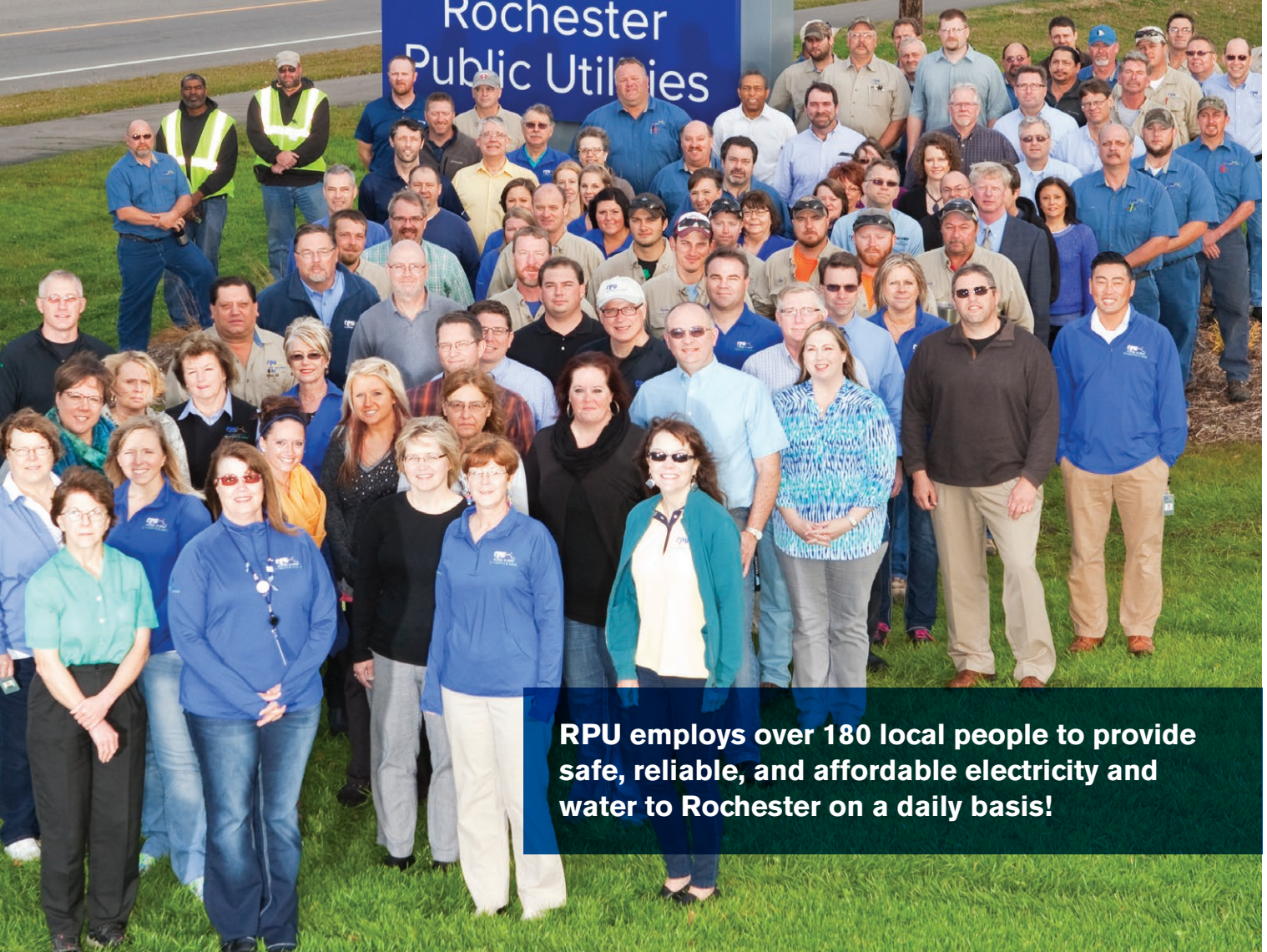


RPU Plugged In

THANK YOU
FOR YOUR
BUSINESS
IN 2015!

Photo by Josh Banks



RPU employs over 180 local people to provide safe, reliable, and affordable electricity and water to Rochester on a daily basis!



Service Assured® Is Your Home Protected?

Did you know that as a Rochester homeowner, you own your water service and possibly your underground electric service? RPU customers own their underground electric service if it was installed or updated after January 1, 1981. Underground electric service installed before 1981 may be owned by RPU and is RPU's responsibility to repair in the event of a break. Some services installed prior to 1981, by a company other than RPU, may also be customer-owned. To determine if you own your service, call us at **507.280.1500**.

Aging pipes, invasive tree roots, soil conditions, 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. And, worst of all, most homeowner insurance policies do not cover repairing it, so you'll have to pay for it.

Service Assured® is an RPU program that is available to customers living in single-family homes, single-owner duplexes, and some townhome associations, individual twinhomes, and triplexes where each has its own service line and/or underground electric service installed or updated after January 1, 1981.

This coverage excludes individual townhomes, mobile homes, apartments, and condominiums. Coverage may not be applicable to all single-family homes and single-owner duplexes. In rare instances of atypical service configurations, coverage is not available. Pre-existing conditions (e.g., leaks, improper installation, etc.) render you ineligible for coverage. You may repair the condition, at your cost, and then become eligible.

Pricing

Single-family homes and single-owner duplexes pay only \$1.99 per service per month with a special price of only \$2.99 per month when you sign up for both water and electric!

Townhomes, twin-homes, and triplexes pay \$1.99 per service per month, or \$3.98 per month for both!

To enroll in RPU's Service Assured® program, visit www.rpu.org, or call us at **507.280.1500** to request an enrollment form be mailed to you.

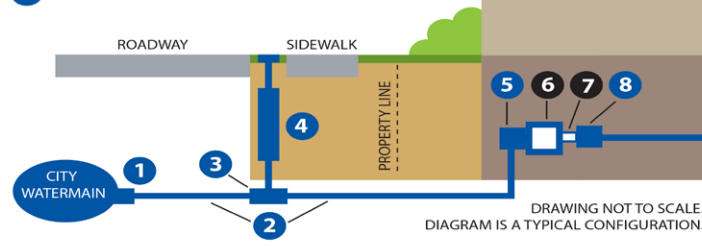
* Contact us to determine your eligibility; some exclusions apply.

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)

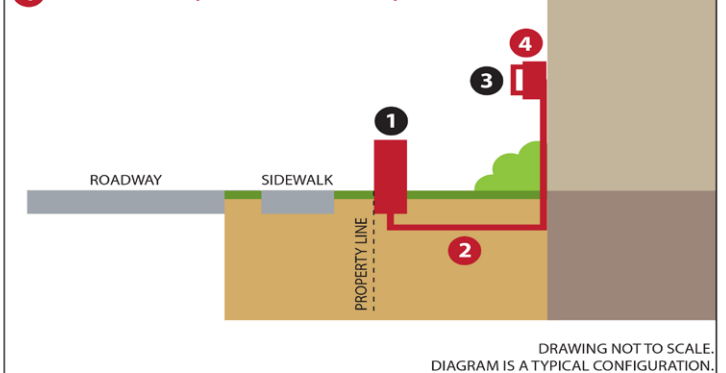


TYPICAL RESIDENTIAL UNDERGROUND ELECTRIC SERVICE

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)





Mark Kotschevar

Letter from the GM

The older I get, the faster time seems to go. It's hard to believe another year is almost in the books. If I were to sum up the year in one word it would be "engagement." One of the pillars of being a locally owned public power provider is mirroring the community values.

The way to find out what those values are is through customer engagement. This past year several of our ratepayers participated in a survey to let us know what direction you wanted your utility to go. We have also seen a marked increase in the number of groups, both formal and informal, that have sought to engage RPU in energy discussions. As you know, the issues of climate change, greenhouse gas emissions, and sustainability are all receiving local, national, and international attention.

Just recently the Environmental Protection Agency (EPA) published its Clean Power Plan (CPP) that calls for reductions in carbon emissions from the generation of electricity. Under this plan the Minnesota Pollution Control Agency (MPCA) has begun drafting the State's plan for compliance. At both the federal and state level RPU has been engaged in those discussions through our national organization, the American Public Power Association (APPA), and our state organization, the Minnesota Municipal Utilities Association (MMUA) and our wholesale power supplier, Southern Minnesota Municipal Power Agency (SMMPPA). It is important that the voice of public power be at the table when decisions affecting our community are being made. Also at the state level, the Minnesota Public Utilities Commission (MPUC) invited RPU to present information from a municipal's perspective related to grid modernization at a recent stakeholders meeting. Again, the unique perspective of our community-owned utility is important in these discussions.

On the local level, the Rochester Energy Commission (REC) has had a busy year in fulfilling its mission. The REC was created by city ordinance in 2009 and is tasked with

several energy-related initiatives, which include developing a baseline inventory of energy use and greenhouse gas (GHG) emissions for the City, recommendation of a target to lower energy use and GHG emissions, develop and implement an Energy Action Plan to achieve that target, and measure, verify, and report performance. The Commission has nine members – one is from RPU. RPU's engagement with the Commission and active participation in the energy plan development is vitally important as these plans will impact the Utility and our ratepayers.

Energy planning is also going on in conjunction with the Destination Medical Center (DMC) initiative. The DMC plan contains energy and climate goals related to the new growth. The Destination Medical Center Corporation (DMCC) Board, through a grant from the McKnight Foundation, has hired the Minnesota Center for Energy and Environment (CEE) to prepare a report outlining options for advancing those goals, coordinating energy infrastructure investments, and identifying metrics to measure the benefits. RPU has been actively involved with CEE as they prepare their report for the DMCC. One of the recommendations will be to create a technical committee made up of the DMC's Economic Development Authority (EDA), City, RPU, Minnesota Energy Resources Corporation (MERC), and the Mayo Clinic to provide a coordinated effort in determining the actions necessary to serve the DMC.

In addition to these formal commissions and boards, RPU is also actively engaged with several of the local environmental groups. We very much appreciate the relationships we have built with Conservation Minnesota, The Sierra Club, Climate Generation Rochester, and others.

RPU values the input of our owner-ratepayers. Public power is designed to reflect the values and involvement of our community through its Board, which is appointed by our elected officials. As discussion continues, issues are reviewed, and plans are prepared, you can be sure that RPU will be there to represent the values of a community-owned energy provider.





Holiday Lighting 101

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 5 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 use. 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 **CONSERVE & SAVE** rebate for LED holiday lighting and decorations. The rebate (depending on the number of lights) can be up to \$12 per string of lights. (See page 5 for a rebate application.) There is no cap on the number of strings you can purchase and the rebate is available no matter where you purchase them. Some restrictions apply, so make sure to visit the RPU website, www.rpu.org, for full details.

Celebrate with savings!

BUY ENERGY EFFICIENT HOLIDAY LIGHTS OR DECORATIONS & APPLY FOR A REBATE:

1. Purchase LED holiday plug-in (not battery operated) lights and decorations in 2015.
2. Complete this page and submit it to RPU by **March 31, 2016** with your **original sales receipt** and the **LED packaging showing the LED logo and number of lights per string**.
3. Rebate is limited to 50% of LED string or package cost, 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 Rochester Public Utilities. Valid only on purchases made in 2015.

| A Lamp Size | B # of Lamps per String | C # of Strings | D Cost per String | E Rebate per String* (D x .50) | F Total Rebate (C x E) |
|--|-------------------------------|----------------------|-------------------------|---|---------------------------------|
| <input type="checkbox"/> Mini <input type="checkbox"/> Other | | | | | |
| <input type="checkbox"/> Mini <input type="checkbox"/> Other | | | | | |
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*** Rebate is 50% of string or package cost (tax excluded), up to maximum amounts listed below:**

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

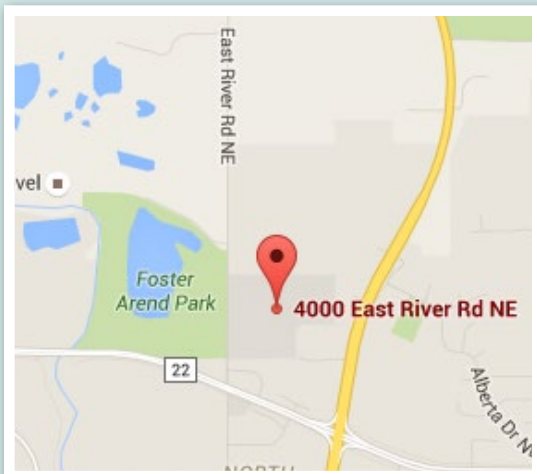
**GRAND TOTAL
REBATE:**

OFFICE USE ONLY:

ID # _____

Make Sure to Recycle Old Holiday Lighting

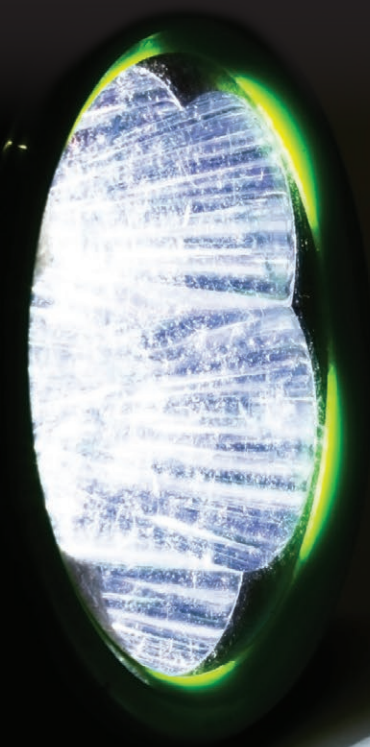
FREE RECYCLING



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 or Cascade Meadow (2900 19th Street NW) and drop them into the bins designated for holiday lighting recycling.

Available through January 31, 2016.





POWER OUTAGE EMERGENCY PLAN

Power outages can happen in the winter as well as the summer. As snow, ice, and leaves weigh down a tree branch over an overhead line, the weight can become too great or wind can cause the branch to make contact or break on the line. What is your plan for you and your family if you were to lose power?

Here are some things to consider:



Have RPU's outage line in your cellphone

– or easily accessible to report your outage –

507.280.9191.



Backup location – Do you have a list of friends or family in the area 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.



Keep cellphone charged – If bad weather and strong winds are in the forecast, keep your

cellphone charged in case the electricity goes out.



Keep refrigerators/ freezers closed –

According to the U.S. Department of Health,

food left in a closed refrigerator/freezer should be safe for no more than 4 hours. Keep the door closed as much as possible. Discard perishable foods that have been above 40° F for more than two hours.



Flashlights/batteries –

Keep flashlights and new batteries in an accessible location to provide some

light and safety.



Medical conditions –

If you or someone you know has a medical condition and they

rely heavily on electricity for medical equipment, seek medical attention early rather than waiting for the electricity to come back on at your home.



Garage doors – If you have an electric garage door opener and the power goes out, it may

be difficult to find the release cord in the dark. Consult your 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 opening your garage door even without power.



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.

2016 RPU Board Meeting Schedule

RPU Board meetings are regularly scheduled on the last Tuesday of the month (see full list for exceptions) at 4 p.m. at the RPU Service Center. Special meetings are scheduled and posted as needed. Call RPU at **507.280.1540** for questions.

This schedule was approved by the RPU Board at its September meeting.

- | | |
|---------------|----------------|
| ✓ January 26 | ✓ August 30 |
| ✓ February 23 | ✓ September 27 |
| ✓ March 29 | ✓ October 25 |
| ✓ April 26 | ✓ November 15 |
| ✓ May 31 | ✓ November 29 |
| ✓ June 28 | ✓ December 13 |
| ✓ July 26 | |

ATTEND A FREE ENERGY EFFICIENCY WORKSHOP AND QUALIFY FOR A \$50 HOME ENERGY AUDIT!*

UPCOMING WORKSHOPS:

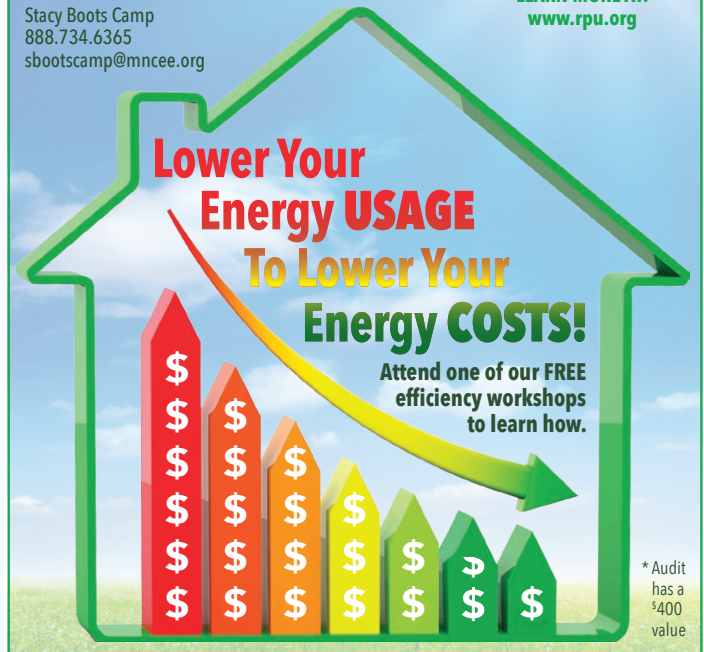
- Tues 12.08.2015 • 6:30pm • Kellogg Middle School
- Mon 01.11.16 • 6:30pm • George Gibbs Elementary

TO RESERVE YOUR SPOT CONTACT:

Stacy Boots Camp
888.734.6365
sbootscamp@mncee.org



LEARN MORE AT:
www.rpu.org



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

PICK UP YOUR FREE RPU 2016 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





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

PRESORTED
STANDARD
US POSTAGE
PAID
BlueSpire



Pictured (l-r): Greg Ernst (G.A. Ernst & Associates Inc.), Stacy Boots Camp (CEE), Rory Lenton (MER), and Stephanie Humphrey (RPU)

Community Partnership Award

RPU along with partners Center for Energy and Environment (CEE), Minnesota Energy Resources (MER), and G.A. Ernst & Associates, Inc., received the Community Partnership Award from the Rochester Energy Commission. This award recognized the Neighborhood Energy Challenge program being offered in Rochester since 2010.