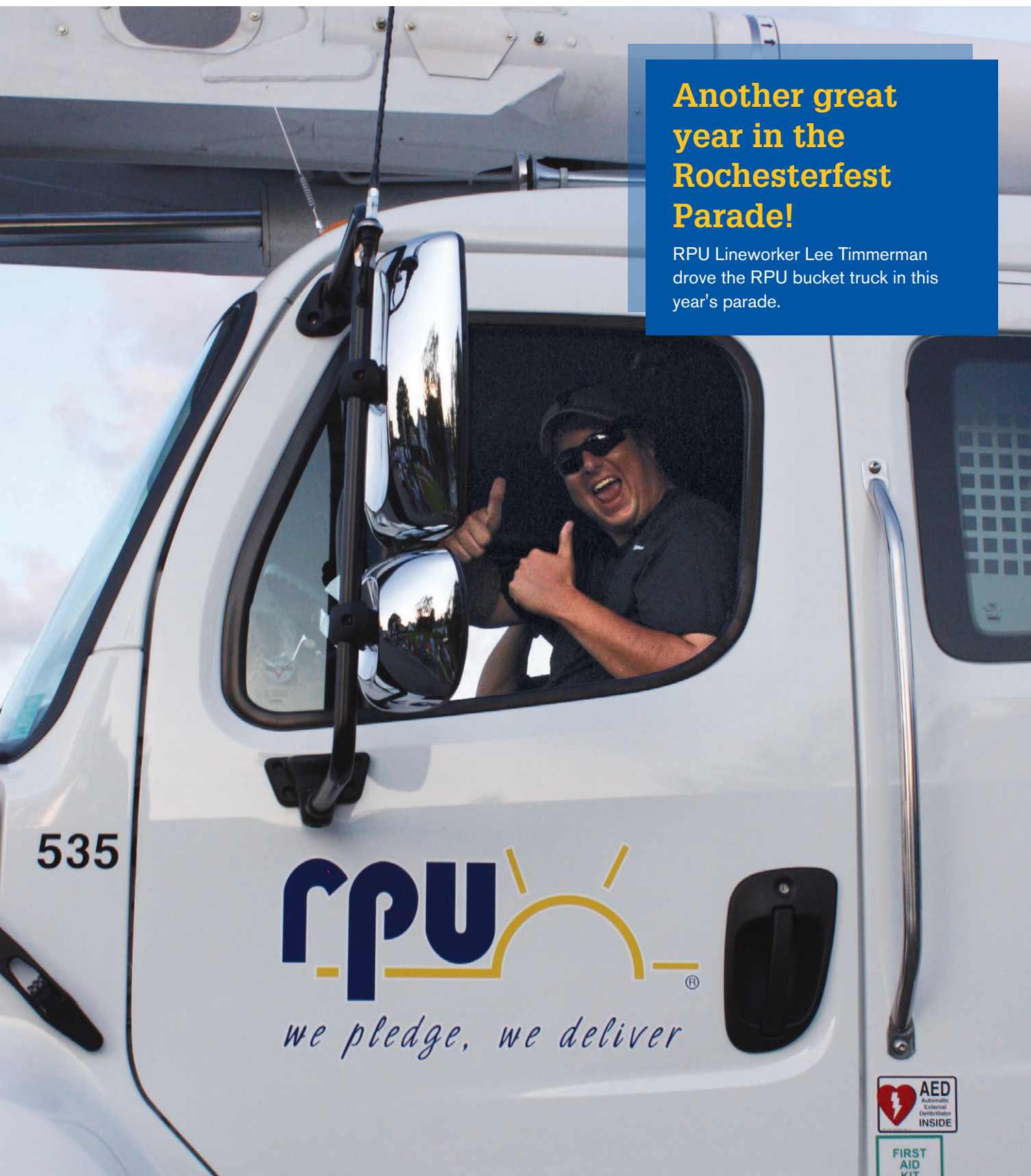


RPU Plugged In

Another great year in the Rochesterfest Parade!

RPU Lineworker Lee Timmerman drove the RPU bucket truck in this year's parade.



Emergency Preparedness

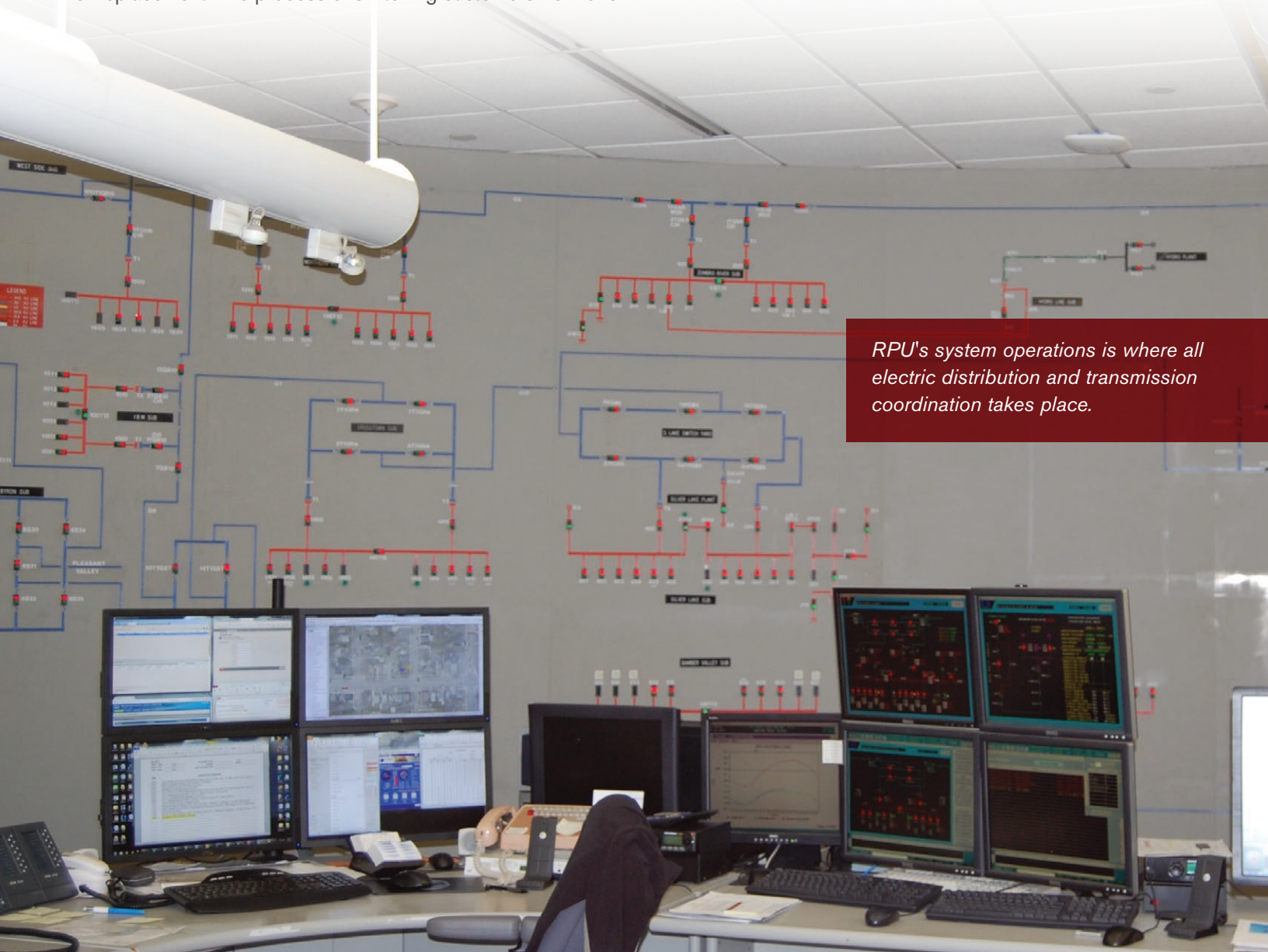
Coordination and Reaction to Possible June 11 Flash Flood

Emergency preparedness is a significant focus for RPU in both the water and electric utilities. Preparing for different scenarios, but being able to adapt and change to keep everyone safe and minimize service interruptions is of paramount importance each day.

Weather reports for the days leading up to June 11 had significant rain and possible flash flooding in the forecast. With a strong possibility of flooding, efforts were put in place to switch all of the 5,700 customers off the substation that could be affected. If a substation were to become flooded, it would be similar to the electrical system in your car being flooded and every single electrical component needing repair or replacement. The process of switching customers from one

feeder to a different one for system maintenance or safety is not unheard of and is done – oftentimes – hot (without turning service off to customers). A strict and concise procedure is set for switching customers and requires coordination from RPU system operations and line crews to ensure safety around the 161 kilovolt lines and switchgear.

Fortunately, as the weather came closer to Rochester, forecasts were revised to show a much lower rain total and the possibility of flash flooding was downgraded. RPU's emergency preparedness may not always be put into action, but being prepared will help to keep customers and RPU staff safe when a situation calls for action.



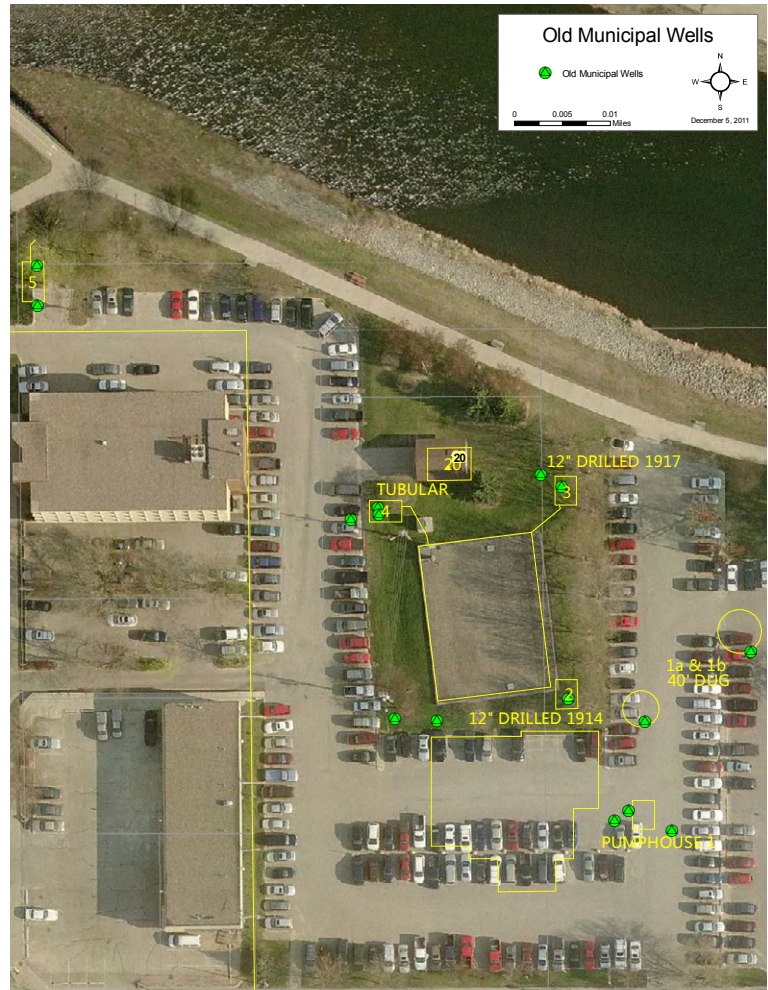
RPU's system operations is where all electric distribution and transmission coordination takes place.

RPU Locates Old Wells to Ensure Proper Sealing

The RPU water department received a Source Water Protection Grant from the Minnesota Department of Health (MDH) as part of the city's Wellhead Protection planning efforts. The grant was used to investigate old municipal wells to ensure that they were properly sealed at the time they were abandoned from use. An unsealed well can provide an open channel between the surface and an aquifer.

The age of the wells that were investigated dated back to 1899 and were located at the original Rochester Water Works building, which once stood to the east of the Government Center. These shallow-dug wells ranged in depth from 24 to 40 feet and varied in diameter from 16 to 22 feet. The well casing was constructed out of limestone stacked rock. Once the wells were uncovered, MDH staff inspected and determined that the wells were sealed properly at the time use was discontinued in the late 1940s.

RPU plans to continue its investigative efforts to ensure that all old, abandoned municipal wells that do not have a sealing record are properly sealed.



RPU AT THE ROCHESTERFEST PARADE

An RPU bucket truck made an appearance in the Rochesterfest Parade again this year. RPU lineworker Lee Timmerman drove the bucket truck with a bucket capable of reaching 60 feet in the air.



Local RPU Winner Wins Fourth Place MMUA Scholarship Award

Ellie Ekblad of Rochester was the fourth place winner in the MMUA (Minnesota Municipal Utilities Association) Tom Bovitz Memorial Scholarship Award Contest.

The contest was created as a public relations tool to increase the awareness of public power and create goodwill in the community for the local, municipally owned utility. The essay theme was "Municipal Utilities: Good for All of Us."

The essays were initially submitted to the governing body of the local utility. Winners of the local contests were then entered into the statewide contest. Judges included six MMUA member utility representatives and one MMUA staff member. Judges ranked their top four essays, point values were assigned, and winners were selected.

The award is named in honor of the late Tom Bovitz, a firm believer in the value of education, who was a former general manager of Hibbing Public Utilities and MMUA president. MMUA, headquartered in Plymouth, represents the interests of the state's 125 municipally owned electric and 33 municipally owned gas utilities.

The 2014 statewide winner was also a Rochester student.



Pictured from left to right: Winner Ellie Ekblad, who attended Century High School; Jerry Williams, RPU Board President; and Steve Downer, MMUA.

Things to Note If You Have a New Chip Credit/Debit Card

Many banks and credit card companies are now transitioning their credit/debit cards to more secure chip cards. If you have recently received a new card and have Auto Pay set up through RPU, please verify that your card's expiration date is updated on your account.

This will ensure that there are no late or overdue payments on your account.

You can log into your account on the RPU website (www.rpu.org) or you can call RPU during business hours at **507.280.1500**.



Letter from the GM

One of the pillars of being a municipal utility is local control. Local control means decisions are made that reflect the desires and values of the Rochester community.

In an effort to better understand those values, RPU engaged the nationally recognized firm of Great Blue Research to conduct an extensive customer survey. They have over 35 years of experience in strengthening customer relationships and have conducted thousands of such surveys for numerous industries.

During the month of June they surveyed 1,200 residential and 300 commercial customers, which yielded statistically significant data. In addition, two focus group meetings were held with a subset of commercial customers in order to have more in-depth conversations

regarding RPU and the future. This was all scientifically designed to ensure the data from those surveys reflects the views/values of our community.

I want to thank all of you who took the time to participate in the survey and give us your feedback. The results from the survey will be used as an integral part of our strategic planning process going forward.

The survey focused on several key areas relating to RPU as a whole, interactions with our customer service reps, interactions with our field service reps, commercial account management, expectations, information/communication, and specific questions concerning new technologies, renewable energy, outage restoration, smart metering, broadband, and demographics.



This information will be invaluable as we begin the process of updating our strategic plan to reflect the views/values of the community we serve.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mark'.

Mark Kotschevar
General Manager



Utility Payment Arrangements Available for Military Service Personnel

When a household member has been ordered to active duty, for deployment, or for a change of duty station, some customers may find it hard to pay their utility bills. Minnesota Law protects military personnel from shut-off if they cannot pay their bill in full. To qualify for this protection, you must enter into and keep reasonably current with one of the payment plans described below.

1. If your household income is below the state median household income, pay 10% of your household's gross monthly income toward your RPU bill.
2. If your household income is above the state median household income, make and keep a payment plan.
3. If you receive energy assistance, pay 10% of your household's gross monthly income toward your RPU bill.

The full statute description for Minnesota Statute 325E.028 can be found on the state of Minnesota website: <https://www.revisor.mn.gov/pubs/>.

If you would like to sign up for payment arrangements or have questions regarding the "Military Service Personnel Disconnection Law," please contact RPU customer service at **507.280.1500**.



KEEP AN EYE OUT

...for new energy efficiency workshop class dates starting in September! Watch www.rpu.org.



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Save Water, Save Money!

**Get a rebate up to \$75
on water-saving equipment purchases.***

Clothes Washers ♦ High Efficiency Toilets
Rain Barrels ♦ Rotating Sprinkler Nozzles
Weather-Based Irrigation Controllers

To download a Water Efficiency Rebate Application with complete terms and conditions, go to www.rpu.org.



CONSERVE & \$AVE®

*must meet minimum efficiency requirements; see Water Efficiency Rebate Application

Choose Your Way

TO PAY YOUR RPU BILL

Go Paperless

Receive an email that payment is due and your bill is available to view at www.rpu.org.

Budget Billing

Monthly payments stay the same based on the average of the previous 12 months of service.

Automatic Payments

- Automatic Checking or Savings Account Debit
- Automatic Credit/Debit Card Payment
- Can be combined with Budget Billing

How to Enroll

Enroll at www.rpu.org or fill out the form below and mail this page to: RPU Customer Service
4000 East River Road NE
Rochester, MN 55906-2813

Visit www.rpu.org to learn how to Pay Online, Pay By Phone, or use Pay Stations and Drop Boxes.

RPU BILL PAYMENT OPTIONS ENROLLMENT FORM *You may also enroll at: www.rpu.org*

Last Name (As It Appears On Your Account): _____

First Name (As It Appears On Your Account): _____

RPU Contract Acct Number: **300000** _____

Service Address: _____

City/State/Zip: _____

Mailing Address: _____
(If Different Than the Service Address)

City/State/Zip: _____

Primary Phone: _____

Phone Type: ☐ Home ☐ Cell ☐ Other: _____

Email Address: _____
(Required to Go Paperless)

SIGNATURE:

By signing above, I hereby request RPU to enroll my account in the options I select to the right, and acknowledge that I have read and agree to the terms and conditions as outlined on www.rpu.org.

BILL PAYMENT OPTIONS:

☐ **GO PAPERLESS** (Provide an email address at the lower left.)

☐ **BUDGET BILLING**

☐ **AUTOMATIC PAYMENT OPTIONS:**

PLEASE DEDUCT MY PAYMENT: (Check one.)

☐ When Bill Is Invoiced ☐ When Payment Is Due

☐ **Checking Account Withdrawal** (Attach a VOIDED check.*)

Bank Name: _____

☐ **Savings Account Withdrawal** (Attach a VOIDED deposit slip.*)

Bank Name: _____

☐ **Credit / Debit Card**

☐ DISCOVER  ☐ MasterCard  ☐ VISA 

Name (As It Appears on Card): _____

Card Number:* _____

Exp Date: ____ / ____

*To protect your privacy, RPU will destroy the credit card information on this form, as well as any voided checks and deposit slips.



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

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RPU SERVICE CENTER Holiday Hours

The RPU Service Center will
be closed on:
Monday, Sept. 7, in observance
of Labor Day

It's not just for frozen pipes!

Invasive tree roots, seasonal changes, and aging pipes can cause a water or underground electric service to break. You can't prevent it or predict it. Worst of all, most homeowner insurance policies do not cover repairing it, so you'll have to pay for it. **Is your home protected?**

Visit www.rpu.org to learn more about Service Assured® and enroll online.

