



ROCHESTER
PUBLIC UTILITIES
WE PLEDGE, WE DELIVER™

Plugged In

ARBOR DAY TREE GIVEAWAY

Save The Date For
RPU's 2024 Arbor Day
Celebration

Details on page 3



MAR / APR
2024



Gas Turbine Overhaul

For nearly 50 years, RPU has relied on the available generation from the gas turbines located at the RPU Cascade Creek location when needed. Just like anything mechanical, routine maintenance and repair is necessary to keep them working at their optimal operating levels.

The latest overhaul began in 2022 and was completed in 2023. RPU's skilled power resource staff meticulously went through the turbine, including inspecting each of the turbine blades for wear or damage.

At the time of the overhaul, the gas turbine had over 5,700 hours of operation. The unit was installed in 1974 and has not been disassembled to this extent since 1992.

With care and ongoing routine maintenance, the unit is expected to continue operation for many years to come serving as a critical electric generating unit.



RPU Technicians

Matt Mueller (top), Rick Nord (left), Jeff Olson (right)



Holiday Light Recycling Results

Thank you to all RPU customers who brought in old holiday lighting for recycling again this year. The collection timeframe was from early November 2023 until the end of January 2024. The goal of the recycling effort is to keep old holiday lighting out of landfills. **Thank you for your help and participation again this year.**

We are proud to
announce we collected

4,354

pounds of old lighting — our
highest amount collected
since 2011!

Since 2011, RPU
has recycled over

33,000

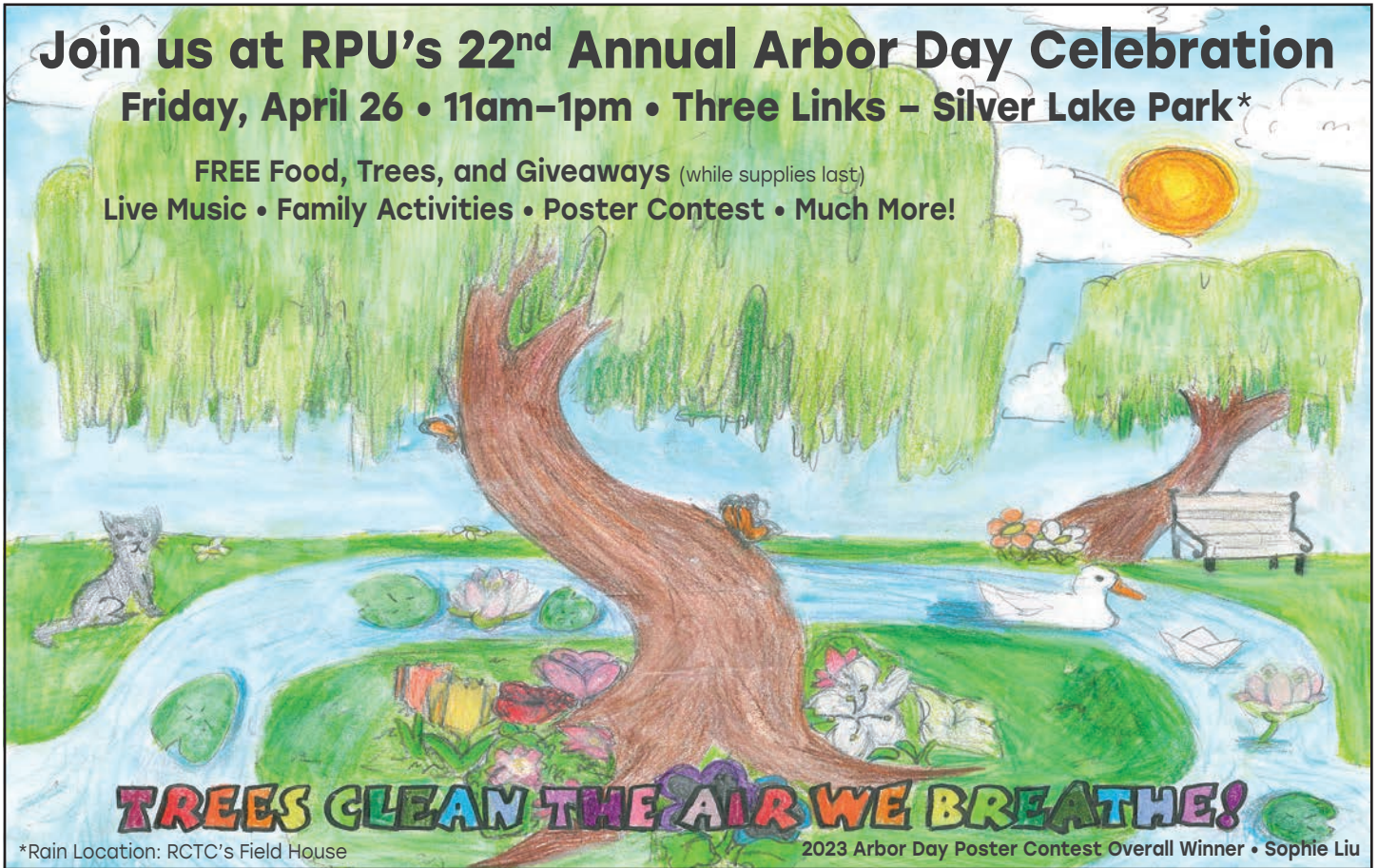
pounds of old
holiday lighting.



Join us at RPU's 22nd Annual Arbor Day Celebration

Friday, April 26 • 11am–1pm • Three Links – Silver Lake Park*

FREE Food, Trees, and Giveaways (while supplies last)
Live Music • Family Activities • Poster Contest • Much More!



Minnesota Cold Weather Rule Ends April 30

The Minnesota Cold Weather Rule window is coming to an end on April 30, 2024. If you are behind on paying your RPU bill, contact Three Rivers Community Action to apply for energy assistance now! You can reach Three Rivers by email info@threeriverscap.org or by phone **507-316-0610**.

You will also need to contact RPU Customer Care to make arrangements to bring your account current by April 30.

If no arrangement has been made and your account is not current as of April 30, your electric service may be shut off for non-payment.

Additionally, if you are planning to move away from Rochester, please remember to contact RPU to cancel your services and update your contact information.

RPU's Customer Care Team (**507-280-1500**) is available from 8am to 5pm, Monday through Friday to assist you.

For full details on the Minnesota Cold Weather Rule, visit the Minnesota Public Utilities Commission website at mn.gov/puc/consumers/shut-off-protection.

How to Identify an RPU Lineworker

For reasons of safety and security, it is important you're able to identify an RPU lineworker when they're out working in the field.

Recently, we were made aware of theft and damage that occurred inside and around a high voltage

pad-mounted transformer. The large green boxes are made specifically to safely house high voltage electricity and specialized electric equipment. When transformers are tampered with, the results could be very dangerous or even fatal for someone not trained to work around high voltage electricity.

Visible Components of an RPU Lineworker



If you see someone you suspect may not be an RPU lineworker trying to gain access to an RPU transformer or other high voltage equipment, please call RPU at **507-280-1500** (or **507-280-9191** if after business hours) immediately.

Moving? Update your RPU Contact Info

If you are planning to move away from Rochester, please remember to update your contact information with RPU.

Each year, RPU tries to credit money owed to past customers—sometimes unable to, due to old or canceled email addresses and phone numbers. If we are unable to contact previous customers, RPU is required to send those funds to the State of Minnesota Commerce Department. From there, it is listed as unclaimed property.

In order to avoid missing out on money owed to you from RPU, make sure your contact information such as email and cell phone number is updated in our system.

Stop into the RPU Service Center or call RPU Customer Care at **507-280-1500** Monday through Friday, 8am–5pm.



Commercial Corner



Meet James Dessner

James Dessner, leveraging over two decades of expertise in facility conservation and energy management, joins the Utility Programs and Services team to cater to the energy needs of our commercial customer accounts.

James has a seven-year tenure at the City of Rochester within the facilities department and brings a wealth of experience to the table. Born and raised in Rochester, James is deeply rooted in the community of southeastern Minnesota. Don't hesitate to reach out to James or any member of our commercial team for assistance.

Contact James if your business has questions about how you can operate more energy or water efficiently and how RPU's Conserve & Save™ rebates can help your business save money.

James Dessner
Energy and Environmental Advisor

jdessner@rpu.org
507-280-1607

CONSERVE & \$AVE™

For questions regarding our Commercial programs and services, contact one of our Energy and Environmental Advisors.



Josh Mason
Energy and
Environmental Advisor
jmason@rpu.org
507-280-1588



Anna Basimamovic
Energy and
Environmental Advisor
abasimamovic@rpu.org
507-280-1565



Jake Shones
Energy and
Environmental Advisor
jshones@rpu.org
507-280-1578

It's Time to Schedule Your Central AC or Air Source Heat Pump Tune-Up!

Regular preventative maintenance is the best way to ensure trouble-free, energy-efficient operation.

When you have a professional tune-up performed, you can apply* for a \$25 rebate from RPU!

Visit www.rpu.org to download a rebate application with complete terms and conditions.

**CONSERVE
& \$AVE™**

*customers may apply every two years



Need a new home cooling system? We have rebates for that too! Visit www.rpu.org.



Clear Snow 3-Ft Around Fire Hydrants & Pad-mounted Transformers

Fire hydrants and pad-mounted transformers often go unnoticed when shoveling snow, but covering them with large mounds of snow and ice can become a hidden danger.

Fire Hydrants

Access to fire hydrants is important for RPU water crews, as well as the Rochester Fire Department, for maintenance or in the case of an emergency. If you have a hydrant on or near your property, we ask that you shovel a three-foot access around it on all sides with additional access from the street.

In the case of an emergency, every second counts. If you are able to do the shoveling of a fire hydrant on your property, RPU can attach a visibility flag to it. To have a flag

attached, contact RPU Customer Care at customercare@rpu.org or **507-280-1500**.

Transformers

Pad-mounted transformers are the green boxes of varying sizes found in the corner of some residential yards or larger boxes near commercial buildings. The equipment inside of these boxes is what makes the electricity usable inside homes or businesses.

If there is an outage or a maintenance issue that requires RPU lineworker access to the

pad-mounted transformer, unobstructed access will be necessary. Snow piled up or pushed onto the transformers could cause a power outage to last longer and be more difficult to address.

Similar to fire hydrant access, please remember to shovel a three foot access around the transformer for RPU lineworker access. Our lineworkers appreciate your help this winter!

To report a water or electric emergency, call 507-280-1500 from 8am - 5pm or 507-280-9191 from 5pm - 8am

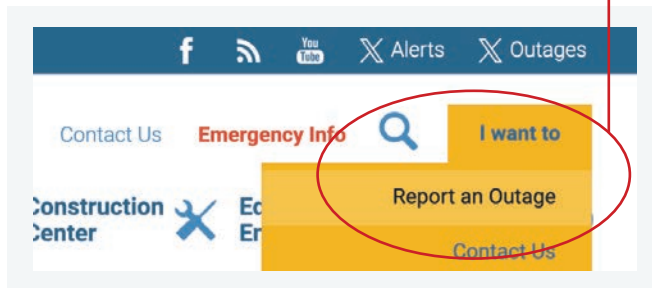


RPU Offers Rochester Street Light Outage Reporting Online

Did you know that RPU maintains over 9,500 street lights across the city of Rochester? Street lights are primarily a public safety tool to provide light to roads and walkways to help the public navigate night and early morning hours. Many of RPU's lineworker crews work daytime shifts, so it is important that RPU utilizes help from customers when a street light outage is spotted.

If you see a street light out, it's an easy process to report the outage to RPU.

1. Visit rpu.org
2. Click on the top right yellow dropdown box that says "I Want to" and Select "Report an Outage"
3. Choose "Street Light Outage" under the reason for contacting us tab
4. Provide the location, cross streets, or pole identification number



Some public lighting may not even be RPU streetlights, but our experienced Customer Care team utilize GIS mapping to identify if it is RPU's or another entity such as the Minnesota Department of Transportation, Rochester Public Works, or even a private owner. If the lighting is not RPU's, our team will let you know who to contact for the outage. If it is an RPU street light, a crew will be dispatched to replace the light, usually within one business week.



LOOKING FOR WAYS TO MAKE YOUR HOME MORE ENERGY EFFICIENT?

Attend one of our FREE efficiency workshops. Learn low/no-cost ways to save and qualify for a \$75 home energy audit (\$365 value). Learn more at www.rpu.org.

Sat, March 2 • 10-11am

-OR- Wed, May 22 • 6-7pm

Classes are held at the Northrop Community Education Center

******Free Childcare Provided******

To register, email or call Stacy:
sbootscamp@mncee.org
888-734-6365



MINNESOTA ENERGY RESOURCES

ROCHESTER PUBLIC UTILITIES

One of our **CONSERVE & SAVE** programs.

Would you CHIP IN to help people in need?

RPU's **Neighbors Chipping In** program collects recurring donations* on your utility bill to help people in our community pay their bill. Call RPU Customer Care at 507-280-1500 to enroll or learn more at www.rpu.org.



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



Neighborhood

RPU Plugged In is now designed
and printed locally in Rochester.



RPU encourages you and your family to go out and plant a tree this spring in honor of **Arbor Day!** Together, we can make a difference.

Social Media:



@rochesterpublicutilities



@rpuoutages / @rpualerts



Rochester Public Utilities



blog.rpu.org



RPU TV



Rochester Public Utilities

Mobile App:



RPU Service Center: Hours
(8am - 5pm) Monday - Friday
Customer Care: 507-280-1500
Toll-Free: 800-778-3421
Pay By Phone: 855-631-3643
(toll-free • no fee • 24 hrs)
Electric Emergency:
507-280-9191 (24 hrs)
Water Emergency:
507-280-1500 (8am - 5pm)

Attention Parents of Graduating Seniors & College Students

Wouldn't it be great if your
graduating senior or returning
college student had an impactful
job lined up for the summer?

RPU has numerous temporary
and seasonal opportunities
available for this summer. We
are accepting applications now!

Internships

- Compliance and Public Affairs Assistant
- Engineering and GIS
- Water Distribution

Seasonal Work

- Equipment Painter
- Hydrant Painters
- Grounds Attendants

Visit the RPU website (rpu.org) and click on the yellow
dropdown box in the top right
of the page that says "I want
to" and scroll down to "Apply
for a job."

Grounds Attendants



Hydrant Painters



Office Internships



Office Internships

