



ROCHESTER
PUBLIC UTILITIES
WE PLEDGE, WE DELIVER™

Plugged In

Our 2023 Positive Environmental Impact

Details on page 2

JAN / FEB
2024



Our 2023 Positive Environmental Impact

In 2023, RPU worked with residential and commercial customers to reduce electric usage by over 17 million kilowatt-hours (kWh)! This equates to a CO₂ reduction of over 17,000 tons that were not emitted into the atmosphere. Water savings were also significant with over 2.5 million gallons saved through efficiency and reduction measures

such as our Conserve & Save™ rebate program.

Conservation of water and electricity is impacted through efforts large and small. To make reductions at your home or business, consider purchasing energy and water efficient equipment or by working with RPU experts on your

next commercial project planning. As 2024 begins, we remain committed to working with both residential and commercial customers to conserve energy and water.

Contact RPU if you have questions about how you can conserve energy in your home or business.

See full rebate list on page three. →

CONSERVE & \$AVE™

Nitrates are Not a Concern in RPU's Drinking Water

In 2023, the U.S. Environmental Protection Agency (EPA) warned the state of Minnesota about a potential high nitrate contamination in the well waters of eight counties in southeast Minnesota's Karst Region. The impacted counties are Olmsted, Winona, Dodge, Fillmore, Goodhue, Houston, Mower and Wabasha.

RPU is proud to report that very little nitrates are present in our water.

The EPA's maximum allowable limit for nitrates is 10 parts per million (ppm) for drinking water. The average concentration of nitrates in RPU groundwater is only 0.07 ppm! In fact, in 25 out of our 31 wells, no detectable nitrates were present. Nitrates are mostly a concern for private wells that tend to be shallower and are not tested regularly. RPU tests each well annually for nitrates.

Consuming too much nitrate can be harmful—especially for babies. Consuming too much nitrate can affect how blood carries oxygen and can cause methemoglobinemia (also known as blue baby syndrome). Nitrates can get into groundwater from many sources, including fertilizers, land-applied manure, and liquid waste

discharged from septic tanks. RPU has a wellhead protection plan to ensure that these potential nitrate sources are managed properly and stay out of our drinking water source.

Learn more about RPU's drinking water at rpu.org/education-environment/water-quality.php



Save energy and money with rebates for your home!



Scan the QR code or visit www.rpu.org to download rebate applications with minimum efficiency requirements and complete terms and conditions.



ENERGY STAR® Appliance Rebates	Amount
Clothes Washers	\$25-\$65
Clothes Washer-Dryer Combos	up to \$65
Dehumidifiers*	\$15-\$25
Dishwashers	\$25-\$40
Freezers*	\$25
Heat Pump Clothes Dryers	\$25
Refrigerators*	\$25
Room Air Conditioners*	\$25
*Bonus Recycling Rebate	up to \$15, for recycling of working units only

Electric HVAC and Water Heating Equipment Rebates	Amount
Central Air Conditioners	Rebates starting at \$100
ECM Circulator Pumps	\$50-\$600, not to exceed 50% of cost
Furnace Fan Motors Replacements	\$50
Air Source Heat Pumps	Rebates starting at \$100
Ground Source Heat Pumps	Rebates starting at \$200
Smart Thermostats	\$50-\$100, only for electric heat systems
Heat Pump Water Heaters (for electric-only retrofit or new construction)	\$60-\$400, not to exceed 50% of the cost

Lighting Rebates	Amount
ENERGY STAR® and DesignLights® LED Light Fixtures	50% of fixture or package cost, not to exceed \$20 per fixture

Water Rebates	Amount
Clothes Washers	\$25
High-Efficiency Toilets	\$25
Rain Barrels	\$10
Weather-Based Irrigation Controllers	50% of cost, not to exceed \$75 per controller

Electric Vehicle (EV) Rebates	Amount
EV Enrollment – New TOU Enrollment^	bill credit: \$200 first EV; \$50 per additional EV
EV Enrollment – Existing TOU Customer	bill credit: \$50 per qualifying EV

Battery-Powered Lawn Equipment Rebates	Amount
Push Lawn Mower^	\$50 bill credit
Riding Lawn Mower^	\$100 bill credit

^Must enroll in RPU's Residential Time-of-Use Rate. First come, first served. Limited supply of Time-of-Use meters are available.

CONSERVE & \$AVE™

RPU Receives APPA Award of Excellence for “I Want to Work at RPU” Book

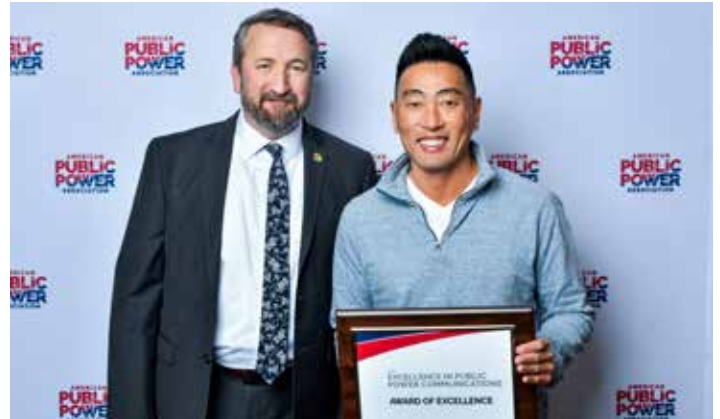
To promote the career paths and people who work at Rochester Public Utilities and other municipal utilities, RPU wrote and published a book titled “I Want to Work at RPU.”

The graphic novel was created for students in middle and early high school grades. It tells the story of a class taking

a field trip through the RPU Service Center and other electric and water facilities. During the field trip, the students encounter different people from diverse backgrounds and experiences. Those people help keep the lights on and the water

flowing in the city of Rochester, all while learning what it would be like to work at a municipal utility.

The book was submitted to the American Public Power Association (APPA) for judging in their Excellence in Public Power Communications and was awarded the top Award of Excellence in the Print/Digital category. Award winners were recognized at the APPA Customer Connections Conference.



Pictured L-R: APPA Customer Connections Conference Vice-Chair Joe Gehrdes and Tony Benson, RPU



Rochester Public Library book display

The RPU graphic novel is available at the Rochester Public Library or the Bookmobile. You can find availability or place a hold using the online catalog rplmn.org or ask a librarian for help.

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.

For the first time, 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 the RPU website at rpu.org/about-rpu/plugged-in.php
- Submit the form



SIGN UP TODAY





DON'T THROW AWAY OLD HOLIDAY LIGHTS!

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

It's easy – bring your old holiday string lights and decorations into the RPU Service Center lobby (4000 East River Road NE) and drop them in the designated bins.

NOT ACCEPTED:

- Appliance cords
- Battery packs
- CFL lights
- Cord adapters
- Electric cords
- Plastic rope lights
- Telephone cords

Available now through Friday, January 26, 2024.



RPU Now Offers Payments through PayPal, Walmart Pay & Bill Pay Kiosk

RPU continually works to provide more convenient payment options for customers. Through a significant amount of work and partnership, RPU is excited to share that payments can now be made on your RPU account through Walmart Pay and PayPal.



Walmart Pay is available at participating Walmart locations and provides an easy, fast payment option. Customers need to have their RPU account number

and a government issued ID to verify the account. Based on the payment processing time needed, Walmart Pay provides options of immediate and next-day payment for a fee paid to Walmart. Once payment is made, Walmart Pay posts the payment directly to RPU.



PayPal is now accepted by RPU. Similar to any other company on the PayPal platform, simply select RPU and a payment can be made through your PayPal account. Beyond having a PayPal account, no additional set up or fees are required.

RPU also added a local payment option at the RPU Service Center. The RPU kiosk is completely self-service and available 24/7, 365 days of the year.

Bring your RPU bill with you to scan the bill's unique QR code at the kiosk. If you don't have your RPU bill available, access your account by typing in your RPU account number. Payments can be made with cash, check, or credit card, but please note that change is not provided when paying with cash.



Is it in your heart to



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.*

You can round up or add a specific amount. Learn more at www.rpu.org.

To enroll, fill out and return the form below or call RPU Customer Care at 507-280-1500.



*Donations can be cancelled at any time.

Neighbors Chipping In ENROLLMENT FORM

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

☐ **Round Up At Billing**

☐ **Donation On Bill:**

☐ \$1.00 ☐ \$5.00 ☐ \$10.00 ☐ \$15.00 ☐ Other amount: \$ _____



Last Name *(As It Appears On Your Account)*

First Name *(As It Appears On Your Account)*

RPU Account Number

Service Address

Mailing Address *(If Different than the Service Address)*

City

State

Zip

Contact Phone Number *(with area code)*

Phone Type:

☐ Home

☐ Cell

☐ Other: _____

Email Address

SIGNATURE: By signing below, I am allowing RPU to increase my bill on a monthly recurring basis at the option I've chosen above. I know I may discontinue my donations by contacting RPU Customer Care.

Customer Signature

Printed Name

Date

MAIL TO: RPU Customer Care, 4000 East River Road NE, Rochester, MN 55906-2813

OR EMAIL TO: customercare@rpu.org

01/2024PI



New Opportunities to Save in the New Year

With a new year arrives new opportunities to save energy and improve your bottom line. RPU's commercial energy efficiency programs help customers offset the cost of energy efficiency projects with cash rebates.

New and expanded offerings for 2024 include a loan program for a brand new, touchscreen, compressed air leak detector, retro-commissioning for existing buildings, energy design and modeling assistance for new buildings, and energy efficiency project financing at 0% interest.

Our existing programs largely remain unchanged, with the exception of lower wattage screw-in lighting, which is no longer eligible for rebates. And remember, projects completed in 2023 are still eligible for rebates in 2024! To learn more about our new and expanded offerings or assistance with identifying energy savings opportunities, reach out to one of our Energy and Environmental Advisors.

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
jmason@rpu.org
507-280-1588

FREE ENERGY EDUCATION



Neighborhood Energy Challenge Workshop

Saturday, January 27
10:00-11:00 a.m.

— OR —

Saturday, March 2
10:00-11:00 a.m.



Solar Energy for Your Home or Business

Saturday, February 24
10:00 a.m.-12:00 p.m.

Also check out the many classes that Rochester Community Education has to offer on electric vehicles, heat pumps, and more!

Go to:
rochester.ce.elevo.com
and search "energy"

All classes are held at the Northrop Community Education Center. Learn how to register at www.rpu.org.



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ROCHESTER, MN
PERMIT NO. 4

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



Neighborly

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



RPU Holiday Hours: Closed January 1 (New Years Day), January 15 (Martin Luther King Day), and February 19 (Presidents' Day)

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)
507-280-9191 (5pm - 8am)

RPU BILLING OPTIONS

- **PAPERLESS BILLING:** Receive an email or text notification that your bill is available online.
- **AUTO PAY:** Designate your checking/savings account or credit/debit card, and we'll automatically deduct your payment on the due date.
- **BUDGET BILLING:** Your monthly payments stay the same based on the average annual usage at your service address.

- Enroll in **PAPERLESS BILLING** and/or **AUTO PAY** at www.rpu.org or on our mobile app.
- Enroll in **BUDGET BILLING** by calling RPU Customer Care at 507-280-1500.

