

ARE YOU COVERED?

Repairs we see frequently are to water system angle stops¹ located inside your home, which cost up to \$400.

However, a water service line² repair or replacement can cost \$4,000 to \$8,000 – or more!

Make sure you're covered by RPU's Service Assured® program.



"What a relief! Very thankful that we had Service Assured® coverage. RPU just took care of everything. \$3 a month is a pretty nominal cost compared to the cost of replacing and digging up one of those [underground water] pipes."

– Richard Bennett

¹See **5** in **Figure 1 Water Service** inside this brochure.

²See **2** in **Figure 1 Water Service** inside this brochure.

To learn more about the programs and services RPU offers to help you manage, protect, and conserve energy and water, visit our website:

www.rpu.org

You can also follow us on social media:



rochesterpublicutilities



@rpuoutages



@rpualerts



blog.rpu.org



RPU TV



Rochester Public Utilities



4000 East River Road NE
Rochester, Minnesota 55906-2813
507-280-1500
www.rpu.org



IS YOUR HOME PROTECTED?

Without **SERVICE ASSURED®**, you could get stuck paying thousands of dollars to repair your damaged underground water or electric services.

Did you know that as a Rochester homeowner, you own your water service and possibly your underground electric service?

Aging pipes, invasive tree roots, and seasonal changes are just a few examples of how normal wear and tear can cause a water or underground electric service to break. You can't prevent it. You can't predict it. Worst of all, most homeowner insurance policies do not cover repairing it, so you'll have to pay for it.

RPU's Service Assured® program can protect you from unexpected worries and costs caused by a broken water or underground electric service.

ELIGIBILITY*

Service Assured® is available to RPU customers living in single-family homes or single-owner duplexes. We also offer Service Assured® to some townhome

associations, individual twinhomes, and triplexes where each unit has its own service line. Call us at 507-280-1500 to determine if you qualify.

PRICING

The cost of this coverage is \$1.99 per service per month. Or pay only \$2.99 per month when you sign up to cover both your electric and water service.

ENROLLMENT

Visit www.rpu.org to review complete Terms and Conditions. You can enroll online, use the attached form, or call us at 507-280-1500 to request that an enrollment form be mailed to you.

FIGURE 1 Water Service

SERVICE ASSURED® covers from 1 to 7

- 1 Corporation Stop (CUSTOMER OWNED)
- 2 Service Line (CUSTOMER OWNED)
- 3 Curb Valve (CUSTOMER OWNED)
- 4 Curb Box (CUSTOMER OWNED)
- 5 Angle Stop (CUSTOMER OWNED)
- 6 Meter (RPU OWNED)
- 7 Meter Tail (RPU OWNED)
- 8 Full Flow Gate Valve (CUSTOMER OWNED)

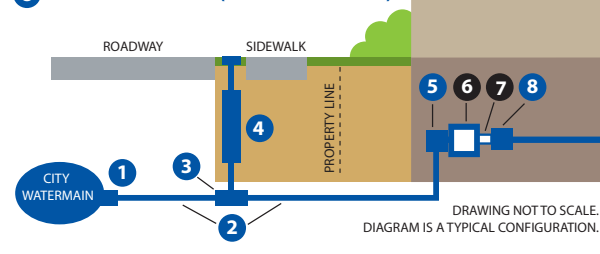
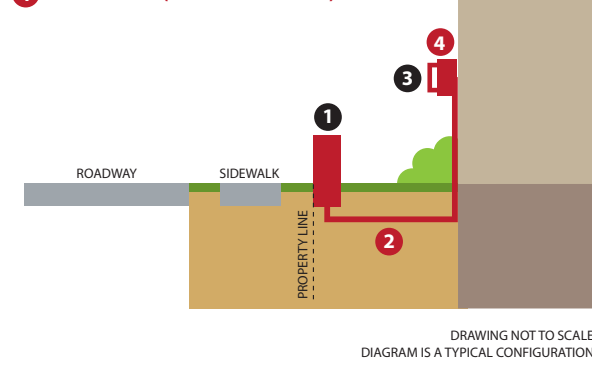


FIGURE 2 Underground Electric Service

SERVICE ASSURED® covers from 1 to 4

- 1 Transformer or Secondary Pedestal (RPU OWNED)
- 2 Service Line (CUSTOMER OWNED)
- 3 Meter (RPU OWNED)
- 4 Meter Socket (CUSTOMER OWNED)



* Some exclusions where coverage is not available include mobile homes, apartments, condominiums, and atypical configurations. Individual townhomes are not eligible for Service Assured® due to common property that is owned by the association. Contact us to see if your association is eligible for coverage. RPU customers own their underground electric service if it was installed or updated after January 1, 1981. Underground electric services installed before 1981 may be owned by RPU and is consequently RPU's responsibility to repair. Some services installed prior to 1981, by a company other than RPU, may also be customer owned. Pre-existing conditions must be repaired in order for you to be eligible for coverage. To determine if your home qualifies, call us at 507-280-1500. A pre-inspection of your water and/or electric service may be required before enrollment can be completed.

ENROLLMENT FORM

PLEASE SIGN ME UP FOR THE FOLLOWING:

- ☐ Service Assured® Water Service Repair Coverage
☐ Service Assured® Underground Electric Repair Coverage
☐ Both Water and Underground Electric Repair Coverages

RPU Account Number

Last Name (As It Appears On Your Account)

First Name (As It Appears On Your Account)

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 agree to the Terms and Conditions as previewed on www.rpu.org or obtained by calling 507-280-1500. A pre-inspection of your water and/or electric service may be required before enrollment can be completed.

Printed Name

Customer Signature

Date

Complete this form and mail to:

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