

RPU Plugged In

*Happy
Thanksgiving!*



IS YOUR HOME PROTECTED?

Learn how RPU's Service Assured® program can protect you from unexpected repair costs. ▶ See page 2



Service Assured®

Is Your Home Protected?

If you don't have RPU's Service Assured® Underground Utility Repair Coverage Program, you could get stuck paying thousands of dollars out-of-pocket to repair your damaged underground water or electric services.

For only \$2.99 per month*, you can rest assured that you won't be hit with costly repair bills if your underground electric or water service breaks!

? Are there really parts of my electric and water service that I own as the homeowner?

Yes, as a homeowner you own a number of components necessary for getting electric or water service into your home (see diagrams below). Without having a professional contractor or RPU Service Assured® coverage, you may be left without service.

? My home is fairly new. It can't happen to me right?

The age of your home may not matter when it comes to what is underneath the ground. Weather, soil, and frost can play a big part in the disruption of underground utilities regardless of the age of your home.

? Can I get coverage on just one utility?

Yes, for \$1.99 per month you can cover just one of your utilities, but cover both for just \$1.00 more!

? I get mailers selling a similar coverage for utilities. Does that coverage have anything to do with RPU?

No, RPU's only underground utility repair coverage is Service Assured®. Other companies send out mailers and postcards advertising services to cover underground utilities for \$5.49 per month or more. Protecting underground utilities should be left to the professionals who work with these utilities every day such as RPU's electric line workers and water operators. If you choose to go with a third party company, RPU strongly recommends investigating their work record and the fine print on their contract.

? Where can I get more details on Service Assured®?

All of the information on Service Assured® can be found on the RPU website www.rpu.org. This includes terms and conditions, pricing, and diagrams (see below) of what is owned and maintained by the homeowner and what is owned and maintained by RPU.

To sign up for RPU's Service Assured®, call RPU at **507.280.1500** or visit www.rpu.org.

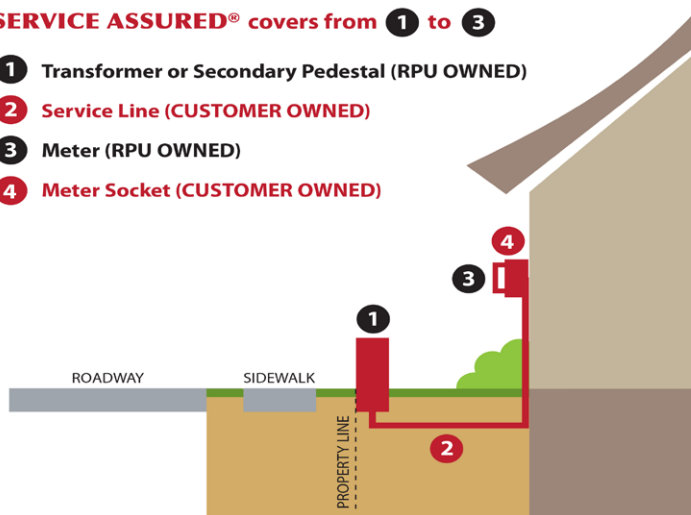
* Contact us to determine your eligibility; some exclusions apply.

TYPICAL RESIDENTIAL UNDERGROUND ELECTRIC SERVICE

FIGURE 2 **Underground Electric Service**

SERVICE ASSURED® covers from 1 to 3

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

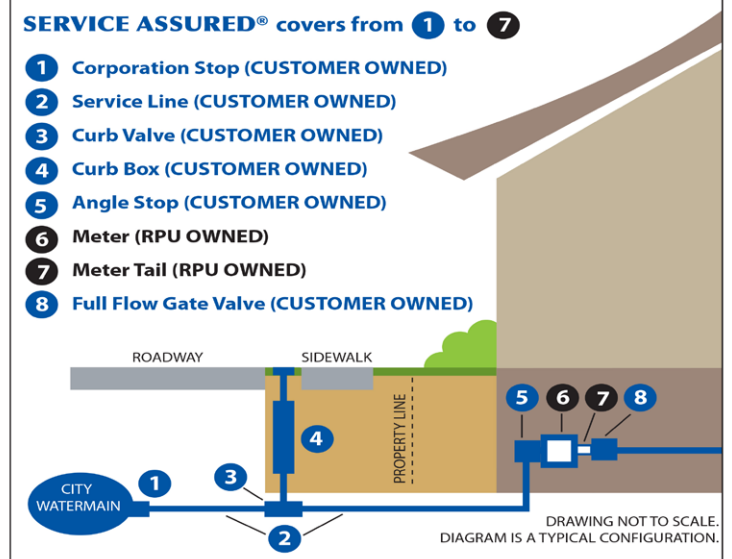


TYPICAL RESIDENTIAL WATER SERVICE

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)**



New Director of Corporate Services Hired



Rochester Public Utilities (RPU) announces the hiring of Peter Hogan as the new Director of Corporate Services.

In his new role, Hogan will be responsible for operations in accounting, information technology, business services, and purchasing.

Hogan has held positions as Controller, Chief Technology Officer, and

Contract Controller/CFO, where he implemented quality control and board reporting metrics, developed detailed five-year budgeting and cash flow models by lines of business,

prepared weekly forecasts for a \$1.5 billion publicly traded company, and delivered quarterly reports and monthly financial variance analysis along with key performance indicators.

Hogan also oversaw the design and implementation of high availability systems and redundant IT infrastructure to support 24/7 online banking, ATMs, and cash management. In addition, he led the implementation of compliance requirements including system security, customer information, incident response, business continuity, and vendor management.

Most recently, he served as a Contract Controller/CFO with CliftonLarsonAllen LLP in Rochester.

Hogan has a Bachelor of Science degree in Accounting, summa cum laude along with additional studies in computer science from Winona State University. He is also a Certified Public Accountant.

The official start date for Hogan was September 15.

It's that time of year again! Come in to the RPU Service Center and...

PICK UP YOUR RPU 2015 CALENDAR!

FEATURING:

(while supplies last)

- Arbor Day Posters Drawn By Rochester Area Elementary School Children
- Information on RPU's CONSERVE & SAVE® Rebate and Educational Programs
- Monthly Energy & Water Conservation Tips



RPU is offering
a rebate for LED
holiday lighting
and decorations.
See page 5 for
coupon.



'Tis the Season for Holiday Lights!

There aren't many things more festive than holiday lights decorating the inside and outside of a home during the holidays. Whether it is a gentle glow of soft white lights or the blinding splash of color from thousands of blinking lights, they all add to the holiday cheer. If you are planning to string five strings or 500 strings of lights, make sure to do it right this year.

Lighting technology has improved greatly in recent years, making the selection and benefits even better for the consumer. LED (light emitting diodes) lighting is the newest and most energy efficient string lighting available. LEDs are available in clear, single color strands, or multi-color strands and can be connected together to offer many different color combinations. There are blinking light options available along with the traditional icicle lights using LEDs. The options are almost endless when it comes to using LED holiday lighting.

LEDs use a fraction of the energy that standard incandescent lighting uses. Based on the type of LED used and the application, LED holiday lighting could save you up to 90%

in energy costs when compared to incandescent lighting. In addition, LEDs don't burn a filament to produce the light so they also do not put off excess heat in the process.

LED lighting options, including holiday lighting, can be more expensive when compared with standard incandescent lighting, so RPU is again offering a rebate for LED holiday lighting and decorations (see page 5 for coupon). The rebate (depending on the number of lights) can be up to \$12 per string of lights. There is no cap on the number of strings you can purchase and is available no matter where you purchase them. Some restrictions apply, so make sure to visit the RPU website for full details.

Once you've purchased all of the LED holiday lighting strings that you need this season, now what do you do with all of your old strands? RPU can help with that too. Due to such high demand last year, RPU will again recycle all of your old holiday light strands for FREE this year. Just bring your old strands of lights into the RPU Service Center lobby and drop them into the bins designated for holiday lighting recycling.

**Don't forget to recycle all
of your old holiday lighting
for free through Jan. 31,
2015, at the RPU Service
Center or Cascade Meadow
Wetlands & Environmental
Science Center.**

Celebrate with savings!

BUY ENERGY EFFICIENT

Holiday Lights & Decorations

1. Purchase LED holiday plug-in (not battery operated) lights and decorations in 2014.
2. Complete this coupon and submit it to RPU **by March 31, 2015** with your **original sales receipt** and the **LED packaging showing the LED logo and number of lights per string**.
3. Rebate cannot exceed price of LED string or package, tax excluded.

Customer Name _____

Home Phone # (with area code) _____

Daytime Phone # (with area code) _____

Mailing Address _____

City _____

State _____

Zip +4 _____

Installation Address (if different from above) _____

City _____

State _____

Zip +4 _____

Account # _____

☐ Residential☐ Commercial**(Rebates under \$75 will be applied to your account.)****Rochester Public Utilities**Attn: Rebate Processing • 4000 E River Rd NE • Rochester, MN 55906-2813
(507) 280-1500 • www.rpu.org

Recipient must be an electric customer of RPU. Valid only on purchases made in 2014.

A Lamp Size	B # of Lamps per String	C # of Strings	D Rebate per String*	E Total Rebate (C X D)
<input type="checkbox"/> Mini <input type="checkbox"/> Other				
<input type="checkbox"/> Mini <input type="checkbox"/> Other				
<input type="checkbox"/> Mini <input type="checkbox"/> Other				
<input type="checkbox"/> Mini <input type="checkbox"/> Other				
<input type="checkbox"/> Mini <input type="checkbox"/> Other				

GRAND TOTAL REBATE: _____

*Rebates:	# of Lamps	Rebate per String
	less than 99	\$3.00
	100 - 199	\$6.00
	200 - 299	\$9.00
	300 or more	\$12.00

OFFICE USE ONLY:

ID # _____

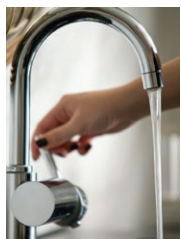
Power Outage Emergency Plan



As much as we try to keep the power on, there are circumstances that can cause the power to go out for minutes or even days. What is your plan for you and your family if you were to lose power? Here are some things to consider:

- **RPU outage line.** Have RPU's outage line in your cell phone or easily accessible to report your outage: **507.280.9191**.
- **Backup plan.** Make a list of friends or family that you could go stay with if necessary. Even if your home is heated by natural gas and the electricity is out, you will not be able to heat your home because the fan on your furnace is powered electrically.
- **Cell phone.** If bad weather and strong winds are in the forecast, keep your cell phone charged in case the electricity goes out.
- **Refrigerator/freezer doors.** Keep the door closed as much as possible. Discard perishable foods that have been above 40 degrees Fahrenheit for more than two hours. Learn more at: www.foodsafety.gov.
- **Flashlights/batteries.** Keep flashlights and new batteries in an accessible location to provide some light and safety.
- **Medical condition.** If you or someone you know has a medical condition and relies on electricity for medical equipment, seek medical attention early if power goes out.
- **Backup generator.** A backup generator may be an option to power necessary medical equipment or to keep refrigeration for medication. Consult with a licensed electrician to learn more.
- **Garage doors.** Consult your electric garage door opener manual and find out how to release the opener in case the power goes out. This will allow you safe and easy access to open your garage door even without power.
- **Sump pump battery backup.** Consider installing a battery backup for your sump pump to better ensure operation if the power is out for a period of time.
- **Safety.** Never go near downed power lines or wires. Power lines can still stay energized even if they are lying on the ground. Call RPU immediately at **507.280.9191** if you ever see a downed line and keep others away from the area.

Protect Your Water Service this Winter



After the ferocious winter and temperatures last year, we are urging customers to be extra mindful of their water service this winter. The frost line can cause major damage to your water service underground and in your home if it goes unnoticed.

Here are some tips and reminders for you as we head back into winter.

- Customers who have outside faucets should make sure garden hoses are disconnected so the faucet can drain properly.

If left connected, the faucets will not drain and can freeze and break. The line usually breaks in the wall so the first sign of a problem is water running through the wall.

- Customers who live in mobile homes should make sure their heat tape is turned on and working properly. If the heat tape is turned off or malfunctioning, the pipes and water meter can freeze and break.
- If there is exposed plumbing in closets or cabinets on an outside wall, open doors and let warm air from your home circulate into the closet to prevent frozen pipes.

- Customers who have experienced frozen water services in the past, or who know their service is susceptible to freezing, should begin monitoring the temperature and condition of their water. Taking your water's temperature is a simple way to avoid a costly problem. If the water temperature reaches 35° Fahrenheit, or if water sporadically appears rusty, the water service could be in danger of freezing.

To reduce the possibility of a water service giving in to the cold weather, let a tap or faucet flow continuously with the water stream about as wide as a pencil (1/4"). This will allow about one-quarter gallon per minute to run through the pipes in a home, thus reducing the likelihood of a freeze-up of the water service. This step may also prevent the freezing of sewer services.

Customers who turn on their water for this purpose should call RPU at **507.280.1500** to discuss the increased water usage.

- If you are leaving your home for an extended time, contact RPU with the dates you will be gone. Also leave a name and phone number of a person in the area who would know how to reach you in case of a utility emergency at your home.
- If you would like bills forwarded to your winter or temporary address, please give us that address.

SEE WHAT A FREE ENERGY WORKSHOP CAN DO FOR YOUR HOME!



UPCOMING WORKSHOPS:

Monday 11.17.2014 • 6:30 pm • Kellogg Middle School
Monday 12.8.2014 • 6:30 pm • Lincoln Choice Elementary School

TO RESERVE YOUR SPOT CONTACT:

Stacy Boots Camp • 888.734.6365 • sbootscamp@mncee.org

At the Neighborhood Energy Challenge workshop, we learned new things and realistic suggestions for our home. It was helpful to interact with other homeowners and learn more from the questions they asked. Our energy auditor was professional and easy to work with. He explained things to us and answered our specific questions, and presented us with options and reasoning to help us make informed decisions. The knowledge we acquired, from both the workshop and energy audit, has aided us in implementing conservation and energy efficiency improvements to our home.

– Tony & Lynne Drumm
Rochester Homeowners



Learn more at www.rpu.org

CUSTOMER SATISFACTION SURVEY – WE'RE LISTENING

Each quarter we have 1,000 surveys mailed out to customers to get feedback on how we're doing and how we can serve you better. We have received a number of comments regarding receiving RPU's newsletter *RPU Plugged In* and the *Home Energy Reports* comparisons.

Many of the comments we receive from customers are positive and they appreciate these opportunities to learn about RPU and to reduce electric consumption. But we also understand that some of our customers would prefer not to receive these mailings, so we are making it as simple as filling out this form and mailing it or dropping it off at the RPU Service Center.

Please fill out this form to opt out of our *RPU Plugged In* newsletter or *Home Energy Reports* energy usage comparisons. Please allow up to two months for removal from these lists.

Note: Once you are removed from the *Home Energy Reports* mailing, you cannot be added at a future date.

OPT-OUT REQUEST FORM

Please remove me from the following RPU mailings:

- ☐ *RPU Plugged In* Newsletter
- ☐ *Home Energy Reports* Energy Usage Comparison*

I understand that once I am removed from the Home Energy Reports mailing, I **cannot be added again at a future date.*



Name _____

RPU Contract Acct Number: **300000** _____

Street Address _____

City _____

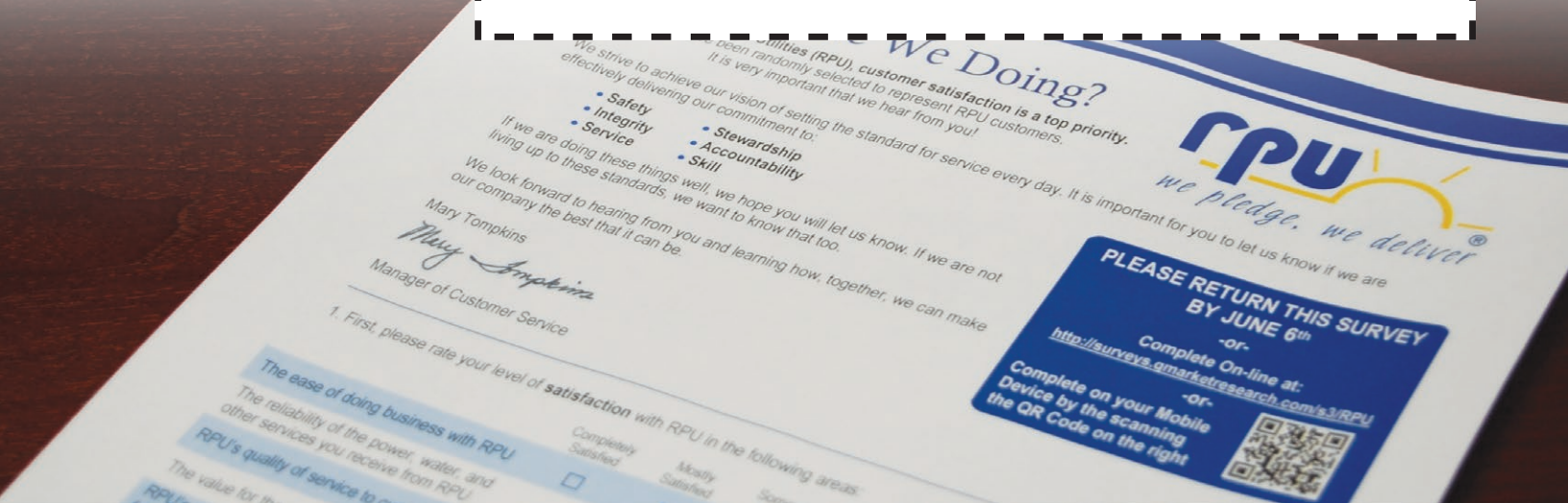
State _____

Zip _____

E-mail _____

(_____) _____

Phone _____





4000 East River Road NE
Rochester, MN 55906
507.280.1500
www.rpu.org

PRESORTED
STANDARD
US POSTAGE
PAID
BlueSpire



The robotic sprayer is operated from the ground by using a handheld remote.



The sprayer hangs over the side of the tower suspended from the top ring of the tower.



The sprayer slides around the outside circumference to clean the entire outside.

APACHE WATER TOWER WASH

If you "like" us on Facebook already, you know the answer to this fun fact.

How did this water tower get washed?

The water towers in Rochester were washed, this year, by using a robotic sprayer!

RPU contracted with a company that uses a robotic sprayer hung from the top railing of the tower. A water tower can usually be completely washed within one to two days depending on the weather. Tower washing is set up on a three-year maintenance program. In the case of the Apache Tower, it was washed just two years ago.

The Apache Water Tower (pictured) was washed in early October 2014. Also washed in October were the Country Club Manor Tower and the Rose Harbor Tower.

RPU Service Center Holiday Hours

The RPU Service Center
will be closed on:

Nov. 11 for Veterans Day
Nov. 27-28 for Thanksgiving

Images may be from one or more of these
sources: ©Thinkstock, ©iStock, ©Fotolia.
©2014 Rochester Public Utilities