

RPU Plugged In

Happy
Holidays
from RPU!



2013:

RPU's Year in Review

When RPU *Plugged In* was first developed in September of 2011, the goal was to provide our customers with important and interesting information about what RPU is doing. After two years, it's hard to imagine sharing all of this information without *Plugged In*. We hope that it has been a valuable resource for you, as we will continue to share timely and important information with you every month.

In this edition, we've selected some articles, highlights and photos that we're really proud of from RPU *Plugged In* over this past year. Enjoy the look back, while we look forward to sharing RPU information with you as we move into 2014.



2012 Environmental Achievement Award winners recognized in early 2013.



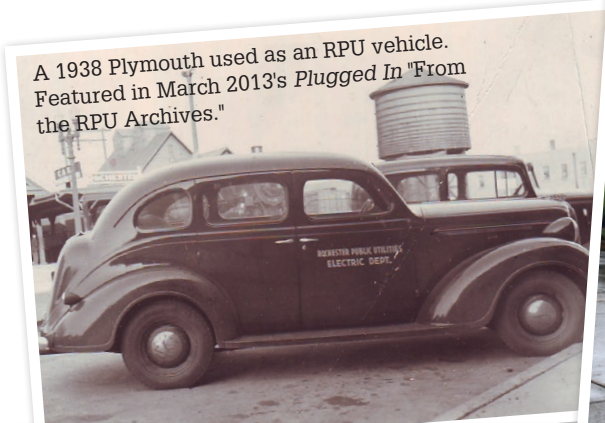
Tree planting at Washington Elementary School, as part of the Arbor Day Celebration.



Arbor Day 2013.



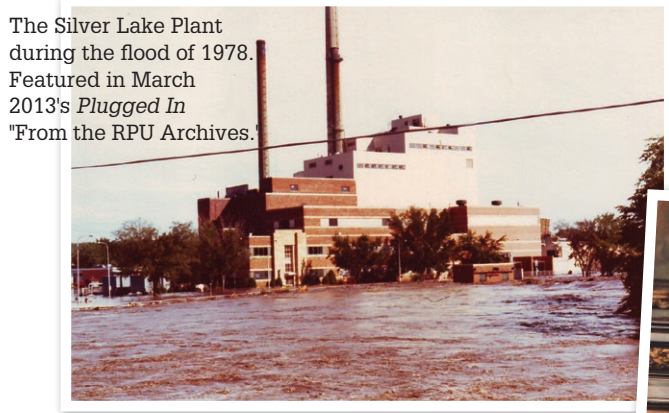
RPU Arbor Day Staff.



A 1938 Plymouth used as an RPU vehicle. Featured in March 2013's *Plugged In* "From the RPU Archives."



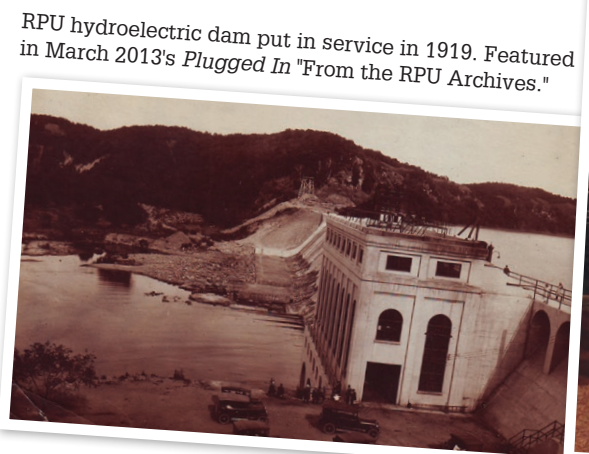
Rochesterfest Parade.



The Silver Lake Plant during the flood of 1978. Featured in March 2013's *Plugged In* "From the RPU Archives."



Mayor's Kids Day 2013.



RPU hydroelectric dam put in service in 1919. Featured in March 2013's *Plugged In* "From the RPU Archives."



RPU Receives Source Water Protection Leadership Community Certificate.



Cover photo from July edition of RPU *Plugged In*.



Looking northeast at the Silver Lake Plant, circa 1945. Featured in March 2013's *Plugged In* "From the RPU Archives."



Tree damage from May storms.

RPU Recognized for Energy Efficiency Work with Pace Dairy

Tim Hunsucker, from Pace Dairy, presented RPU with a plaque at the October 29 RPU Board Meeting. The plaque reads, "In recognition of RPU's Commitment to the Community and Ongoing Stewardship of the Environment," in partnering with Pace Dairy.

RPU has worked closely with Pace Dairy on a number of projects and initiatives to increase the energy efficiency of operations at Pace Dairy.



Patty Hanson (RPU), Jerry Williams (RPU board president), Tim Hunsucker (Pace Dairy), Dirk Bierbaum (RPU), and Jan Blevins (RPU).

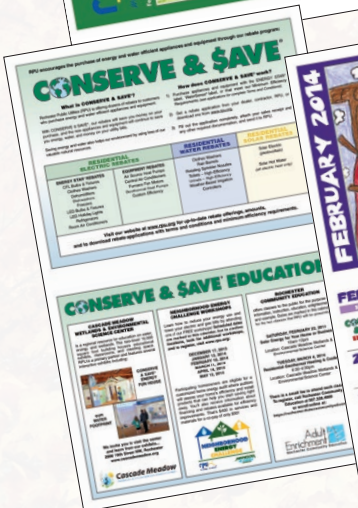
Come in to the RPU Service Center and...

PICK UP YOUR RPU 2014 CALENDAR!

(while supplies last)

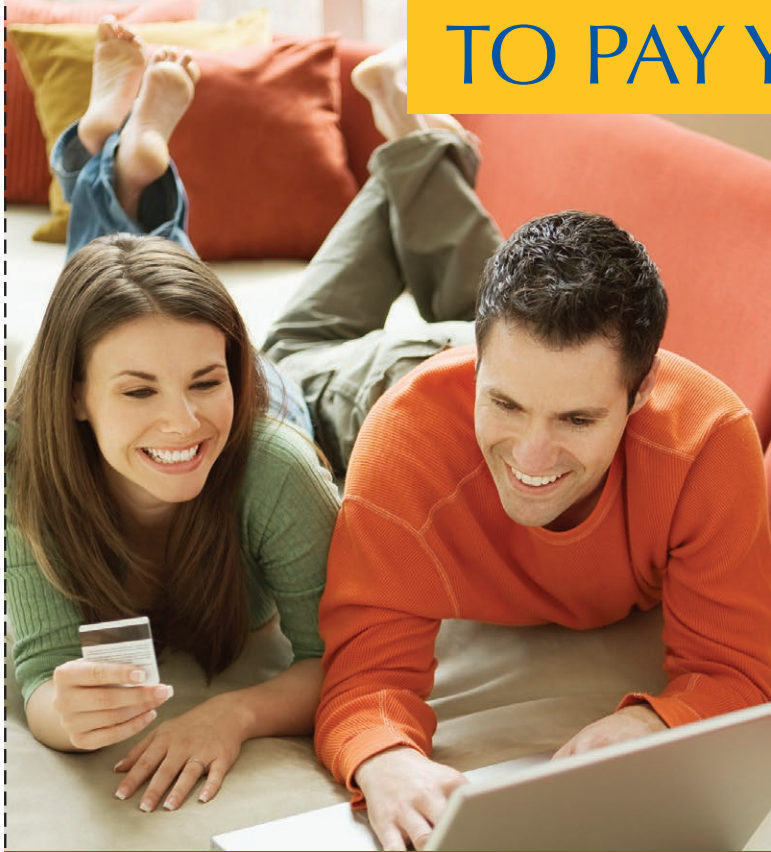
FEATURING:

- 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



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
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 Debit (Attach a VOIDED check.*)

Bank Name: _____

Savings Account Debit (Attach a VOIDED deposit slip.*)

Bank Name: _____

Credit / Debit Card

DISCOVER  MasterCard  VISA 

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.

Callers ... Our 'Menu Options' Have Changed

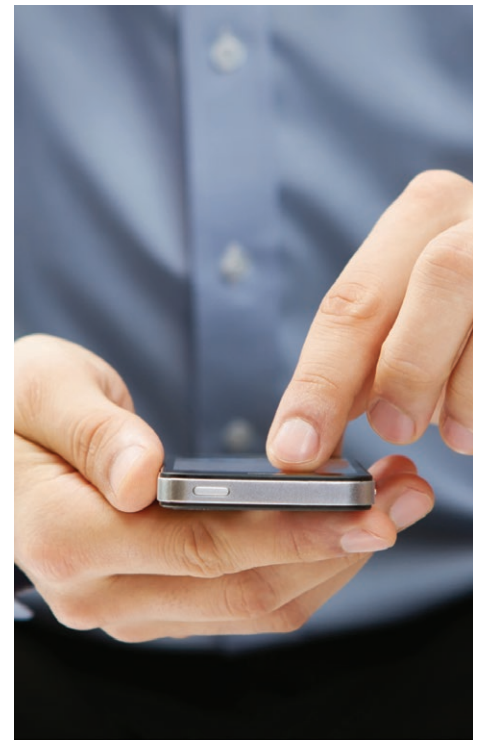
If you are a frequent caller of RPU, you may have noticed that our menu options have slightly changed. Callers using either **507.280.1500** (customer service) or **507.280.9191** (RPU outages) will now have several new options to choose from within our "front door," including reporting outages.


In October, RPU went live with a new IVR outage response system that allows callers to report an outage without actually talking to a live representative. IVR (Interactive Voice Response) is a voice recognition and response system. When calling to report an interruption of service or a power outage, the caller can opt into the IVR system by pressing option 2. The system will then match the caller's information against the information in our database.

The new system provides several customer benefits:

- It allows customers to get their call answered and report their outage.
- Callers avoid busy signals or being placed on hold during large outages.
- The system offers callbacks to customers to confirm that power has been restored.
- Provides service, at times, when representatives may not be available.
- Minimizes the need for representatives in the office, during bad storms, or during off hours, including holidays.

While we hope our customers take full advantage of the new system, they will always have the option to opt-out and talk to a real person.






Celebrate with savings!

BUY ENERGY EFFICIENT

Holiday Lights & Decorations



1. Purchase LED holiday plug-in (not battery operated) lights and decorations in 2013.
2. Complete this coupon and submit it to RPU **by March 31, 2014** 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 2013.

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				

***Rebates:**

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

GRAND TOTAL REBATE: _____

OFFICE USE ONLY:

ID # _____



Find your Business Partner Number here on your RPU bill, which will allow you to check the listing on the RPU blog.



Business Partner Name: XXXXXX
Business Partner Number: 1XXXXX Bill Date: XX/XX/XXXX Account Balance: \$XXXXXX.XX
Contract Account Number: 3XXXXX

ROCHESTER PUBLIC UTILITIES BILLING DETAILS

RPU May Have a Check for You!

On October 31, 2013, RPU was required to release unclaimed funds (checks) from 7/1/2011 – 6/30/2012 to the state of Minnesota. Once funds have been sent to the state, customers may still be able to receive their checks, but will have to do so by contacting the state of Minnesota. There are additional RPU checks which are still unclaimed and remain with RPU. At right is the website for the RPU blog to check and see if there is a check for you. There are two listings on

the document. One list has the checks that were released to the state of Minnesota and the other list has the checks that still reside with RPU.

If you see your Business Partner Number listed, contact RPU customer service (**507.280.1500**) to find out how to claim your funds.

<http://mn.gov/commerce/topics/Unclaimed-Property/find-unclaimed-property.jsp>

<http://blog.rpu.org/>

*This holiday season,
give yourself
peace of mind!*




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! **To learn more and sign up, visit:**
www.rpu.org

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

**FREE WORKSHOP
ON ENERGY EFFICIENCY**

NEXT CLASS DATES!

Tue Dec 17, 2013
Lincoln Choice • 6:30p

Mon Jan 13, 2014
Cascade Meadow • 6:30p

Attendees are eligible for a \$50 home energy audit (\$400 value).



**NEIGHBORHOOD
ENERGY
CHALLENGE**

REGISTER WITH ASHLEY:
888.734.6365 • arobertson@mncee.org

Learn more at www.rpu.org



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

PRESORTED
STANDARD
US POSTAGE
PAID
BlueSpire



Be sure to recycle your holiday lights this year for free through January 31, 2014, at the RPU Service Center or Cascade Meadow Wetlands & Environmental Science Center.

Reservoir Replacement Construction Update

Construction of the replacement 3.3-million gallon Saint Marys Reservoir was essentially completed and placed into service in late November. The Reservoir final exterior finish, site restoration, and extensive landscaping will be completed next spring. Substantial neighborhood and CUDE (Committee on Urban Design and Environment) input has been provided. The final cost of the Replacement Reservoir project will be approximately \$3.9 million.



Taken from the 4th St. and 9th Ave. SW intersection showing the Saint Marys Water Tower and the temporary gray, concrete-colored Reservoir as it will look until next spring when the final exterior finish is completed.

RPU Service Center Holiday Hours

The RPU Service Center will be closed the following days.

- December 24 closed at noon for Christmas Eve.
- December 25 for Christmas.
- December 31 closed at noon for New Year's Eve.
- January 1 for New Year's Day.



Graphic rendering showing one exterior finish currently being considered, which would match the brick and color of the adjacent Saint Marys Water Tower.