

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.

PAPERLESS BILL

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.

BILLING NOTIFICATIONS

Elect to receive an alert via email or text message that your payment is due and is available to view at www.rpu.org.

AUTOPAY

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.

HOW TO ENROLL

To enroll in paperless bill, billing notifications, and/or autopay; register your account on RPU Connect or fill out the enrollment form and mail to: RPU Customer Care, 4000 E River Rd NE, Rochester, MN 55906-2813.

OTHER BILLING AND PAYMENT OPTIONS

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.

Pay Online:

- RPU Connect portal at www.rpu.org
- RPU Connect mobile app:



Mobile Wallets:

- PayPal

Pay By Phone:

- 1-855-631-3643 | toll free, no fee, 24/7

Drop Boxes:

- RPU Service Center - 4000 E River Rd NE
- Silver Lake Plant - 425 W Silver Lake Dr NE

In Person:

- RPU Service Center | 4000 E River Rd NE
Monday-Friday 8:00am-5:00pm
- Payment Kiosk located inside the entrance of the RPU Service Center
 - > Self-service, 24/7, 365 days of the year
 - > Cash, check, credit card, or debit card accepted

NOTE: You will need your RPU bill or account number to utilize the payment kiosk.

- Walmart

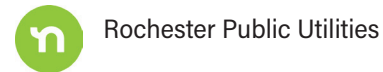
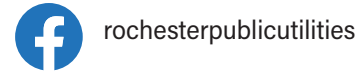


RPU Payment Kiosk

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:



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

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BILLING OPTIONS



ROCHESTER
PUBLIC UTILITIES
WE PLEDGE, WE DELIVER™



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: Home Cell 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 _____

PAPERLESS BILL

I understand I will no longer receive my monthly utility bill via postal mail. I can log in to view my utility bill via www.rpu.org.

BILLING NOTIFICATIONS (CHOOSE ONE)

I elect to receive an alert via email or text message (select a method below) that my 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.

NEIGHBORS CHIPPING IN

RPU's Neighbors Chipping In program collects donations to help struggling individuals and/or families in our community pay their utility bill. It's easy to give with a recurring monthly donation (*donations can be cancelled at any time*).

I choose to support Neighbors Chipping In by enrolling in the following recurring monthly donation:

Round Up My Bill

Fixed Amount: \$1.00 \$5.00 \$10.00 \$15.00 Other: \$ _____

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: ____ - ____ - ____