

RPU *Plugged In*

Learn More About the

HOME ENERGY REPORT

See pages 2-3



Learn More About the

HOME ENERGY REPORT



The Home Energy Report has been a successful program for RPU for over seven years and has facilitated more than 29 million kilowatt-hours of energy savings. But through customer feedback channels, we are still hearing that there may be some questions or confusion about the program. Here are some frequently asked questions to hopefully help you down the path of energy efficiency in your home!

Q. What is in the Home Energy Report?

- A.** Home Energy Reports are designed to provide new information to help you understand your home's energy use and find smart ways to make your home more efficient. Each report will provide you with new information including:
 - **Information on your home's energy use:** You'll be able to see your home's energy use in the context of the energy use of your neighbors' homes that are nearby and similar in size.
 - **Progress tracking:** You'll also see how your home's energy use changes over time and across seasons.
 - **Ideas on energy efficiency:** On each report, you can find ways to save energy, including information on rebates and other special programs we offer.

Q. What is the purpose of the program?

- A.** Most people are eager to make their homes more efficient and save money, but they're not always sure how. RPU's Home Energy Reports program is designed to provide more information about your energy use so you can make informed choices and save money.



Rochester Public Utilities
4000 East River Road NE
Rochester, MN 55906-2813

Contract account number:
Report period: 06/17/15-07/17/15

This report gives you context on your energy use to help you make smart energy saving decisions. For a full list of energy saving products and services for purchase, including rebates from Rochester, visit:

rpu.org/rebates

Last Month Neighbor Comparison | You used **19% more** electricity than your neighbors.

Category	Usage (kWh)
Efficient Neighbors	764 kWh*
All Neighbors	1,206
YOU	1,432

* kWh: A 100-Watt bulb burning for 10 hours uses 1 kilowatt-hour.

Who are your Neighbors?

- **All Neighbors:** Approximately 100 occupied nearby homes that are similar in size to yours (avg 2,991 sq ft) and have gas heat
- **Efficient Neighbors:** The most efficient 20 percent from the "All Neighbors" group

How you're doing:

You used more than average

Turn over for ways to save →

Explore your Home Energy Report



Understand more about **how and when** you use energy



Find **ways to save** through personalized tips and advice



Manage your energy with **smart online tools**



Log on today at energyreports.rpu.org.

Q. How often are Home Energy Reports sent?

- A.** We want to provide you with regular updates about your energy use, so Home Energy Reports are sent every two months. We have found that we can help our customers save energy and money more cost-effectively by sending reports every two months instead of every month.

THE HOME ENERGY REPORT HAS BEEN A SUCCESSFUL PROGRAM FOR RPU FOR OVER SEVEN YEARS AND HAS FACILITATED MORE THAN 29 MILLION KILOWATT-HOURS OF ENERGY SAVINGS.

Q. Who are my neighbors?

- A.** The neighbors you're compared with on your Home Energy Report are not necessarily your actual geographic neighbors. The report compares your energy use with around 100 homes in your area with similar characteristics as yours, including home size, heating type, and whether you are in a single-family or multi-family home. Your "efficient neighbors" are the 20 most efficient of the 100 homes in your neighbor comparison.

Q. Isn't this a waste of paper / money / postage / resources?

- A.** We send these reports because they've been proven to save customers energy and money. In general, we've seen that for every dollar spent on the Home Energy Reports program, customers save three dollars. Our research shows that we can help the most people save the most energy by sending reports through the mail. However, if you would rather receive these reports via email, contact us at **507.280.1500** or energyreports@rpu.org and we can switch you over to email reports.

Q. I think I'm already efficient – why do reports tell me I'm so much less efficient than my neighbors?

- A.** We build these neighbor comparisons based on what we know about your home. It could be that we don't have the right size, heating type, or dwelling type for your home. If you would like to make sure we're comparing you correctly, you can call **507.280.1500** or email us at energyreports@rpu.org and we can update your home profile to make sure you get the most accurate comparison. You can also change your home profile yourself at <http://energyreports.rpu.org>. All updates to your home profile are confidential and are only used for your Home Energy Report.

Q. Are you sharing my usage information with my neighbors?

- A.** No, we are not sharing your usage information with anyone other than you. All data in Home Energy Reports are kept completely anonymous. The comparison is an average of 100 similar homes in your area.

Q. Can I opt out of this program?

- A.** Yes you can – contact us at **507.280.1500** or energyreports@rpu.org and we can remove you from the Home Energy Reports program.

Got a problem with humidity? Solve it with an Energy Star® dehumidifier...

and receive up to a \$40 rebate from RPU!

Visit www.rpu.org to download an Electric Rebate Application with complete terms and conditions.



CONSERVE & \$SAVE®



Another Fun Year in the Rochesterfest Parade!

Lineworker Chuck Floeter was chosen to drive the RPU bucket truck in this year's Rochesterfest Parade. Driving a big bucket truck is a big responsibility and is never taken lightly, even if the lineworkers drive them every day. However, the Rochesterfest Parade offers them the opportunity to show off the truck and share it with all of the Rochester residents along the parade route.

Chuck described the experience of being in the Rochesterfest Parade as a "very fun event!"

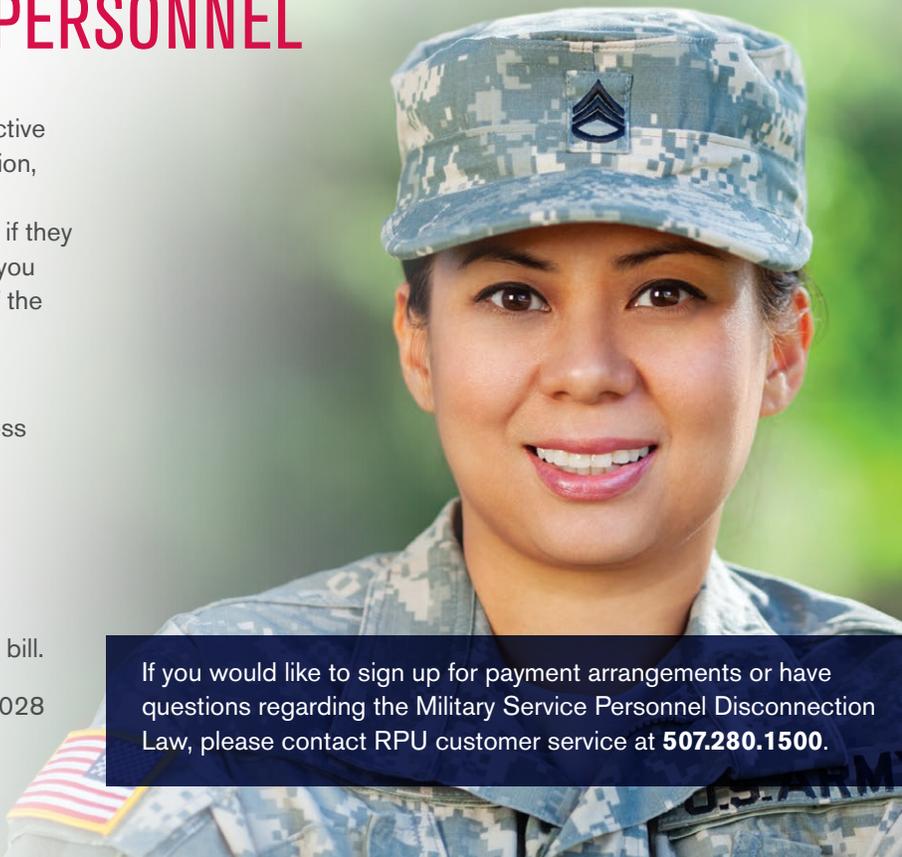
Thanks for coming out to the parade!

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 at <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**.

2 Easy Ways to Try a Kill A Watt™ Meter

Try a Kill A Watt™ meter by stopping into RPU or by checking one out at the Rochester Public Library. This device will tell you how much electricity products are using whether turned on or off. Once you know how much power is being used when devices are running, or deceptively idle, you'll truly discover how much energy and money can be saved by replacing, unplugging, or using a smart power strip to cut off any power to that item.

If you are interested in using an RPU meter, a refundable deposit is required. In order to check a meter out at the library, you will need a valid library card. Quantities are limited at both locations.



How an Air Conditioner Works

Similar to how a refrigerator works, air conditioners transfer heat from a home's interior to the warm outside environment.

A Evaporator

Cooling coils remove heat and humidity from the air using refrigerant.

B Blower

A blower (or fan) circulates air over the evaporator, dispersing the chilled air.

C Condenser

Hot coils release the collected heat into the outside air.

D Compressor

A pump that moves refrigerant between the evaporator and the condenser to chill the indoor air.

E Fan

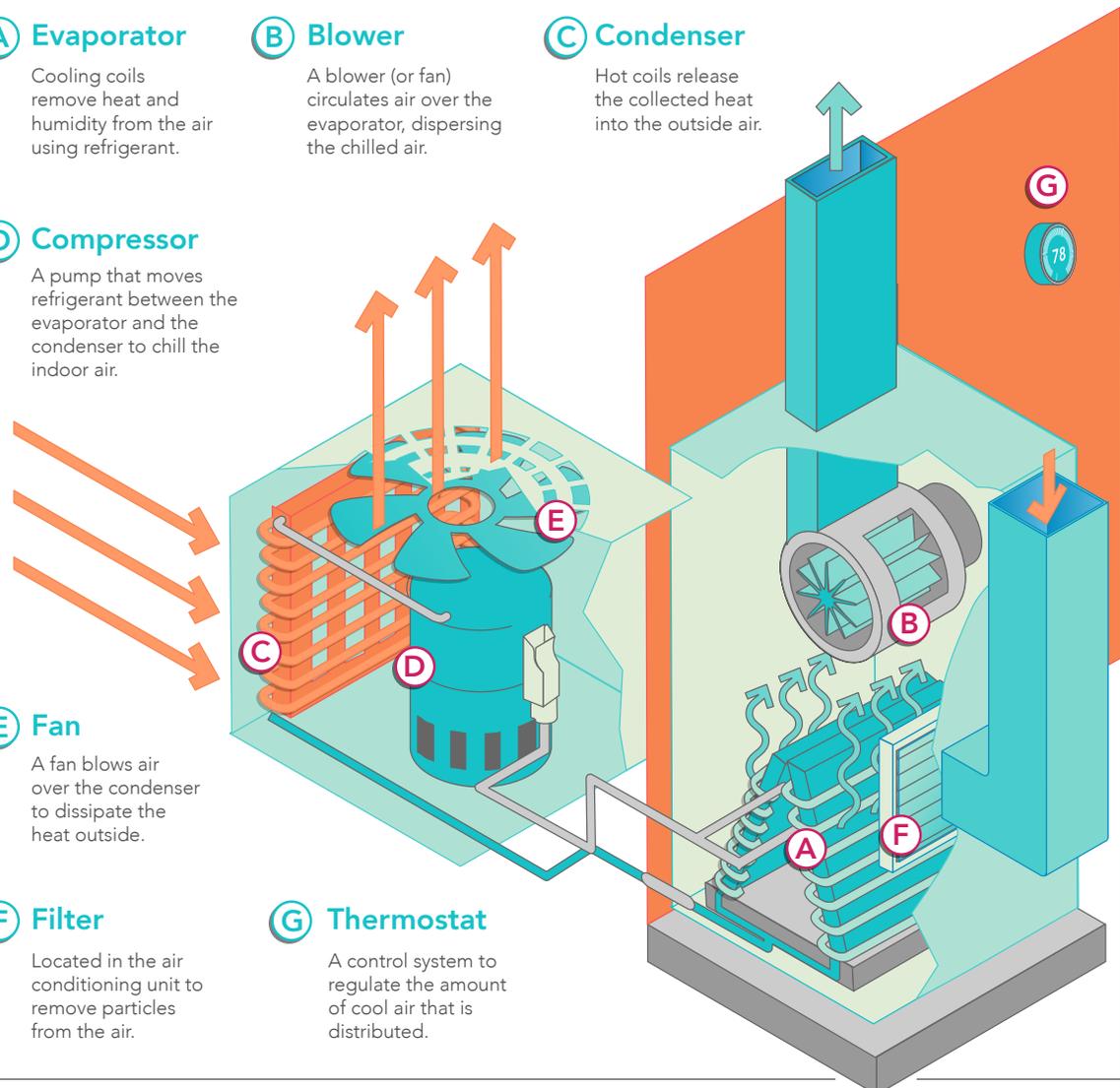
A fan blows air over the condenser to dissipate the heat outside.

F Filter

Located in the air conditioning unit to remove particles from the air.

G Thermostat

A control system to regulate the amount of cool air that is distributed.



NEW DIRECTOR OF COMPLIANCE AND PUBLIC AFFAIRS HIRED



Steven Nyhus

Steven Nyhus is the new Director of Compliance and Public Affairs at Rochester Public Utilities (RPU).

Nyhus comes to RPU with over 15 years of experience assisting local governments and industries with water quality and energy compliance matters. He has represented large and small communities and

corporate entities with environmental permitting matters for wastewater and stormwater, environmental review, and related topics, and served as Minnesota regulatory counsel for a municipal power agency. He is also a familiar face around the Minnesota Legislature, and state environmental and energy regulatory agencies.

Prior to joining RPU, Nyhus has held positions with the Minnesota House of Representatives, the Flaherty & Hood law firm in St. Paul, and most recently with the University of St. Thomas School of Law in Minneapolis.

WATER CONSERVATION
Monthly Tip on Saving From the Tap

Use a pool cover to help keep your pool clean, reduce chemical use and prevent water loss through evaporation.

CONSERVE & \$AVE
we pledge, we deliver

Snowbird? Make Sure Your Contact Info Is Up to Date in Case of an Issue with Your Water or Electric Service

If you are a customer who leaves Rochester for an extended amount of time over the winter, here are a few things you can do to help ensure that your electric and water services are safe and working properly while you are away:



Call RPU before you leave to make sure your contact information is up to date – If there is a question regarding your bill or irregular usage is seen at your home, RPU may need to call you.



Let RPU know how long you will be away – A note can be made on your account notifying RPU customer service that you will be away.



Have a backup contact put on your account – A backup contact of someone in the Rochester area can help you in the case of a utility emergency. Their name and phone number must be on your account and be noted as an authorized person on your account.



Check to see if you are signed up for Service Assured[®] – RPU's underground utility repair coverage could save you expensive out-of-pocket repairs to your electric and water services. Don't be stuck with a surprise expense while you're away. (Some restrictions apply.)



Ensure your RPU bill is forwarded to your winter location – Having your bill forwarded to your winter location is as easy as calling RPU customer service and leaving your winter address with them.

Contact RPU customer service Monday through Friday, 8am to 5pm at 507.280.1500.

Choose Your Way TO PAY YOUR RPU BILL



Go Paperless

Receive an email that your bill is available to view.

Budget Billing

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

NOTE: Account must be at a zero balance to start.

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) **300000** _____
RPU Contract Account Number

Service Address

Mailing Address (If Different Than the Service Address) City State Zip

Home Phone Number Cell Phone Number

Email Address (Required to Go Paperless)

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

Printed Name Customer Signature Date

GO PAPERLESS (Provide an email address above.)

BUDGET BILLING

AUTOMATIC PAYMENTS

PLEASE DEDUCT MY PAYMENT: (Check one.) When My Bill Is Invoiced When My Payment Is Due

Checking Account Withdrawal (Please attach a VOIDED check.) Bank Name: _____

Savings Account Withdrawal (Please attach a VOIDED deposit slip.) Bank Name: _____

Credit / Debit Card (Please fill out your credit/debit card information below.)

WE VALUE YOUR PRIVACY! The portion of this form above this line will be retained for authorization purposes. To protect your privacy the portion below this line, as well as any attached voided checks or deposit slips, will be destroyed.

DISCOVER  MasterCard  VISA 

Name (As It Appears on Card): _____

Card #: _____ - _____ - _____ - _____ Exp Date: ____/____/____



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

PRESORTED
STANDARD
US POSTAGE
PAID
BlueSpire



CALLING FOR NOMINATIONS

NOMINATE YOUR ENVIRONMENTAL HERO!

Environmental Achievement Awards are given annually for outstanding environmental achievement in Olmsted County.



Nominations are sought for individuals, families, youth, organizations, or businesses in any or all categories:

- Climate Change
- Conservation
- Education
- Energy
- Renewables
- Sustainable Food Production
- Water
- Other

**APPLICATIONS: www.rpu.org
DEADLINE: October 21**