## **RPU CONNECT**



**FEATURES** 

RPU Connect provides features such as:

- Manage your RPU account by updating your account profile and contact details.
- Choose from paperless billing, autopay, and one-time payment options for fast, easy, and secure payments.
- Receive account alerts via email, text, or phone.
- Connect with our Customer Care Team.
- Compare current vs. previous billing periods to identify consumption patterns and trends.

#### **BUDGET BILLING**

Take the element of surprise out of your utility bill. When you sign up for budget billing, your monthly payments stay the same each month based on the average annual usage at your service address. Your service address must be established for 12 months. Payment must be received by the due date to keep your account on our budget billing plan. All budget billing accounts are re-evaluated annually. To learn more or to sign up, please contact RPU Customer Care at 507-280-1500.

#### **PAPERLESS BILLING**

Looking to reduce your carbon footprint? Instead of receiving your utility bill in the mail, you can elect to receive an email or text notification that your bill is available online.

#### AUTOPAY

Would you like one less check to write to ensure your utility bill is always paid on time? Sign up for autopay with your checking/savings account or credit/debit card, and we'll automatically deduct your payment on the due date. To stop your automatic payment, you must cancel at least two (2) days prior to your due date. You may combine autopay with paperless billing and budget billing options.

#### **HOW TO ENROLL**

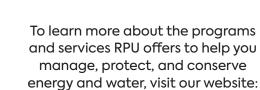
To enroll in paperless billing and/or autopay, fill out the enrollment form. Mail it to: RPU Customer Care, 4000 E River Rd NE, Rochester, MN 55906-2813. You may also enroll for any of the above options at www.rpu.org.

#### **OTHER PAYMENT OPTIONS**

Pay Online: RPU Connect mobile app or the RPU Connect portal at www.rpu.org Pay By Phone: 1-855-631-3643 • toll free, no fee, 24/7 In Person: RPU • 4000 E River Rd NE Drop Boxes:

– RPU Service Center • 4000 E River Rd NE

- Silver Lake Plant • 425 W Silver Lake Dr NE



#### www.rpu.org

You can also follow us on social media:









**Rochester Public Utilities** 



4000 East River Road NE Rochester, MN 55906-2813 507-280-1500 **www.rpu.org** 

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# **BILLING OPTIONS**





### **CUSTOMER INFORMATION** (PLEASE PRINT)

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Last Name (As It Appears On Your Account)	First Name (As It Appears On Your Account)		RPU Account	RPU Account Number	
Service Address	City		State	Zip	
Mailing Address (If Different Than the Service Address)	City		State	Zip	
Contact Phone Number (With Area Code)	Phone Type: 🔲 Home	Cell 🔲 🤇	Other:		
Email Address (Required)					
TERMS & SIGNATURE					
BY SIGNING BELOW, I HEREBY REQUEST THE AUTHORIZATIONS ARE TO REMAIN I					
Printed Name	Customer Signature		Dat	te	
<ul> <li>PAPERLESS BILLING         <ul> <li>I understand I will no longer receive my moni (choose a method below) that payment is c</li> <li>C Email Alert: Email Address:</li> </ul> </li> </ul>	lue and my bill is available to view o	at www.rpu.or	g.	-	
O Text Message Alert <sup>^</sup> Cell Phone Nu	mber:		A Massage and	l data rates may apply.	
AUTOPAY     I request RPU and authorize the financial instit     my monthly utility bill. These payments will be d			ate debit entries to	my account to pay	
O Checking Account Withdrawal (F	Please attach a VOIDED check.) <b>Banl</b>	k Name:			
$\bigcirc$ Savings Account Withdrawal (Ple	ase attach a VOIDED deposit slip.) <b>B</b>	ank Name: _			
• Credit or Debit Card* (Please fill out	your credit or debit card information	below.)			
* Please note that the maximum amount allowed a per transaction. In addition, the maximum numb				savings	
<b>WE VALUE YOUR PRIVACY!</b> The for authorization purposes. To protect y deposit slips will be destroyed.					

	O MasterCard	O VISA VISA	
Name (As It Appears on Card):			
Card #:	–		
Exp Date: /	CVV:		0921J

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