

RPU Plugged In



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

ROCHESTER PUBLIC UTILITIES BILLING DETAILS

ACCOUNT ACTIVITY

Balance Forward
 10/01/2012 Checkfree Payment
 Previous Balance

\$133.16
 \$133.16CR
 \$0.00

ROCHESTER PUBLIC UTILITIES CHARGES

RPU CUSTOMER SERVICE
 507.280.1500 or 800.778.3421

PAYMENT OPTIONS
 PAY BY PHONE: 855.210.2285

PAPERLESS BILLING & PAY ONLINE

ELECTRONIC PAYMENT
 For electronic, automatic, or credit card
 payment options visit www.rpu.org

PAY IN PERSON
 - RPU's Service Center
 4000 East River Rd NE
 - Government Center
 201 4th St SE

CONSERVE & \$AVE
 For rebates and program information
 visit www.rpu.org

RESIDENTIAL ELECTRIC

Meter #99299 Readings
 OCT 10 69159
 SEP 13 68684
 Energy Charge
 Energy Charge
 Energy Customer Charge
 Clean Air Rider
 Power Supply Adjustment

Actual reading 475 KWH
 Actual reading =

RESIDENTIAL ELECTRIC

RESIDENTIAL WATER

Meter #19207274 Readings
 OCT 10 148.56
 SEP 13 142.39
 Water Usage Charge - 6.17 Unit(s) @ \$0.692
 Water Customer Charge
 Fire Hydrant Facilities Charge
 State Mandated Water Charge

Actual reading 6.17 Unit(s)
 Actual reading

RESIDENTIAL WATER

Understanding the
 fees and charges on
 your RPU bill

Your RPU bill explained
 step by step

CITY OF ROCHESTER CHARGES

CONTINUED ON BACK



4000 East River Road, Rochester, MN, 55906

JOHN DOE
 XXXX BLANK LN NE
 CITY, ST XXXXX-XXXX

Detach and return the portion below with your payment

3XXXX - XXXX BLANK LN NE

Current Due \$XXX.XX Due XX/XX/XXXX

BILL WILL BE CHARGED ON/AFTER XX/XX/XXXX

CREDIT CARD

Amount Enclosed

\$

ROCHESTER PUBLIC UTILITIES
 PO BOX XXXX
 CITY, ST, XXXXX-XXXX

30000053536400000110672



Board Members:

Jerry Williams • Mark Browning • Dave Reichert
Roger Stahl • Michael Wojcik

2013 RPU BOARD MEETING CALENDAR

All RPU board meetings are open to the public. Attend a future RPU board meeting to address the board, listen to board discussions, or just to keep up on the RPU decision-making process.

Meeting location: RPU service center (unless alternate location is otherwise noted on RPU's website)

Meeting time: 4 p.m. (unless alternate time is otherwise noted on RPU's website)

Board meeting information can be found on the RPU website (www.rpu.org) under the About RPU tab.

JANUARY

S	M	T	W	T	F	S
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27	28	29	30	31		

FEBRUARY

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MARCH

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APRIL

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MAY

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JULY

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AUGUST

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SEPTEMBER

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29	30					

OCTOBER

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NOVEMBER

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DECEMBER

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22	23	24	25	26	27	28
29	30	31				



Is Electrical Safety on Your Mind?

Electrical safety is an important lesson for everyone to learn. That's why RPU has an electrical safety program geared toward educating children and students about the dangers of electricity. Each year, RPU presents this training to more than 800 local third-grade students. The training can be adjusted to ensure that the message meets your group's needs and age level.

With the dangers associated with electricity, electrical safety should always be on your mind. Contact RPU if you are interested in setting up a presentation for your group or organization.

Bob Freund
bfreund@rpu.org
507.398.4292



MMUA SCHOLARSHIP FOR HIGH SCHOOL SENIORS

The Minnesota Municipal Utilities Association (MMUA) will be awarding three Minnesota high school seniors scholarships ranging from \$500 to \$2,000 through an essay contest. The Tom Bovitz Memorial Scholarship Award program is seeking essay entries that interpret one or more aspects of the theme, "Municipal utilities: good for all of us." This applies to municipal electric and natural gas utilities. Judges will particularly look for originality and the relevance of the theme to the writer and his or her city.

Essays are to be original and from 500 to 1,000 words, typed and double spaced. One Rochester essay will be selected for state wide consideration.

Entries are due to RPU no later than April 5, 2013. For more information or to access the essay contest materials, visit the RPU website at www.rpu.org.



Neighborhood Energy Challenge Workshop Dates

Monday, February 11, at 6:30 p.m.
 Gibbs Elementary School

Tuesday, March 12, at 6:30 p.m.
 Kellogg Middle School

Monday, April 15, at 6:30 p.m.
 Lincoln Choice Elementary School

Contact Ashley Robertson
 at **888.734.6365** or email at
arobertson@mncee.org.

Understanding Your RPU Bill

Each month you receive a bill from RPU, but do you know what each of the charges on your bill represent? RPU did not have rate increases for 2013 (**actually, no rate increase for the past four years in electric and the past six years in water**), but did your bill go up and **you don't know why?** In order to help give you a better understanding of the charges on your RPU bill, we've broken it down for you. Grab your bill and let's get started!

Residential Electric

Energy Charge: This is calculated according to the metered kilowatt-hours (kWh) consumed during the billing period. Your total number of kWh used is multiplied by the current rate. From June through September, you are billed at our summer rate and from October through May, you are billed at our non-summer rate.

Note: You will notice two energy charges twice a year; once in June and again in October when the rates change from summer to non-summer. The usage will be prorated based on the number of days billed at the summer rate and those billed at the non-summer rate.

Energy Customer Charge: This is a flat fee for all residential customers regardless of your energy usage. This fee covers the cost to maintain facilities and infrastructure to continue supplying your home with reliable electricity. The charge includes items such as meter maintenance, distribution poles, safety equipment, and account administration

Clean Air Rider: This covers the bond payments for the Emission Reduction Project (ERP). The amount that you pay on the clean air rider depends on how much energy you use. The rate of the clean air rider changes each year depending on the debt service payment schedule.

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

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ACCOUNT ACTIVITY

Balance Forward	\$133.16
10/01/2012 Checkfree Payment	\$133.16CR
Previous Balance	\$0.00

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RESIDENTIAL ELECTRIC
 Meter #99299 Readings
 OCT 10 69159
 SEP 13 68684
 Energy Charge
 Energy Charge
 Energy Customer Charge
 Clean Air Rider
 Power Supply Adjustment

Actual reading = 475 KWH

	\$33.96
	\$15.64
	\$14.50
	\$1.25
	\$0.00
RESIDENTIAL ELECTRIC	\$65.35

RESIDENTIAL WATER
 Meter #19207274 Readings
 OCT 10 148.56
 SEP 13 142.39
 Water Usage Charge - 6.17 Unit(s) @ \$0.692
 Water Customer Charge
 Fire Hydrant Facilities Charge
 State Mandated Water Charge

Actual reading = 6.17 Unit(s)

	\$4.27
	\$5.26
	\$1.16
	\$0.53
RESIDENTIAL WATER	\$11.22

CITY OF ROCHESTER CHARGES

CONTINUED ON BACK

Detach and return the portion below with your payment

3XXXX - XXXX BLANK LN NE
 Current Due \$XXX.XX Due XX/XX/XXXX
 BILL WILL BE CHARGED ON/AFTER XX/XX/XXXX
 CREDIT CARD
 Amount Enclosed \$
 ROCHESTER PUBLIC UTILITIES
 PO BOX XXXX
 CITY, ST, XXXXX-XXXX
 30000053538400000110678

Power Supply Adjustment: This is charged when the cost to supply electricity has exceeded projections. This adjustment is made in cases such as high fuel costs, higher market pricing for electricity, or the load is higher than projected. It is rare that you will see any power supply adjustment charges.

Residential Water

Water Usage Charge: The usage is based on the number of units used during the billing timeframe. One unit is equivalent to approximately 748 gallons or 100 cubic feet. The usage is billed in tiers. The first 0-7 units are billed at a rate of \$0.69 per unit. If you use more than seven units of water you will pay the next tier rate on the additional units at a rate of \$0.76 per unit. More than

CONTINUED FROM FRONT



ROCHESTER PUBLIC WORKS
201 4th St SE Rm 108
Mon-Fri 8:00am-5:00pm

STORMWATER MANAGEMENT
For more information visit:
www.rochesterstormwater.com

RESIDENTIAL WASTE WATER

4.92 Unit(s)

Waste Water Customer Charge

\$12.15

\$10.95

\$23.10

RESIDENTIAL STORM WATER

Storm Water Utility Fee

\$3.18

Storm Water Customer Charge

\$3.00

\$6.18

TAXES

City Tax

\$0.33

State Tax

\$4.49

TAXES

\$4.82

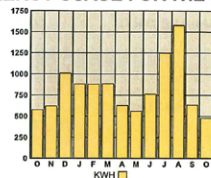
Total charges billed 10/10/2012

\$110.67

Account balance

Please Pay

\$110.67

ENERGY USAGE FOR THE PAST 13 MONTHS

	10/2011	10/2012
Billing Days	28	27
KWH billed	572	475
Avg daily KWH	20.4	17.6

JOHN DOE
XXXX BLANK LN NE

Account Number 3XXXXX

Rochester Public Utilities, 4000 East River Rd NE, Rochester, MN 55906-2813 507-280-1500 or 1-800-778-3421

The RPU Service Center is located at 4000 East River Rd NE. Business hours 8:00 am-5:00 pm, Monday through Friday. Visit our website at www.rpu.org

- Customer charge: Covers the cost of operation to supply and maintain each separate service. It includes items such as meters, equipment and account information.
- Automatic bill payment is available through your checking, savings, Visa, MasterCard, or Discover Card.
- Notice about Electronic Check Conversion: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. You may choose not to have your payment collected electronically by sending your payment and payment coupon in your own envelope, NOT the enclosed return envelope. Address your payment envelope to Rochester Public Utilities, ARC Opt Out, 4000 East River Rd NE, Rochester MN 55906-2813.

12 units a month, the cost per unit will be \$0.88 on the additional units. This is an increasing block rate to encourage conservation on water usage.

Water Customer Charge: This is a flat fee that is assessed each month. It will remain the same regardless of the amount of water used. This covers the cost to maintain water facilities and infrastructure.

Fire Hydrant Facilities Charge: This is a flat fee assessed each month. It covers the cost for installation,

maintenance, and availability of water for the City and other emergency services including the Fire Department. All residential, commercial, and industrial water customers are subject to this charge. This is based on the rate class, not the meter size.

State Mandated Water Charge: This is required by the U.S. Environmental Protection Agency and funds the required testing for drinking water.

City of Rochester Charges

These charges are not RPU charges. RPU does the billing for these charges as a service to the city of Rochester. These charges did increase as of January 1, 2013. For more information regarding Rochester Public Works charges, visit the Public Works website at www.rochesterstormwater.com.

Residential Waste Water Charge:

Waste water is based on the average amount of water you use during the first three months of the year. That will set the maximum that you will be billed. For example, if in January, February, and March your average water usage is eight units and you use 10 units in July you will be billed for only the eight units. This gives customers a break on sewer in the summer when water isn't just going down the drain. We recognize higher water consumption in the summer is often due to watering lawns, washing cars, and filling swimming pools.

Unit Charge: A unit is 100 cubic feet or approximately 748 gallons.

Waste Water Customer Charge: This is a fixed monthly charge per sanitary connection. This covers the cost to maintain sewer facilities and infrastructure.

Storm Water Utility Fee: This fee is established by the City Public Works Department and covers the residential fixed cost to maintain the City's storm water system. Every developed residential property is currently charged a fixed fee.

Storm Water Customer Charge: This is a monthly charge used exclusively to support the Public Works Storm Water management program.

Residential Rebate FAQs

Q Who is eligible to receive rebates?

Residential customers of Rochester Public Utilities (RPU) are eligible to receive Conserve & Save® rebates on qualifying energy-efficient equipment. Electric rebates include lighting, air conditioners, appliance recycling, and select ENERGY STAR® products. Water rebates are also available to RPU water customers. Water rebates include rain barrels, rotating sprinkler nozzles, waterless urinals, and select WaterSense® products.

Q Where can I get a rebate application?

- You can pick up a rebate form at RPU or your local retailer.
- Download your rebate application at www.rpu.org.
- Call **507.280.1500** to request a rebate application to be mailed to your service address.

Q How do I apply for a rebate?

- Purchase qualifying energy-efficient equipment.
- Complete and sign the rebate application and submit with all necessary documentation (see rebate application for details).

Q Are there proof of purchase requirements?

Yes. All rebates must include a final, detailed copy of the original sales receipt, invoice, or packing slip showing:

- Retailer/Contractor name.
- Customer name.



- Date of sale.
- Itemized listing of product(s), including description(s), manufacturer(s), model number(s), or other identifying information. The receipt information must match the product information from the rebate application.
- Product purchase price and proof payment was made.

For CFL and LED rebates, you must include a portion of the packaging showing the ENERGY STAR® logo, manufacturer, bulb wattage, and number of bulbs or fixtures. If you have more than one of the exact same bulb or fixture, you only need to send in one of the packages.

For recycling rebates, you must include a receipt showing the fee paid.

Q I have applied for a rebate for my HVAC system. What is the required AHRI reference number?

Air-conditioning manufacturers are required to evaluate and rate their equipment according to its energy efficiency.

This rating is known as the SEER, or the Seasonal Energy Efficiency Ratio.

The SEER rating for each HVAC system may vary within a range, depending on how the system performs with your overall existing HVAC equipment.

The AHRI certificate, prepared by the independent, third-party laboratory called the Air-Conditioning, Heating and Refrigeration Institute (AHRI), is the document that provides the most accurate SEER rating for your new HVAC system when it performs with your overall existing HVAC equipment.

Check with the HVAC contractor who installed your system and request your AHRI reference number if it is not readily available in your documentation.

To learn more about the Air-Conditioning, Heating and Refrigeration Institute, visit www.ahridirectory.org.

Q Do I have to send in the entire form?

No. You may send in only the applicable sections of the form. Please be sure that you have filled out all necessary sections.

Q How will I receive my rebate?

Once your application is approved, you will receive your rebate in the form of a check or we can apply it to your RPU account. You can make your selection on your rebate application, under the Customer Information section. If your RPU account is more than 30 days delinquent, rebate payments will be applied to your RPU account.

Please note that all rebates \$75 and under will be applied to your account.

Q How long does it take to receive my rebate?

Once RPU receives your rebate information, please allow six to eight weeks to process your rebate. Please know that at any time during the process, if RPU finds any information missing or incorrect, you will be notified with a letter along with instructions. Missing or incorrect information will increase the processing time.

Q Are funds always available?

Funding is limited and rebate offers can be withdrawn at any time without notice. Applications will be processed on a first-come, first-serve basis. If you have questions regarding availability of funds you can contact customer service at **507.280.1500** or email rebates@rpu.org.

Q Where can we recycle our CFL bulbs?

You can recycle your old CFLs at no cost to you by bringing them to the Olmsted County Hazardous Waste Facility in Rochester.

- Please limit 10 bulbs per visit.
- The RPU Service Center is NOT a drop-off site due to safety and handling concerns.
- Open to RPU residential customers only.

Other CFL Recycling Programs:

- The Home Depot®
- Menards®

Q Where do I send my rebate application once it is completed?

Once your rebate form has been filled out completely, you may mail

it or drop it off with all the required documentation to:

Rochester Public Utilities
Attn: Rebate Processing
4000 East River Road NE
Rochester, MN 55906

Q What is the deadline to submit rebates?

All applications from the previous year's purchases must be received by March 31 of the new program year.

CONSERVE & \$AVE®

Working with residential and commercial customers to reduce electric and water usage and promote environmental stewardship.

Our 2013 Conservation Goals are:

Electric Utility

Goal 18,563,927 kWh saved

Water Utility

Goal 9,564,220 gallons saved

Check back in future issues of *Plugged In* to see how we're doing!

We can help your home or business save energy and money too! Visit www.rpu.org to learn more about Conserve & Save®.



4000 East River Road NE
Rochester, MN 55906
507-280-1500
www.rpu.org

PRESORTED
STANDARD
US POSTAGE
PAID
BlueSpire



RPU Service Center Holiday Hours

The RPU Service Center will be closed
the following days.

January 21

Payments can always be made online
at www.rpu.org or over the phone by
calling **855.210.2285**.

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Choose Your Way

TO PAY YOUR RPU BILL

STEP 1: Delivery

Choose a Paper Copy – OR – Receive an e-Bill

STEP 2: Billing Plan

Pay Monthly Amount Due – OR – Budget Billing

STEP 3: Payment Method

- Automatic Bank or Credit Card Payment
- Pay By Phone: 1.855.210.2285
- Pay Online: www.rpu.org
- Mail Payment to the RPU Office
- Walk-In Payment to the RPU Office

To learn more or enroll in e-Bill, Budget Billing,
and/or Automatic Payments, visit www.rpu.org.

