

# Neighbors Chipping In

## FREQUENTLY ASKED QUESTIONS



### What is Neighbors Chipping In?

**Neighbors Chipping In** is a voluntary, ongoing charitable fundraising program to benefit RPU customers in need of help. It allows RPU customers to help other RPU customers by agreeing to have their monthly utility bill “rounded up” to the next whole dollar or by an amount of their choosing.

### How many ways can I donate?

You can donate in two ways. One, you can choose to have your monthly total bill rounded up to the nearest dollar each month. Or two, you can pick a fixed amount (e.g. \$5, \$10, or any dollar amount of your choosing).

### How is the bill calculated?

The “change” or round up is calculated as the number of cents to the next whole dollar. For example, if your total bill is \$100.50, our system will add \$0.50 of “change” to your total balance for the month and your balance due becomes \$101.00. In the case of a monthly fixed amount, for example \$5.00, your total balance will go from \$100.50 to \$105.50.

### If I have several accounts, will each one be “rounded up”?

No, while any participation from our customers is appreciated, the account listed on your enrollment form is the only account that will be “rounded up”. If you desire multiple accounts to be added to the program, you can work with one of our Customer Care Advisors.

### Do I have to do anything to make the “round up” happen?

Simply fill out the enrollment form and you are all done. It is that simple and easy. Our billing system will do the rest. Your round up amount or fixed amount will appear on your monthly utility bill.

### Is this a voluntary program?

Yes, it is a voluntary program and you can discontinue donating at any time by contacting one of our Customer Care Advisors at 507-280-1500.

### Are my donations tax deductible?

No, your donations are not considered a charitable donation, as RPU is NOT a not-for-profit organization under IRS regulation.

### Where and how will funds be distributed?

RPU is collaborating with Three Rivers Community Action. They will facilitate the allocating of funds to those customers that qualify and already participate in the Energy Assistance program (EAP). After EAP funds run out, **Neighbors Chipping In** funds will help supplement those in need.

### Must recipients of Neighbors Chipping In funding be RPU customers?

Yes, recipients of **Neighbors Chipping In** must have an active RPU utility account and meet income-qualified guidelines.

### Will Neighbors Chipping In funds be used to pay any type of utility bills?

**Neighbors Chipping In** funds will be used to pay for active RPU billed services only. The funds will be applied to past due balances for electric, water, wastewater and storm water utility bills.

### Will I know who receives the funding?

No, customer information is considered “private data” and will not be shared with donors.

### Can I make a one-time donation using my credit card?

No, our system is not able to process a one-time donation using a credit card.

### Can I make a one-time donation at the RPU Service Center?

Yes, one-time donations of cash or check(s) can be made at our cash desks located in the RPU Service Center.