



ROCHESTER
PUBLIC UTILITIES
WE PLEDGE, WE DELIVER™

Plugged In

**RPU Recognized
As Smart Energy
Provider**

Details on page 2

JAN / FEB
2025



Exciting News About Service Assured[®] Electric Service Repair Program

RPU is making an important change to the **Service Assured[®] Electric Service Repair Program**, which is expected to take effect in early 2025.

Previously the program benefited only customers with underground electric services. **Service Assured[®] Electric** will now extend similar benefits to our customers with overhead electric services too.

Program Benefits

The **Service Assured[®] Electric Service Repair Program** protects homeowners from unexpected repair costs caused by failures in their electric service lines. These failures may result from factors such as age, improper installation, storms, or animal damage. This program has been highly successful for RPU water customers, and now with the expansion to electric service, more customers can avoid the financial burden of costly repairs.

Why This Change?

Many customers may not realize that they are responsible for the electric service line from the utility connection to their meter. The **Service Assured[®]** program has been a valuable resource for both RPU water and electric customers, helping them avoid the high costs of repairing service line failures. Now, with the expanded program, electric customers will enjoy the same protection that has already benefited RPU water customers.

Program Costs

- For both water and electric coverage: \$3.00 per month
- For electric coverage only: \$1.99 per month

This small monthly fee provides peace of mind and can save customers thousands of dollars. Many RPU customers have already avoided expensive repair costs by



Rochester Public Utilities Recognized as Smart Energy Provider

Rochester Public Utilities has recently been awarded the Smart Energy Provider (SEP) designation for the second time by the American Public Power Association (APPA). This prestigious recognition is granted to public power utilities that demonstrate a strong commitment to energy efficiency, distributed energy resources, renewable energy, and environmental initiatives, all in support of delivering safe, reliable, low-cost, and sustainable electric service.





participating in the program.

Communication and Enrollment

All eligible residential electric customers will receive a letter explaining the program change. Once the changes take effect, customers will be automatically enrolled in the program, with the option to opt out if they prefer not to participate.

RPU will notify current customers as soon as the program changes are implemented.

Opting Out

All eligible residential electric customers who are not currently enrolled will be automatically enrolled in the program once changes take effect. Customers who do not wish to participate will have the option to opt-out.

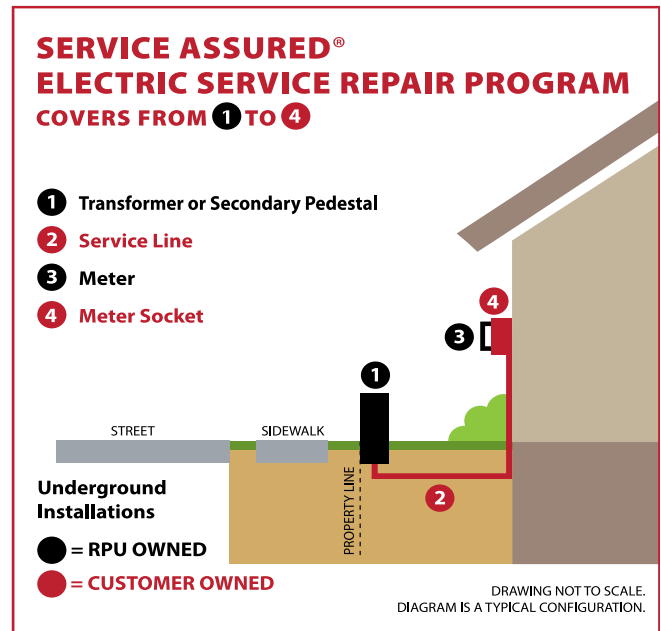
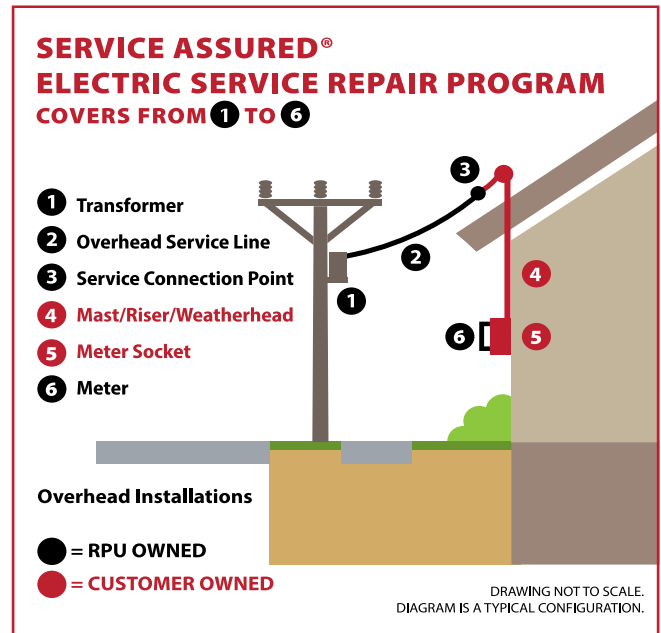
You can opt-out of **Service Assured® Electric** coverage by completing the opt-out form. Obtain a form by calling **RPU Customer Care** at **507-280-1500** or visiting **rpu.org**.

The Smart Energy Provider designation is awarded on a tri-annual basis and is evaluated based on the utility's performance in four key areas:

- Smart Energy Information
- Energy Efficiency and Distributed Energy Resources (DERs)
- Environmental and Sustainability Programs/Initiatives
- Communication/Education and Customer Experience

Front Row, Pictured Left to Right: Anna Basimamovic, Patty Hanson, Stephanie Humphrey, Matt Davidson

Back Row, Pictured Left to Right: Josh Mason, James Dessner, Jake Shones



Note: If you opt out, you will not be able to rejoin the program for **12 months**, even if you later experience a costly repair. Any repairs needed during this period will be your responsibility. For more details, visit **rpu.org**.

From the Desk of the General Manager



Tim McCollough
General Manager

As I continue to share RPU's five foundational principles – **Reliability, Rates, Responsibility, Relationships, and Reputation** – I'd like to highlight our commitment to fostering strong **Relationships** with you.



RELIABILITY



RATES



RESPONSIBILITY



RELATIONSHIPS



REPUTATION

At RPU, we strive to continuously gain a deeper understanding of what our customers truly value. This involves actively listening to your feedback through routine customer satisfaction surveys, staying in tune with emerging trends in your preferences, and understanding unique challenges, pain points, and needs.

Our goal is to be proactive, responsive, and dependable in our partnership with you. This happens with empowered and customer-focused teammates. I believe in the power of our dedicated team. We employ and

develop people who are passionate about providing exceptional service. It's about continually creating a culture where employees feel confident and empowered to take ownership of their work, make decisions, and contribute proactively to the organization's success. At the core of this culture is kindness—fostering an environment where respect, empathy, and collaboration are valued, enabling us to build strong, supportive relationships with each other and with you. Our success is your success.

This approach ensures that everyone has equal access to our services and receives support that is respectful, compassionate, and aligned with providing exceptional services. By fostering this awareness, we tailor our products, services, and interactions to better serve you.

Ultimately, this ongoing commitment to understanding and meeting the evolving needs of our customers helps build long-lasting, meaningful relationships and ensures that we remain responsive to your expectations in an ever-changing marketplace.

The RPU team is proud to serve the Rochester community with electric

and water services. Together, we can create meaningful relationships that enhance the lives of everyone.



**DON'T
THROW
AWAY OLD
HOLIDAY LIGHTS!**

**RPU will recycle all of
your old holiday light
strands for FREE!**

Bring them into the
RPU Service Center lobby
(4000 E River Rd NE)
and drop them in the
designated bins.



Through Fri, Jan 31, 2025.



Attend one of our FREE Energy Efficiency Workshops!



Learn low-cost/no-cost ways to save and qualify for a \$75 home energy audit! (\$365 value) Free childcare is provided. Learn more at www.rpu.org.

Sat, Feb 1 –OR– Sat, Mar 15 | 10-11 a.m.



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

MINNESOTA ENERGY RESOURCES

ROCHESTER PUBLIC UTILITIES
WE PLEDGE, WE DELIVER

One of our **CONSERVE & \$AVE** programs.

Solar Energy for Your Home or Business

FREE CLASS!

Sat, Feb 22 | 10am-12pm

Northrop Community Education Center
Room 319

Learn how to register at www.rpu.org
under “Education Opportunities.”



Is solar right for you? Does solar work in Minnesota? How much energy can it produce? What are the costs? What incentives are available? Is there maintenance? Learn the answers to these questions and more. There will be many photos of installations. An optional video tour of a local solar home will follow the class for those who would like to see a system in action.

Sign up for Digital Delivery of RPU Plugged In

RPU’s newsletter Plugged In has been a resource for customers since 2011. Each issue is full of articles and information about RPU including rebate programs, events, learning opportunities, and fun photos of our contests and crews.

We are offering the same great content and useful information with an environmentally-friendly email.

It’s easy to switch to digital delivery:

- Scan the QR code or visit rpu.org/about-rpu/plugged-in
- Fill in each field to sign up!



Rochester Public Utilities (RPU) proudly partners with the City of Rochester's Sustainability Department to bring Electrify Everything 2025 to our community.



Make your home healthier, more comfortable, and climate-friendly through electrification and weatherization.

Join our **FREE Workshop Series** to learn about:

- The steps to home electrification
- Financial resources and planning assistance

Don't miss our first resident workshop: **Electrification 101**

Electrify Everything Advisors

Rochester residents can get **FREE** guidance on completing home projects and lining up resources.

Contractor and Developer Workshops

Learn about residential electrification options and get up-to-date information about incentives and certifications for electrification retrofits or new construction.



ROCHESTER

ELECTRIFY EVERYTHING 2025



LEARN MORE AND RESERVE YOUR SPOT TODAY!

www.electrifyeverythingmn.org

Electrify Everything MN is managed by the Center for Energy and Environment and supported by the City of Rochester and other foundation and local government partners.



New Commercial Staff in the New Year

RPU is excited to introduce three new team members who will partner with commercial customers to provide innovative energy solutions and outstanding service. The Commercial Energy & Environmental Advisors are dedicated to helping businesses across RPU manage their energy and water needs through expert guidance, project management, and customized plans that promote energy efficiency and conservation. With a hands-on, collaborative approach, they foster strong connections within the community, empowering businesses to save energy, optimize water usage, and adopt new technologies—all while supporting our shared commitment to a sustainable future.



Hugh Kelly

With extensive experience in energy management, utility analytics, and advanced meeting infrastructure, Hugh Kelly joins RPU as a Commercial Energy & Environmental Advisor.

He is a Certified Energy Manager (CEM) and a LEED Accredited Professional for Building Operations and Maintenance (LEED AP O+M). In his new role, Kelly will collaborate with trade allies and commercial customers to meet their energy service needs through consulting, strategic planning, and outstanding customer service.

Having recently relocated from Metro Atlanta, Kelly is eager to support Rochester's businesses and contribute to the city's ongoing growth and sustainability initiatives.



Alex Pruett

With over a decade of experience in fleet and facility management at Charter Communications, Alex Pruett brings his expertise to RPU as a Commercial Energy & Environmental Advisor. Pruett holds a Bachelor

of Science degree in Business Management from Western Governors University (WGU) and is currently pursuing his Project Management Professional (PMP) certification through the Project Management Institute.

A lifelong Rochester resident, Pruett enjoys spending time with his family, friends, as well as outdoor activities such as hiking, skiing, kayaking, and fishing. He resides with his wife, two sons, and three dogs.



Caleb Scheel

Caleb Scheel joins RPU as a Commercial Energy & Environmental Advisor, bringing four years of experience as a meter technician and AMI system operator at Owatonna Public Utilities. He holds an Associate's degree in Electric Power Technology and a bachelor's degree in Energy Management from Bismarck State College.

Originally from Stoughton, WI, Scheel has called the Rochester area home for over a decade. He is enthusiastic about leveraging his expertise to support the community and its energy initiatives.

CONSERVE & \$AVE™

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



Matt Davidson
mdavidson@rpu.org
507-280-1627



Hugh Kelly
hkelly@rpu.org
507-280-1607



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507-280-1543



Caleb Scheel
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507-280-1533



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STANDARD
U.S. POSTAGE PAID
ROCHESTER, MN
PERMIT NO. 4

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Rochester, MN 55906
507-280-1500
www.rpu.org



RPU Plugged In is designed
and printed locally in Rochester.



RPU Holiday Hours: Closed January 20 for Martin Luther King Jr Day | February 17 for Presidents' Day

Social Media:

- @rochesterpublicutilities
- @RPUOutages
- Rochester Public Utilities
- blog.rpu.org
- RPU TV
- Rochester Public Utilities

Mobile App:



RPU Service Center Hours:
Monday - Friday (8am - 4:30pm)

Customer Care By Phone:
Monday - Friday (8am - 5pm)
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)
507-280-9191 (5pm - 8am)

NEW LOBBY HOURS

Monday – Friday | 8:00 AM – 4:30 PM

Effective January 2

RPU Service Center | 4000 E River Rd NE

RPU Customer Care by Phone
Monday to Friday | 8:00 AM – 5:00 PM
507-280-1500

We look forward to serving you!