

# HOW TO READ YOUR UTILITY BILL

If you have questions that are not fully answered here, please contact RPU Customer Care at [customercare@rpu.org](mailto:customercare@rpu.org) or 507-280-1500.



## SUMMARY OF CHARGES

- Account Number** is your unique RPU number. Please reference this number when calling us with account or customer service related questions.
- Amount Due** is the amount to be paid. This total will reflect your previous balance, recent payments, adjustments or credits (if applicable), and current charges.
- Account Information** includes your account name and service address.  
*NOTE: Accounts with multiple service addresses will not have an address listed here. Please see the back of your bill for specific address details.*
- Billing Period** is the period of time when charges are accrued and billed to your account.
- Total Current Charges** is the total of each service (i.e. Electricity, Water, etc.) and any applicable taxes summarized for the current billing period.  
*NOTE: See the back of the bill for meter readings and usage.*
- Total Amount Due** is your amount to be paid. This total will include any activity since your last bill, showing your previous balance, recent payments, adjustments or credits (if applicable), and current charges.
- Message Center** is the area where important messages from RPU are communicated - general and/or account specific.
- Payment Stub (front)** is the bottom portion of your statement that should be returned when mailing in your payments. This will include the amount due and the due date. *If you are on autopay, this portion will indicate the date and the amount to be deducted.*
- Payment Kiosk QR Code** can be scanned at our payment kiosk (located in our vestibule at our Service Center), available 24/7, to quickly access and pay your bill.
- Payment Stub (back)** includes information regarding payment options, as well as compliance information, electronic check conversion, and late penalty terms.
- A Late Fee** of sixty-five hundredths percent (.65%) or five dollars (\$5.00), whichever is greater, may be charged on balances not paid by the due date. Accounts that become past due because of a returned check or declined electronic payment may be charged a late fee and a returned/declined payment fee.

## BUDGET BILLING SUMMARY (if applicable)

- Budget Billing (BB) Plan** is your monthly Budget Billing (BB) amount.
- Actual Charges Billed this Period** is the total of your actual charges during the current billing period.
- Difference of BB Plan and Actual Charges** is the difference between your monthly Budget Billing (BB) amount and your actual charges during the current billing period.
- Previous Carry Over Balance** is the balance from your previous billing period.
- New Carry Over Balance** is the cumulative account balance at the end of each billing period. This balance takes into account your actual charges, your monthly Budget Billing (BB) Plan, your previous carry over balance, and assumes the recent Budget Billing (BB) amount billed is paid in full by the due date.  
*NOTE: This balance could be a debit or credit. 'CR' indicates a credit.*

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rpu.org/MyAccount  
507-280-1500 or 800-778-3421  
4000 East River Road NE  
Rochester, MN 55906-2813

**1 Account # 21XXXXX**

**2 Amount Due \$221.48**

**3 JANE DOE**  
For service address 12345 UTILITY AVE NE ROCHESTER, MN 55902

**4 Billing Period 5/7/23 - 6/10/23**

Electricity	\$137.90	Previous Balance	\$516.32
Water	\$17.03	Payments	\$516.32CR
Products & Services	\$3.00	Balance Forward	\$0.00
Rochester Public Works		Current Charges	\$221.48
Wastewater	\$41.80	Current Bill	\$221.48
Stormwater	\$10.30	<b>Total Amount Due</b>	<b>\$221.48</b>
Taxes	\$11.45		

**5 TOTAL CURRENT CHARGES \$221.48**

Detach and return portion below with your payment.

**8**   
4000 East River Road NE, Rochester, MN 55906-2813

JANE DOE  
12345 UTILITY AVE NE  
ROCHESTER, MN 55902

**9** Kiosk

Payment  
21XXXXX - 12345 UTILITY AVE NE

**Current Bill \$221.48**  
**Total Amount Due \$221.48 Due 04/19/23**

**Amount Enclosed** \$

ROCHESTER PUBLIC UTILITIES  
PO BOX 77074  
MINNEAPOLIS, MN 55480-7774

**6** **MESSAGE BOARD**  
If you are having difficulty paying your utility bill, please call RPU to set up a flexible payment plan.

**7**

**10 PAYMENT OPTIONS**

**Pay Online @ [www.rpu.org](http://www.rpu.org)**  
One-time payment or enroll in automatic payments through your checking, savings, Visa, MasterCard, or Discover.

**Pay By Phone:**  
1-855-631-3643 • no fee, available 24/7

**In Person:**  
RPU Service Center • 4000 E River Rd NE

**Drop Boxes:**  
RPU Service Center • 4000 E River Rd NE  
RPU Silver Lake Plant • 425 W Silver Lake Dr NE

**11** **Customer Charge:** Covers the cost of operation to supply and maintain each separate service. It includes items such as meters, equipment, and account information.

**Notice About Electronic Check Conversion:** When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. You may choose not to have your payment collected electronically by sending your payment and payment coupon in your own envelope, NOT the enclosed return envelope. Address your payment envelope to RPU, ARC Opt Out, 4000 East River Road NE, Rochester MN 55906-2813.

**Balances not paid by the due date may be charged a late fee of sixty-five hundredths percent (0.65%) or five dollars (\$5.00), whichever is greater. Accounts that become past due because of a returned check or declined electronic payment may be charged a late fee and a returned/declined payment fee.**

**FAILURE TO RECEIVE BILL DOES NOT WAIVE LATE FEE.**

**Bills In Dispute:** Mail payments to RPU, 4000 East River Road NE, Rochester MN 55906-2813

**City of Rochester Notice:** Taxable purchases made outside City limits may be subject to local use tax. Visit [www.revenue.state.mn.us](http://www.revenue.state.mn.us) or call 800-657-3777 for more information.

*NOTE: You will find the Budget Billing Summary (if applicable) on page 2 of your bill.*

Budget Billing Summary:	
Budget Billing (BB) Plan	\$190.00
Actual Charges Billed this Period	\$378.22
Difference of BB Plan and Actual Charges	\$188.22
Previous Carry Over Balance	\$300.59
<b>New Carry Over Balance</b>	<b>\$488.81</b>
*This summary is comparing the amount billed to your monthly BB Plan	

## RPU CHARGES: ELECTRICITY

- 17 Electric Usage Charge** is the total metered kilowatt-hours (kWh) used. The rate per kWh is then multiplied by the kWh used for the current billing period.

*NOTE: Two energy charges may appear during the transition between summer (Jun–Sep) and non-summer (Oct–May) rates or when any changes to our rates occur (Dec–Jan).*

- 18 Electric Customer Charge** is a fixed charge for all residential customers regardless of electric usage. This charge covers the cost to maintain electric facilities and infrastructure. It also includes costs for meters, distribution poles, safety equipment, miscellaneous supplies, and account administration.

- 19 Clean Air Rider** covers the bond payments for the Emission Reduction Project (ERP). All residential, commercial, and industrial electric customers are impacted by the charge. The amount you pay on the Clean Air Rider is dependent on your electric 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.

- 20 Power Cost Adjustment** is charged if the cost to supply the electricity needed for our customers 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 your electric usage and varies each billing period. *In rare cases, this could result in a credit.*

## RPU CHARGES: WATER

- 21 Water Usage Charge** is the total metered water (Units) used during the current billing period. Each Unit of water equals 100 cubic feet or 748 gallons (1 Unit = 748 gallons). The rate structure is tiered to encourage water conservation. *The Water Usage Charge for commercial customers is the total metered water (Units) used during the current billing period but is not tiered.*

- 22 Water Customer Charge** is a fixed charge for all residential customers regardless of water usage. This charge covers the cost to maintain water facilities and infrastructure. It also includes costs for meters, pipes, fittings, excavation tools and machinery, and account administration.

- 23 Fire Hydrant Facilities Charge** is for the installation, maintenance, and availability of water for the City and other emergency services (e.g., 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. This charge is not taxed.

- 24 State Mandated Water Fee** is required by the MN Department of Health and funds the required testing for drinking water. This fee is not taxed.

## RPU CHARGES: PRODUCTS & SERVICES (if applicable)

- 25 Products & Services** is the area where charges for additional offerings will appear such as our Service Assured® Underground Utility Repair Coverage Program and our Carbon Offset Program.

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Billing Period	May 7 - June 10 (35 days)	Account # 21XXXXX
<b>Electricity</b>		
Residential Electric		
Meter # 10XXXX		
Jun 10 32889 Estimate Reading		
May 6 31935 = 954 kWh		
Non Summer Energy/kWh		
681.43 kWh @ \$0.11203/kWh	\$76.34	
Summer Energy/kWh		
272.57 kWh @ \$0.13382/kWh	\$36.48	
Electric Customer Charge	\$20.50	
Clean Air Rider @ \$0.00180/kWh	\$1.72	
Power Cost Adjustment	\$2.86	
Subtotal - Metered Charges	\$137.90	
<b>Total - Electricity</b>	<b>\$137.90</b>	
<b>Water</b> (1 Unit = 748 Gallons)		
Residential Water		
Meter # 30XXXXXX		
Jun 10 1374.12 Estimate Reading		
May 6 1367.78 = 6.34 Unit(s)		
Residential Water Consumption		
6.34 Unit(s) @ \$0.946	\$6.00	
Water Customer Charge	\$9.22	
Fire Hydrant Facilities Charge	\$1.00	
State Mandated Water Fee	\$0.81	
Subtotal - Metered Charges	\$17.03	
<b>Total - Water</b>	<b>\$17.03</b>	
<b>Products &amp; Services</b>		
Service Assured Electric	\$1.50	
Service Assured Water	\$1.50	
<b>Total - Products &amp; Services</b>	<b>\$3.00</b>	
<b>Rochester Public Works</b>		
<i>The following services are operated and maintained by Rochester Public Works. These charges are billed on their behalf.</i>		
<b>Wastewater</b>		
5.38 Unit(s)	\$22.70	
Wastewater Customer Charge	\$19.10	
<b>Total - Wastewater</b>	<b>\$41.80</b>	
<b>Stormwater</b>		
PIN # 70XXXX		
Stormwater Utility Fee	\$5.30	
Stormwater Customer Charge	\$5.00	
<b>Total - Stormwater</b>	<b>\$10.30</b>	
<b>Taxes</b>		
City Tax 0.75%	\$1.06	
County Tax 0.50%	\$0.71	
State Tax 6.875%	\$9.68	
<b>Total - Taxes</b>	<b>\$11.45</b>	
<b>Total Current Charges</b>	<b>\$221.48</b>	

## ROCHESTER PUBLIC WORKS CHARGES: WASTEWATER

- 26 Wastewater Usage Charge** is how your wastewater charge is determined. For residential customers, the base rate for April–December is determined by your average water usage (Units) during the months of January, February, and March. If your actual water usage in any month of April–December is less than your base rate, you will be charged your actual usage. If you use more than your base rate, you will not be charged more than your base rate. *The Wastewater Usage Charge for commercial customers is based on actual water usage (Units).*

- 27 Wastewater Customer Charge** is a fixed monthly charge per sanitary connection that covers the cost to maintain sewer facilities and infrastructure.

## ROCHESTER PUBLIC WORKS CHARGES: STORMWATER

- 28 Stormwater Utility Fee** collects funds from every developed residential and commercial property in the City of Rochester to support the Public Works Stormwater Management program. Each parcel of land is assigned a parcel identification number (PIN#). The fee is based on the parcel size, land use, and the amount of impervious (hard surface) area.

- 29 Stormwater Customer Charge** is a monthly charge used exclusively to support the Public Works Stormwater Management program.

## TAXES

- 30 City Tax** is the sales and use tax that the City of Rochester imposes on all taxable items or services in the city, including utility services. The current city sales tax rate is 0.75%.

- 31 County Tax** is the sales and use tax that Olmsted County imposes on all taxable items or services in the county, including utility services. The City of Rochester falls within Olmsted County; therefore, this tax is required. This tax is used to fund maintenance on roads and bridges, construct public infrastructure, and for other transit and transportation projects within the county. The current county transit tax rate is 0.50%.

- 32 State Sales Tax** is the sales tax charged by the State of Minnesota on retail sales of taxable products and services, including utility services. The current state sales tax rate is 6.875%.

*NOTE: Utility services are generally taxable; however, some exemptions may apply. Information can be found on the Minnesota Department of Revenue website to further explain possible sales tax exemptions. Customers who qualify for a sales tax exemption must provide RPU with a valid Certificate of Exemption (ST3 form).*