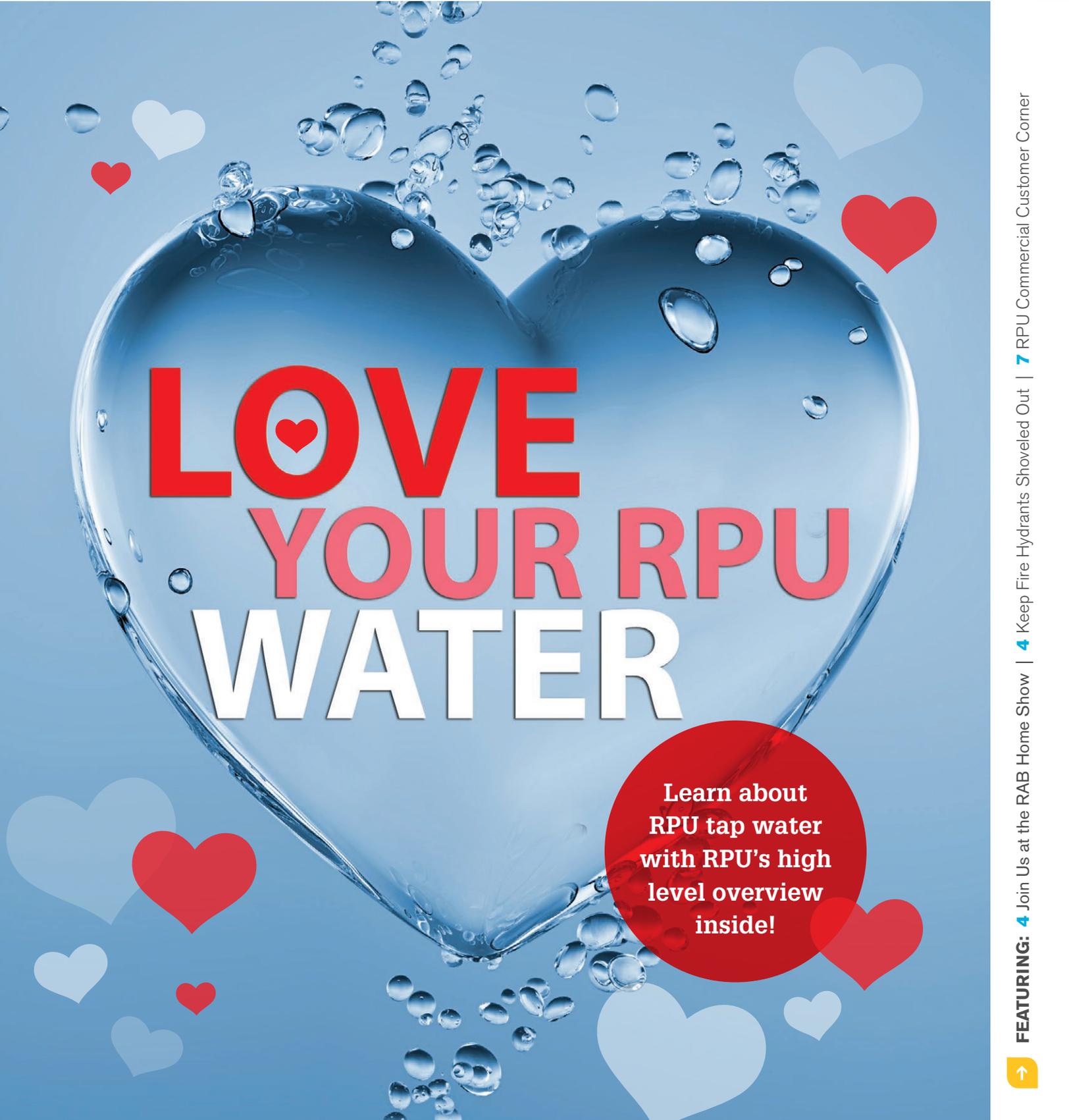


RPU *Plugged In*

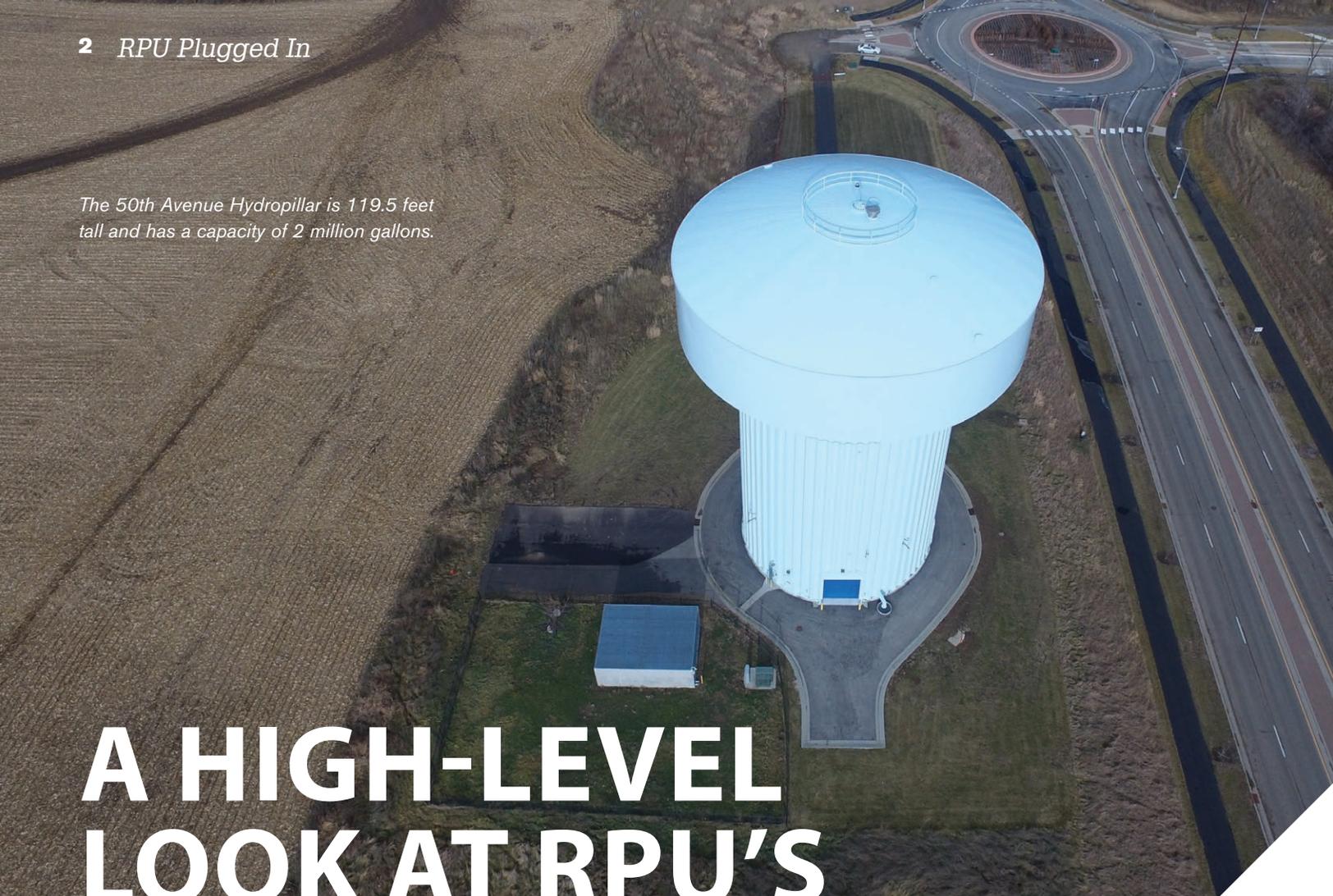


LOVE
YOUR RPU
WATER

Learn about
RPU tap water
with RPU's high
level overview
inside!



The 50th Avenue Hydropillar is 119.5 feet tall and has a capacity of 2 million gallons.



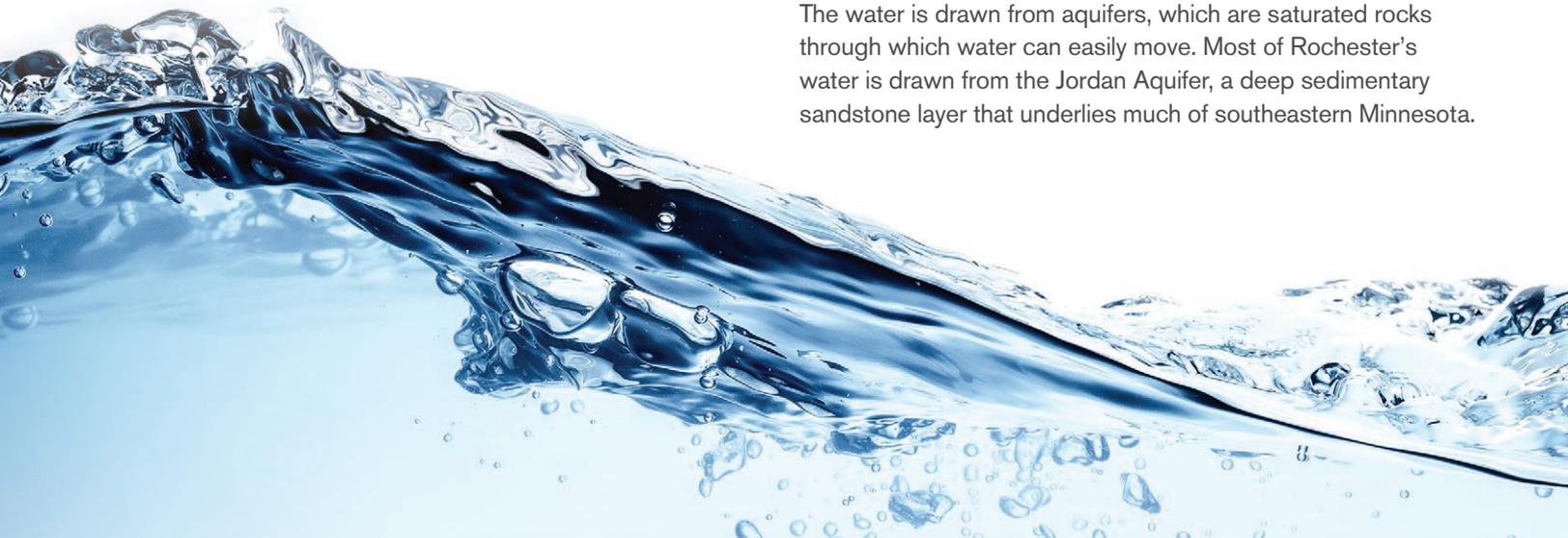
A HIGH-LEVEL LOOK AT RPU'S WATER QUALITY

Water is a resource that no one thinks about when turning on the faucet. The most basic service of supplying water to a bustling city of residents and businesses takes a significant amount of work from many to ensure that safe, clean water is available when you want it.

Here is a quick tutorial on the RPU water system and all of the work that goes into providing it to you every day.

Water Supply

RPU pumps water from 32 deep groundwater wells located throughout the city of Rochester. A majority of the wells are 24 inches in diameter and extend 400 to 1,000 feet in depth. The water is drawn from aquifers, which are saturated rocks through which water can easily move. Most of Rochester's water is drawn from the Jordan Aquifer, a deep sedimentary sandstone layer that underlies much of southeastern Minnesota.



Water is also drawn from several multi-formation wells including: Prairie du Chien-Jordan, Prairie du Chien-Wonewoc, Jordan-Wonewoc, and Prairie du Chien-Mt. Simon aquifers.

Clean Water

Rochester's water quality is especially high due to the depth of the wells and the quality of the source; therefore there is little need for treatment. At each of our wells, the following water treatment products are added to the groundwater before it enters into the water distribution system:

- **Fluoridation** – The State of Minnesota requires all municipal water systems add fluoride to the drinking water to promote strong teeth and prevent tooth decay. Natural groundwater in Rochester contains 0.2 ppm (parts per million) of fluoride. RPU maintains a level of 0.7 ppm.
- **Disinfection** – Chlorine is added to the water at each well to minimize the chance for any bacteria, viruses, or fungi in the distribution system. Total Chlorine is measured weekly at 25 different sites around the city averaging 0.86 ppm. The Maximum Residual Disinfectant Level (MRDL) and the Maximum Residual Disinfectant Level Goal (MRDLG) for Chlorine is 4 ppm.
- **Corrosion Control** – A blended polyphosphate solution is added at each well for corrosion control. Polyphosphate works by coating water distribution system and household piping to prevent the leaching of lead and copper into the drinking water. The blended polyphosphate is also used to prevent "rusty" water. A concentration of approximately 0.5 ppm is maintained in the water distribution system.

Protecting Water Supply

To prevent contaminants from entering the geographic area that supplies water to the RPU wells, RPU has a **Wellhead Protection Program** in place.

Wellhead protection is a way to prevent drinking water from becoming polluted by managing potential sources of contamination in the area which supplies water to a public well. Much can be done to prevent pollution, such as the wise use of land and chemicals.

Testing

RPU water meets all state and federal drinking water standards by coordinating all of our testing with the Minnesota Department of Health.

No contaminants have been detected at levels that exceed state or federal drinking water standards. However, some contaminants were detected in trace amounts that were below legal limits. Additional information on water quality can be found on RPU's website www.rpu.org (under Education and Environment).

Drink RPU Water

An easy way to start saving money this year is to choose RPU water over bottled water. RPU water costs a fraction of what it costs to buy bottled water. Buy a refillable water bottle and use that for your water each day, and it will pay for itself.

If taste is your concern, do a family taste test and see if you can tell the difference!

Drinking Fountain Bottle Fillers

Public locations and businesses are seeing the benefit in offering bottle fillers on drinking fountains rather than selling bottled water. They keep water bottles out of landfills and are cheaper for their customers, employees, and visitors. Look for bottle fillers the next time you're thirsty.



A bottle filler can help reduce water bottle waste each year. Many models, including the one pictured, include a counter to show the environmental impact of refilling a bottle rather than buying bottled water.



Come See Us at the Rochester Area Builder's Home Show!

We always have a great time visiting with our customers at the Rochester Area Builder's (RAB) Home Show. This year our theme will be water. Do you have questions about your water?

- How does RPU provide safe, reliable water to all the homes and businesses in Rochester?
- What rebates are available for qualifying water equipment purchases?
- How can I be more water efficient in 2017?

Make sure to stop by to learn more about RPU water, or if you have questions about RPU's other products or services.

The RAB Home Show is from February 10-12, 2017, at the Mayo Civic Center. Visit www.rochesterareabuilders.com for more information on the show, hours, and admission prices.



Why It's Important to Shovel Around Fire Hydrants in the Winter

It is important for everyone in Rochester to be aware of the importance of shoveling around fire hydrants this winter. With over 6,000 hydrants in Rochester, it is important that all homeowners and business owners do their part to ensure that a hydrant is visible and accessible in case of a fire emergency.

It is recommended to dig snow out from 3 feet around the hydrant and an access from the road as well. RPU has flags available for homeowners and business owners to mark where the hydrant is. Call RPU (507.280.1500) during business hours, and we will install a flag to the hydrant.



New RPU Board Member

A new member was added to the RPU Utility Board at the January meeting.

Brian Morgan, a licensed Professional Engineer employed by Kerry, was appointed by Mayor Brede to fill the seat of Dave Reichert, who finished his second term of service. Morgan lists energy as a passion and has been involved in the energy community for the past nine years, including service on the Rochester Energy Commission last year.

RPU is governed by a five-member Utility Board. Four of the members are appointed by the mayor to four-year terms and one city council liaison who serves a two-year term. Each position can be reappointed to a second consecutive term if the board member agrees to serve the second term.

RPU Board Meetings are open to the public and allow time for citizens to speak during an open comment period if they choose. The 2017 RPU Board Meeting schedule can be found on the RPU website at www.rpu.org.

Utility Payment Arrangements Available for Military Service Personnel

When a household member has been ordered to active duty, for deployment, or for a change of duty station, some customers may find it hard to pay their utility bills. Minnesota law protects military personnel from shut-off if they cannot pay their bill in full. To qualify for this protection, you must enter into and keep reasonably current with one of the payment plans described below.

1. If your household income is below the state median household income, pay 10 percent of your household's gross monthly income toward your RPU bill.
2. If your household income is above the state median household income, make and keep a payment plan.
3. If you receive energy assistance, pay 10 percent of your household's gross monthly income toward your RPU bill.

The full statute description for Minnesota Statute 325E.028 can be found on the state of Minnesota website <https://www.revisor.mn.gov/pubs/>.

If you would like to sign up for payment arrangements or have questions regarding the "Military Service Personnel Disconnection Law," please contact RPU customer service at **507.280.1500**.



CONSERVE & \$AVE®

**GET SWEET REBATES
AND FALL IN LOVE AGAIN!**
(with your utility bill, that is...)

RPU shows our love to customers who purchase and install efficient appliances and equipment.

We give you sweet rebates on your purchase, and you continue to save on your utility bills. Your heart will skip a beat when you learn how much you can save!

Wink at www.rpu.org for up-to-date rebate offerings and amounts.



GET
SWEET
REBATES

LOVE
SAVING
ENERGY

KISS YOUR
EXTRA
CASH

WATER CONSERVATION

Monthly Tip on Saving From the Tap



Wash your fruits and vegetables in a pan of water instead of running water from the tap.

CONSERVE & \$AVE®

rpu
we pledge. we deliver®

HOW TO READ YOUR UTILITY BILL

Below is a detailed description of what's included in your utility bill. If you have any questions that are not fully answered here, please call one of our helpful Customer Service Representatives at 507.280.1500.

RPU CHARGES: RESIDENTIAL ELECTRIC

1 Energy Charge is calculated according to the metered kilowatt-hours (kWh) consumed during the billing period. The per kWh rate is multiplied by the metered usage for the set billing period.

Note: Two energy charges may appear during the transition between summer (June-Sept) and non-summer rate schedules. This reflects a meter read during two rate schedules. In the example bill to the right, the customer's bill is for usage from May 9 to June 8; usage in May is charged at the non-summer rate and the usage in June is charged at the summer rate.

2 Energy Customer Charge is a set charge for all residential customers regardless of energy usage. This charge covers the cost to maintain facilities and infrastructure to continue supplying customers with reliable electricity and includes costs for meters, distribution poles, safety equipment, miscellaneous supplies, and account administration.

3 Clean Air Rider covers the bond payments for the Emission Reduction Project (ERP). The amount that customers pay on the clean air rider is dependent on energy usage. The rate of the clean air rider will change each year depending on the debt service payment schedule. The payments are scheduled to be complete by 2030.

4 Power Cost Adjustment is charged if the cost to supply customers with the electricity needed exceeds projections. This adjustment is made in cases such as high fuel costs, higher market pricing for electricity, or the load is higher than projected. This adjustment is based on usage.

RPU CHARGES: RESIDENTIAL WATER

5 Water Usage Charge is calculated according to the metered water usage during the billing period. The usage is based on the number of units of water used. Each unit of water equals 100 cubic feet of water or 748 gallons. The rate is an increasing block rate to encourage water conservation

6 Water Customer Charge is a set charge to cover the cost to maintain water facilities and infrastructure. This can include the costs for meters, pipes, fittings, excavation tools and machinery, and account administration.

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

8 State Mandated Water Charge is required by the MN Department of Health and funds the required testing for drinking water.

9 Products and Services area is where charges for additional offerings will appear. The additional offerings include SERVICE ASSURED® (RPU's Underground Utility Repair Coverage) and RPU's CARBON OFFSET PROGRAM, which offers renewable energy credits (REC) for purchase as units of renewable energy.



Business Partner Name:	Bill Date:	Account Balance:
Business Partner Number:		
Contract Account Number:		

ROCHESTER PUBLIC UTILITIES BILLING DETAILS

ACCOUNT ACTIVITY

Balance Forward	\$108.67
05/28/2015 iPay	\$108.67CR
Previous Balance	\$0.00

ROCHESTER PUBLIC UTILITIES CHARGES

RPU CUSTOMER SERVICE
507.280.1500 or 800.778.3421

PAYMENT OPTIONS
PAY BY PHONE: 855.210.2285

PAPERLESS BILLING & PAY ONLINE

ELECTRONIC PAYMENT
For electronic, automatic, or credit card payment options visit www.rpu.org

PAY IN PERSON
- RPU's Service Center
4000 East River Rd NE

CONSERVE & SAVE
For rebates and program information visit www.rpu.org

RESIDENTIAL ELECTRIC

Meter #93489 Readings
JUN 08 45004 Actual reading
MAY 09 44632 Actual reading = 372 KWH

1 Energy Charge	\$11.18
2 Energy Charge	\$26.88
2 Electric Customer Charge	\$16.40
3 Clean Air Rider	\$0.83
4 Power Cost Adjustment	\$0.06CR
RESIDENTIAL ELECTRIC	\$55.23

RESIDENTIAL WATER (1 Unit = 748 Gallons)

Meter #22001728 Readings
JUN 08 617.70 Actual reading
MAY 09 610.67 Actual reading 7.03 Unit(s)

5 Water Usage Charge - 7.00 Unit(s) @ \$0.727	\$5.09
- 0.03 Unit(s) @ \$0.799	\$0.02
6 Water Customer Charge	\$5.53
7 Fire Hydrant Facilities Charge	\$1.22
8 State Mandated Water Charge	\$0.53
RESIDENTIAL WATER	\$12.39

9 PRODUCTS AND SERVICES

Service Assured Electric & Water for July	\$2.99
PRODUCTS AND SERVICES	\$2.99

CITY OF ROCHESTER CHARGES

ROCHESTER PUBLIC WORKS
201 4th St SE Rm 108
Mon-Fri 8:00am-5:00pm

STORMWATER MANAGEMENT
For more information visit:
www.rochesterstormwater.com

RESIDENTIAL WASTE WATER

10 4.73 Unit(s)	\$14.67
11 Waste Water Customer Charge	\$13.37
RESIDENTIAL WASTE WATER	\$28.04

RESIDENTIAL STORM WATER

12 Storm Water Utility Fee	\$3.18
13 Storm Water Customer Charge	\$3.00
RESIDENTIAL STORM WATER	\$6.18

TAXES

City Sales Tax 0.50% and County Transit Tax 0.25%	\$0.43
State Sales Tax 6.875%	\$4.00
TAXES	\$4.43

Total charges billed 06/08/2015 \$109.26

Account balance Please Pay \$109.26

CITY OF ROCHESTER CHARGES: RESIDENTIAL WASTE WATER

10 Unit Charge The average water usage from January-March sets a base (or maximum) that you will be billed for the rest of the year. If your actual water usage in any month from April through December is less than the base (or maximum), you will be charged for actual use. In cases where your actual water usage in any month of April thru December is more than the base (or maximum), then you will be charged the base (maximum).

11 Waste Water Customer Charge is a fixed charge per sanitary connection made per month to cover the cost to maintain sewer facilities and infrastructure.

CITY OF ROCHESTER CHARGES: RESIDENTIAL STORM WATER

12 Storm Water Utility Fee is proportional to a property's contribution to storm water runoff and impact on water quality. Every developed residential and non-residential property parcel is charged a fee based on its size, land use and the amount of impervious (or hard surface) area.

13 Storm Water Customer Charge is a monthly charge used exclusively to support the Public Works Storm Water Management program.

RPU Commercial Customer Corner

As you plan for 2017 facility upgrades and improvements, do not forget electric and water efficiency. Operating costs will greatly exceed your initial investment, so now is the time to invest in efficiency.

RPU's Conserve & Save® rebates are available to help cover costs of more efficient equipment. Before your equipment squeaks, bangs, or flickers, utilize RPU rebates to improve your facility. Upgrading to new energy efficient LED fixtures and bulbs will brighten and improve your building's appearance while saving energy. Changing out that 1980's era rooftop unit can save you tons (no pun intended) and keep you more comfortable. Install occupancy sensors into those rarely used areas for easy savings.

If you need help identifying what steps to take, we can help with that too. We can advise you on equipment types, vendors, and even verify how much it will save you. We also have rebates to help pay for in-depth energy audits. Last year, RPU helped our commercial customers and the community save 19.5 million kWh of energy, enough energy to power over 2,400 residential homes for a year, through rebates of \$1.7 million dollars. This year, improve your efficiency through RPU's Conserve & Save® rebate program. For more information, please visit our website at www.rpu.org for our complete rebate offerings or contact an RPU representative.

CONSERVE & SAVE

For questions regarding commercial rebates contact our Energy and Environmental Advisors:

Dirk Bierbaum

dbierbaum@rpu.org

507.292.1225

Jan Blevins

jblevins@rpu.org

507.280.1578

Dru Larson

dlarson@rpu.org

507.280.1607

Abe Luhmann

aluhmann@rpu.org

507.280.1559

Freezing Temps Can Cause Broken Pipes!

A water service line repair or replacement can cost \$4,000 to \$6,000 - or more!
Make sure you're covered by RPU's Service Assured® program.

For only \$2.99 per month*, you can rest assured that if your underground electric or water service breaks, you won't have to pay costly repair bills out-of-pocket.
To learn more and/or enroll, please visit: www.rpu.org



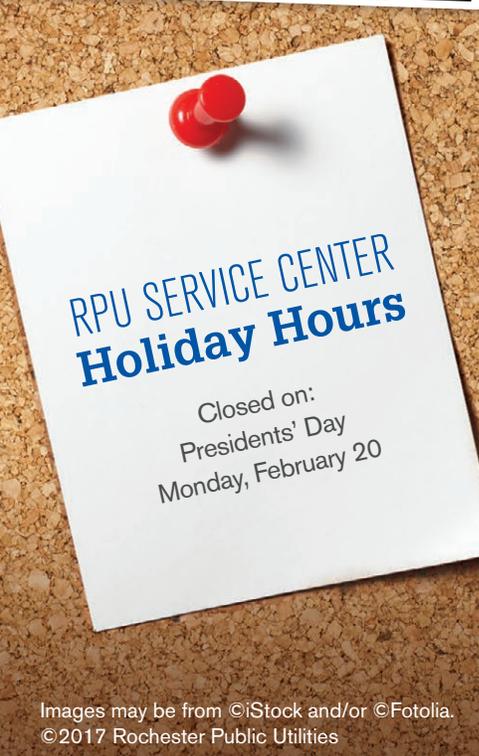
*Contact us to determine your eligibility; some exclusions apply.

Visit www.rpu.org to review our Terms & Conditions.



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FREE Energy Conservation Classes/Workshops!

- **Solar Energy For Your Home or Business** •

Saturday, February 25, 2017 • 10:00 am-12:00 pm

REGISTER: Call: 507.328.4000 • Online: rochester.thatscommunityed.com

- **Brighten Your Knowledge On Home Lighting Purchases** •

Tuesday, February 28, 2017 • 6:00-7:30 pm

REGISTER: Call: 507.328.4000 • Online: rochester.thatscommunityed.com

- **Saving Energy 101 - Neighborhood Energy Challenge Workshop** •

Saturday, March 11, 2017 • 10:00-11:00 am

Attendees qualify for a \$50 home energy audit!

REGISTER: Call: 888.734.6365 • Email: sbootscamp@mncee.org

All classes are held at the
Northrop Community Education Center
Room 308
201 8th St NW



Learn more at www.rpu.org

CONSERVE & \$AVE