



ROCHESTER
PUBLIC UTILITIES
WE PLEDGE, WE DELIVER™

Plugged In

**RPU Introduces
Lead Service Line
Replacement
Program**

Details on page 2

MAR / APR
2025

RPU Introduces Lead Service Line Replacement Program

RPU is taking proactive steps to address potential lead exposure in drinking water, prioritizing support for customers who may have lead service lines to their homes.

owners in Rochester. Of RPU's 42,000 service connections, approximately 1,310 water services are believed to potentially contain lead or galvanized pipe materials, or about 3% of all services.

Customers can check if their property has a lead or galvanized service line by using the interactive map at Minnesota Service Line Material Tool (maps.umn.edu/LSL).

Understanding Lead and Its Risks

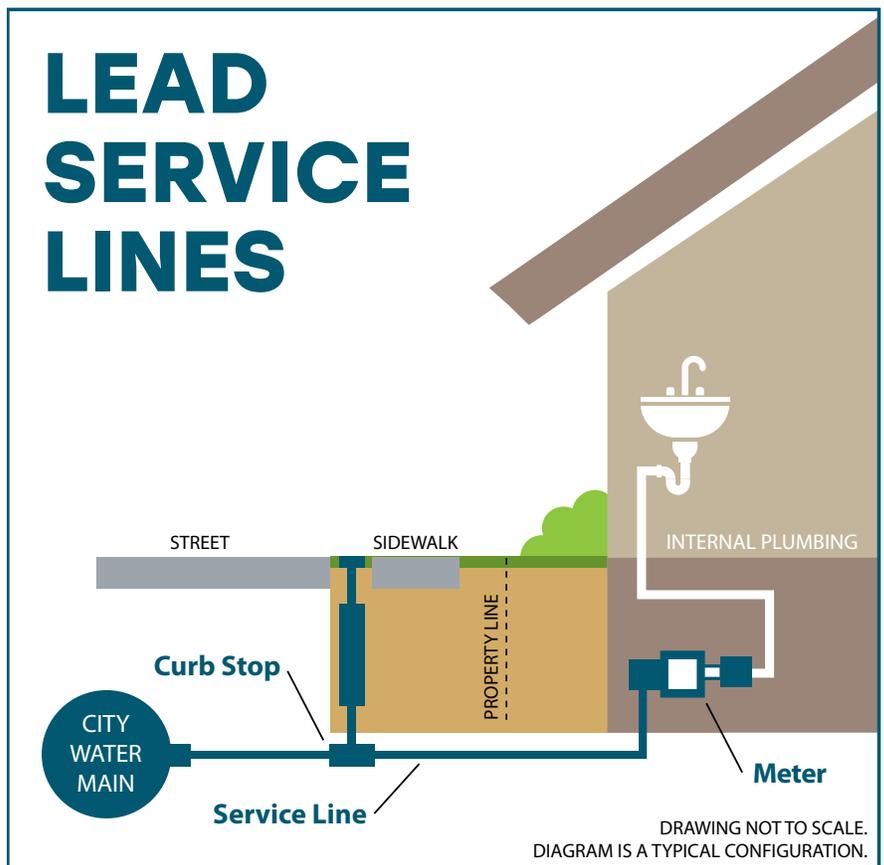
What is Lead?

Lead is a naturally occurring metal that can be found in air, soil, household dust, water, and various consumer products, including pottery, pewter, and lead-based paint. When ingested or inhaled, lead can accumulate in the body over time. High levels of lead exposure can harm the brain, nervous system, red blood cells, and kidneys. Children, infants, and pregnant women are especially vulnerable.

How Does Lead Get into Drinking Water?

While Rochester's water supply system is lead-free, lead can enter drinking water through lead water service lines, lead solder used in internal plumbing (before 1986), and from some brass fixtures containing lead.

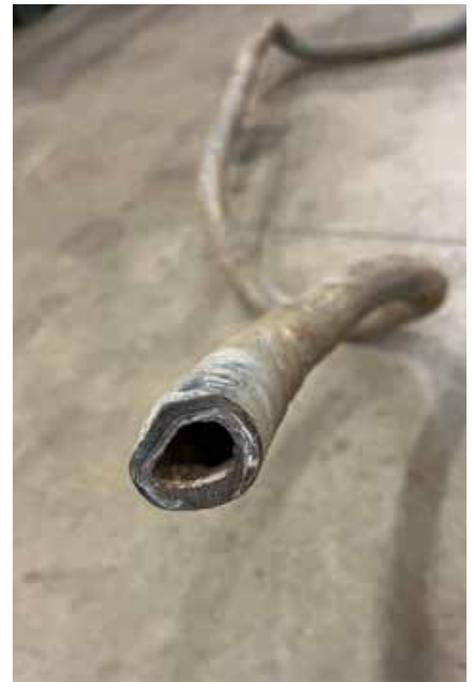
Water service lines, which carry water from the mains in the street into homes or buildings, are owned entirely by property



RPU's Efforts to Address Lead

RPU is launching a comprehensive Lead Service Line Replacement Program this summer to assist homeowners with replacing lead service lines.

- **FINANCIAL ASSISTANCE:** Federal and state grants have been secured to help customers offset replacement costs. RPU staff will be contacting owners of all properties identified as having a lead or galvanized water service on the interactive map.
- **CORROSION CONTROL:** RPU adds phosphates to the water supply to create a protective coating inside pipes, reducing lead leaching from lead pipes and internal plumbing solder.
- **TESTING AND MONITORING:** In July 2025, RPU will conduct lead testing in 50 residential homes with lead service lines. This testing is intended to confirm that corrosion control measures remain effective and comply with state and federal drinking water standards.



Lead service line after removal.

What Customers Can Do to Reduce Lead Exposure

RPU encourages customers with unknown lead and galvanized service lines to take the following steps:

01 Check Your Service Line Material:

Use the Minnesota Service Line Material Tool to determine if your property has a lead or galvanized water service line: maps.umn.edu/LSL

02 Test Your Water:

Conduct a lead test to assess your water quality. Southeastern Minnesota Water Analysis Laboratory (SEMVAL) is a certified lab that can perform lead testing located at the Olmsted County Public Health Building at **2100 Campus Drive SE, Rochester, MN 55904**.

03 Reduce Lead Risks:

Run your water for 3–5 minutes before use if it has been sitting in the pipes for more than six hours.

Clean faucet aerators monthly to remove debris and potential lead particles.

Use NSF-certified filters designed to remove lead.

Building a Safer Community Together

Lead exposure is preventable, and RPU is committed to delivering safe, high-quality water to every customer. Stay updated on the Lead Service Line Replacement Program and explore additional resources to protect your household. Together, we can build a healthier and safer community.



From the Desk of the General Manager



Tim McCollough
General Manager

Over the past four issues of Plugged In, we've taken time to share and reflect on RPU's five foundational principles – Reliability, Rates, Responsibility, Relationships, and Reputation. As we conclude this series, I'd like to highlight our commitment to upholding a strong **Reputation** within our community and industry.



RELIABILITY



RATES



RESPONSIBILITY



RELATIONSHIPS



REPUTATION

At RPU, we recognize that our reputation is built not just on the services we provide, but on the trust, transparency, and respect we cultivate with our community and stakeholders. This pillar of our strategic plan—Reputation—is foundational to our work and reflects our pledge to act in the best interest of our customers and the community.

Our team is deeply committed to fostering a culture of excellence, where

every action and decision is guided by honesty, expertise, and integrity. Through continuous improvement and customer engagement, we aim to strengthen the esteem in which RPU is held within our industry and among our stakeholders.

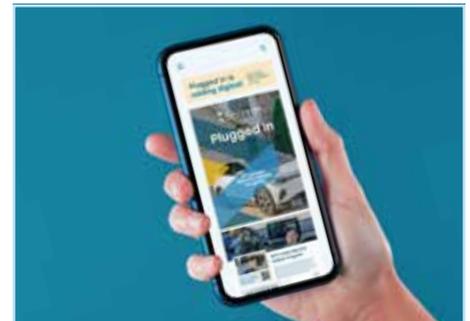
A strong reputation doesn't happen overnight. It is earned through meaningful interactions, consistent service, and active participation in our community. Whether through public outreach, career events, or involvement in local organizations, we are building bridges that connect RPU with our future workforce and the next generation of customers.

We also work diligently to maintain positive relationships with policymakers, neighborhood groups, and industry partners. These connections ensure that RPU continues to serve as a trusted resource and a leader in our field, adapting to the evolving needs of Rochester while upholding our mission to deliver reliable and responsible services.

As we move forward, we remain dedicated to maintaining an environment where all customers feel welcome and heard, and where everyone has an opportunity to engage with us in meaningful ways. Together,

we are building a legacy of trust, integrity, and excellence—values that define who we are and how we serve.

On behalf of our entire team, thank you for placing your trust in RPU. Our commitment to you is unwavering, and we look forward to continuing to serve as your trusted utility provider.



Plugged In added digital!

If you would like to join
the digital mailing list,
scan this QR code.



rpu.org/about-rpu/plugged-in



COMMERCIAL CORNER

Small Business Rebate Success

Red's Savoy, a new restaurant in Rochester, made energy efficiency a priority during their 2024 remodel. Owners Shawn Weinke and Lisa Proulx partnered with RPU to incorporate energy-efficient equipment into their restaurant design, earning over \$4,000 in rebates through RPU's Conserve & Save® Rebate Program.



RPU is proud to support commercial customers like Red's Savoy and encourages other businesses planning upgrades or remodels to explore the benefits of energy-efficient solutions. For assistance with your next project, contact RPU to learn more about available rebates and support.

CONSERVE & \$AVE™

For inquiries about our Commercial programs and services, please reach out to one of our Energy & Environmental Advisors.



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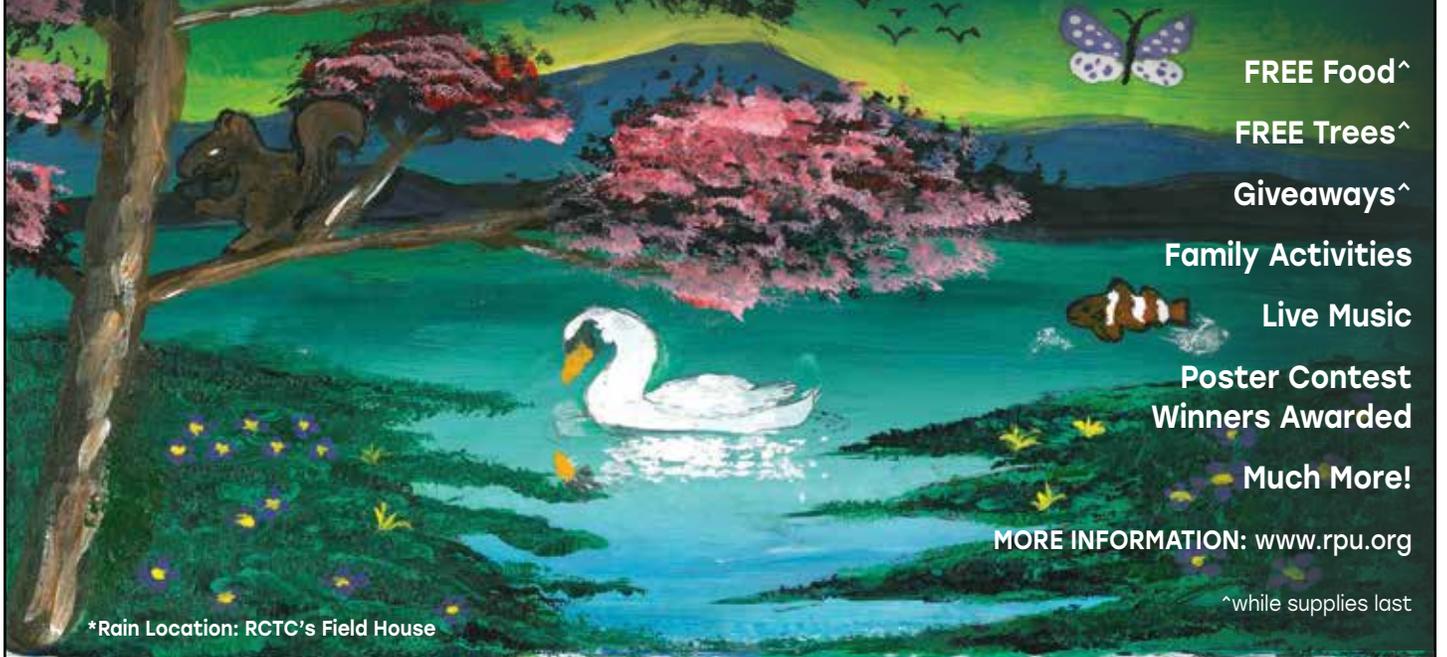


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Join us at RPU's 23rd Annual Arbor Day Celebration Friday, April 25, 2025 • 11am-1pm • Three Links – Silver Lake Park*



FREE Food^

FREE Trees^

Giveaways^

Family Activities

Live Music

Poster Contest
Winners Awarded

Much More!

MORE INFORMATION: www.rpu.org

^while supplies last

*Rain Location: RCTC's Field House

Trees Are Terrific...For Animals Too!

2024 Arbor Day Poster Contest Overall Winner • Shaarav Nawale



Wendy Turri Appointed to RPU Board

Rochester Public Utilities (RPU) is pleased to welcome Wendy Turri to the RPU Board. Wendy has more than four decades of expertise in environmental services and infrastructure, having held various leadership roles throughout her career.

Turri began her career with the City of Rochester in 1982 working in the Water Reclamation Plant (WRP) lab during the startup of the oxygen generation plant, later becoming a certified wastewater operator. She spent nearly 30 years with the Minnesota Pollution Control Agency (MPCA), progressing from an inspector to the manager of the statewide wastewater program. In 2017, Wendy returned to the City of Rochester, where she served as Wastewater Manager, Deputy Director of Environmental Services, and Public Works Director until 2024. During this

time, she spearheaded significant infrastructure projects, including the North Broadway redevelopment and upgrades to the wastewater treatment plant.

“With my background in wastewater, infrastructure, and regulatory experience, I’m excited to contribute to RPU’s mission and work alongside a dedicated team to support the growth and sustainability of our community,” Turri said.

Beyond her professional accomplishments, Turri has a long history of community involvement. She has volunteered at the Dorothy Day Hospitality House for more than 35 years. Turri is also passionate about jewelry making and fossil collecting. In her free time, she enjoys fishing,



| Pictured: Wendy Turri

crafting, and spending time with her family, including her twin children and two grandchildren.

RPU looks forward to the valuable insights and experience Turri will bring to the Board.



Cold Weather Rule Ends April 30

The Minnesota Cold Weather Rule ends on April 30, 2025. If you are behind on your RPU bill, it is important to take steps now to avoid potential service disconnection. You can contact Three Rivers Community Action at info@threeriverscap.org or **507-316-0610** to apply for energy assistance. Please note that these funds are limited and available on a first-come, first-served basis. Additionally, you may reach out to RPU Customer Care to make payment arrangements or bring your account current by April 30 to avoid disconnection. RPU Customer Care is available by phone Monday through Friday, from 8am to 5pm, at **507-280-1500**.



Prepare for Summer Energy Savings



Attend our FREE workshop and learn low-cost/no-cost ways to save. You'll qualify for a \$75 home energy audit (\$400 value) that will pinpoint areas in your home that could save you energy and money on your utility bill. The auditor will help you with next steps such as contractors, financing, incentives, and utility rebates! Learn more at www.rpu.org.

Wed, May 7 • 6-7pm *FREE Childcare*

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

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

ROCHESTER ELECTRIFY EVERYTHING 2025

Receive step-by-step guidance on weatherization and electrification for a more comfortable, healthier, and safer home.

Join our **FREE Workshop Series:**

- ✓ **Get Amped: The Basics of Electrifying Your Home**
Thursday, April 3, 6:00 p.m.–7:30 p.m.
- ✓ **Stay Cool, Stay Warm: Heat Pumps Demystified**
Thursday, May 8, 6:00 p.m.–7:30 p.m.
- ✓ **Hot Stuff: Electrifying Water Heating, Cooking, and Clothes Drying**
Thursday, June 12, 6:00 p.m.–7:30 p.m.



www.electrifyeverythingmn.org

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



Look for our NEW Tune-Up Rebates in 2025 for Central ACs and Air Source Heat Pumps



- **OPTION 1: \$20 Rebate**
Coil cleaning and filter change/cleaning
(one rebate per cooling unit every **two** years)
- **OPTION 2: \$40 Rebate**
Refrigerant charge and airflow adjustment
(one rebate per cooling unit every **five** years)
- **OPTION 3: \$60 Rebate**
Coil cleaning, filter change/cleaning, refrigerant charge, and airflow adjustment
(one rebate per cooling unit every **five** years)

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

CONSERVE & \$AVE™

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

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www.rpu.org



RPU Plugged In is designed
and printed locally in Rochester.



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)



Automatic Enrollment Begins March 1 for Service Assured® Electric Service Repair Program

On March 1, all eligible RPU customers who are not currently enrolled will be automatically enrolled in the Service Assured® Electric Service Repair Program unless they choose to opt out. The program provides worry-free coverage for repairs to electric service lines due to old age, frost heaving, or improper connections, all for just \$1.99 per month.

Customers already enrolled in the Service Assured® Water Service Repair Program can receive both services for just \$3.00 per month!

For questions or to opt out, visit rpu.org, call **507-280-1500**, or scan the QR code.

