



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

To learn more about the programs and services RPU offers to help you manage, protect, and conserve energy and water, visit our website:

www.rpu.org

You can also follow us on social media:



[rochesterpublicutilities](https://www.facebook.com/rochesterpublicutilities)



[@rpuoutages](https://twitter.com/rpuoutages)



[@rpualerts](https://twitter.com/rpualerts)



blog.rpu.org



RPU TV



Rochester Public Utilities



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

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BILLING OPTIONS





PAPERLESS BILLING & AUTOPAY ENROLLMENT FORM

You may also enroll using the RPU Connect mobile app or the website portal at: www.rpu.org

CUSTOMER INFORMATION (PLEASE PRINT)

Last Name (As It Appears On Your Account)		First Name (As It Appears On Your 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: <input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> Other: _____			
Email Address (Required)					

TERMS & SIGNATURE

BY SIGNING BELOW, I HEREBY REQUEST RPU TO ENROLL MY ACCOUNT IN THE OPTIONS I HAVE SELECTED BELOW. THE AUTHORIZATIONS ARE TO REMAIN IN EFFECT UNTIL RPU RECEIVES NOTIFICATION FROM ME TO CANCEL.

Printed Name	Customer Signature	Date
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PAPERLESS BILLING

I understand I will no longer receive my monthly utility bill via postal mail but will instead receive an alert via email or text message (choose a method below) that payment is due and my bill is available to view at www.rpu.org.

Email Alert: Email Address: _____

Text Message Alert[^] Cell Phone Number: _____

[^] Message and data rates may apply.

AUTOPAY

I request RPU and authorize the financial institution or credit/debit card company named to initiate debit entries to my account to pay my monthly utility bill. These payments will be deducted on my due date. Please use the following method for my automatic payment:

Checking Account Withdrawal (Please attach a VOIDED check.) **Bank Name:** _____

Savings Account Withdrawal (Please attach a VOIDED deposit slip.) **Bank Name:** _____

Credit or Debit Card* (Please fill out your credit or debit card information below.)

* Please note that the maximum amount allowed for a credit card payment is \$2,000 per transaction and \$60,000 for checking and savings per transaction. In addition, the maximum number of payment transactions allowed on an account is five (5) per month.

WE VALUE YOUR PRIVACY! The portion of this Enrollment Form above the dotted line will be retained for authorization purposes. To protect your privacy, this credit card panel and any attached voided checks or deposit slips will be destroyed.

DISCOVER  MasterCard  VISA 

Name (As It Appears on Card): _____

Card #: _____ - _____ - _____ - _____

Exp Date: ____ / ____ / ____ CVV: ____