Thank you for conserving in 2013!

RPU energy efficiency team:
L-R: Dirk Bierbaum, Stephanie Humphrey, Victoria Leitz, Leah Fritze, Dru Larson, Jan Blevins.
Thank You for Conserving in 2013!

In 2013, RPU customers helped to conserve more than 27 million kilowatt-hours (kWh) and more than 9 million gallons of water.

This feat is not accomplished solely by RPU. There are thousands of residential customers who make energy and water efficient changes in their homes every day. Commercial customers of all sizes account for a large percentage of savings because it not only makes good sense for the environment, but it also makes good business sense.

The less a business pays for electricity and water, the greater affect it will have on their bottom line. Additionally, the less time a business needs to worry about their water and electricity use, the more time they can spend on their customers.

RPU has a group of employees who dedicate all of their time to working with customers on being more efficient with their water and electricity usage. The projects can range from changing a few incandescent light bulbs to LEDs (Light Emitting Diodes) to a large chiller project. Whatever the case may be, RPU energy professionals will provide the guidance and rebates available to help get the project done.

In addition to those pictured, the businesses and organizations listed below also partnered with RPU in 2013.

- 19th Street Business Park West
- 318 Commons
- Adamson Motors
- AgStar Financial Services
- AKE Safety Equipment
- Allegro School of Dance
- American Family Insurance
- Amethyst Dental Care
- Apache Catering
- Apollo Dental Center
- Arby's
- Ashley Furniture Store
- BCS Computer Support
- Beetle's Bar & Grill
- Benchmark Electronics
- Bowman Tool and Machining
- Broadway Car Care
- Calvary Episcopal Church
- Canadian Honker Restaurant
- Careview Dental
- Cavalier Apartments
- Channel One Food Bank
- Child's Auto Shine
- Christ Community Church
- Clarion Inn
- Clements Chevrolet Cadillac Subaru
- Colonial Lanes
- Comfort Suites
- Congregational Church
- Costco
- Courttyard by Marriott
- Creno
- Cub Foods
- Darter
- Day's Inn Downtown
- Denpet
- DeWitz Home Builders
- Double Tree Hotel
- Eagles Club
- ECI
- Elks Lodge #1091
- Energy Products & Design
- Evangel United Methodist Church
- Faith Sound
- Family Dentist Tree
- Farway Stores
- Gallery on First Avenue
- Gethsemane Lutheran Brethren Church
- Glen's Ye Olde Butcher Shoppe & Catering
- Gloria Dei Lutheran Church
- Golden Living Center East
- Graham Arena
- Greenway
- Hair Don Barbers
- Hampton Inn & Suites
- Hampton Inn Hotel
- Harry's
- Heartland Tire
- High Point Condo
- Hiller Carpet
- Holiday Inn Downtown
- Holiday Inn Express Hotel & Suites
- Holy Spirit Catholic Church
- HyVee Crossroads
- HyVee North
- IBM
- IK Liquor
- InMotion Property Management
- JLB Property
- Joe's Auto Care
- Joe's Liquor
- Kahler Grand Hotel
- Kahler Inn & Suites
- Kemps
- Kentucky Fried Chicken
- Kinnedy's
- Kids Come First
- Kinney Creek Brewery
- Kruse Lumber
- Kuehn Motor Company
- Kwik Trip
- Lakeside Dentistry
- Land-o-Dreams
- Lasker Jewelers
- Leitzen Concrete Products
- Les Nelson Investments
- Lighthouse Family Church
- Lourdes High School
- Madonna Meadows
- Madonna Towers
- Marriott Plaza Hotel
- Marriott Residence Inn
- Masonic Temple Association
- Mayo Foundation
- McDonald's
- Med City Storage
- Merchants Bank
- Mestads
- Metafile Information Systems
- Michael's Restaurant
- Mills Fleet Farm
- Minnesota DOT
- Motel 6
- Mount Olive Lutheran Church
- National Volleyball Center
- Northgate Health Club
- Northgate Laundromat
- O'Neill's Pizza Pub
- Olmsted County
- Olmsted Medical Center
- Our Saviors Lutheran Church
- Outback Steakhouse
- Pace Dairy
- Panera Bread
- Parks & Recreation
- Pine Needles Quilt & Sew
- Post Bulletin Company
- Prairie River Home Care
- Public Works
- Quarry Ridge Apartments
- R&A Enterprises
- Revelation
- Robert G Suk Law Office
- Rochester Area Family Y
- Rochester Athletic Club
- Rochester Community and Technical College
- Rochester Cycling
- Rochester Ford

ENERGY & WATER EFFICIENCY IS NO GAME!

27 million kWh of electricity is equal to the average annual electric usage of over 3,500 households in Rochester.

9 million gallons of water is equal to the average annual water usage of over 141 households in Rochester.
Thank you to all of the commercial customers who worked with us on water and energy efficiency projects in 2013! We look forward to working with you and many new customers in 2014! Below are just a few of the customers and Energy Solutions Partners (ESP) that we worked with in 2013.

RPU works with many local trade allies to ensure that the work is done right. Trade allies who meet additional requirements are listed by RPU as Energy Solutions Partners (ESPs). Below are ESPs who worked with RPU customers on a project in 2013.

- A & A Electric
- Accord Electric
- Alvin E Benike
- Brogan Heating & Air Conditioning
- Chosen Valley Electric
- Crescent Electric
- Graybar
- Haley Comfort Systems
- Harty Mechanical
- HGA
- Hicks Electric
- HiMec Mechanical
- Hunt Electric
- Judisch & Judisch Enterprises
- Kurtz Electric
- Nietz Electric
- Premier Electric Corporation
- Rochester Plumbing & Heating
- Ryan Electric
- Scott Binner Electric
- Shane Electric
- St. Cloud Refrigeration
- Steve Benning Electric
- Steve Green Heating & Air Conditioning
- TEC Industrial
- The Retrofit Companies
- Tonna Mechanical
- Viking Electric Supply
- Werner Electric
- Winona Heating and Ventilating
- Winkels Electric
- W.T. Lighting

DeWitz Home Builders
ESP – WT Lighting

Apollo Dental Center
ESP – Nietz Electric

Channel One Food Bank
ESP – Judisch & Judisch

Family Dentist Tree
ESP – Tonna Mechanical

Clements Chevrolet Cadillac Subaru
ESP – Hicks Electric

Joe’s Auto Care
ESP – Accord Electric

Energy Products & Design
ESP – Winkels Electric

Hiller Carpet
ESP – Accord Electric
The plans for RPU’s electric and water operations for 2014 are now set into place, and we are prepared to serve projected growth the Rochester community will see. After seven years in the water division and five years in the electric division without a rate increase, the RPU Utility Board acted to raise water rates by 1.5% and electric rates by 3.0% effective January 1, 2014. This adjustment and the approval of the budget will ensure that we are able to provide reliable electrical and water service to RPU’s customers. We are excited about the activities revolving around the Destination Medical Center initiative, and are prepared to respond and support this plan for the future.

The 2014 Budget continues with some major initiatives approved by the RPU Utility Board. One was the decommissioning of the Silver Lake Plant, with the target of ending coal burning and electrical generation by 2015 on schedule. In fact, the final coal inventory on the pile was consumed in November 2013 after approximately 65 years of service to the community. The Silver Lake Plant had provided a source of reliable and economic power to help support community growth in Rochester since the late 1940s. Thank you to all of the men and women who operated the plant and provided this service to Rochester citizens over all these years.

We are also in the early phases of completion of the transmission line project that will connect a high voltage line from the Twin Cities area to LaCrosse with two connections to the city of Rochester. One of these connections to the north of Rochester is completed and expected to be placed into service in early 2014. This will provide an additional source of power to the community to enhance power reliability in the Rochester area. In addition, we now have in service the new Saint Mary’s water reservoir that will help provide a long term supply of reliable water in the core area of Rochester. Completion of the project will occur in the spring with landscaping and architectural treatment.

The 2014 budget continues to include initiatives on water and energy conservation, as well as support for renewable generation such as solar panels in the community. RPU’s commitment to provide safe and reliable electric and water service in an environmentally sensitive manner continues at a high level.

Regards,

Larry Koshire
General Manager
Choose Your Way

TO PAY YOUR RPU BILL

• Go Paperless
• Budget Billing
• Auto Payments
• Pay Online
• Pay By Phone
• Pay Stations
• Drop Boxes

Learn more and enroll online at: www.rpu.org

If not, you could get stuck paying thousands of dollars out-of-pocket to repair your damaged underground water or electric services.

With SERVICE ASSURED®, 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 enroll, visit: www.rpu.org

*Contact us to determine your eligibility; some exclusions apply.
Done with Old Holiday Lighting?

Between now and January 31, 2014, customers can drop off all of their old holiday lighting at the RPU Service Center or Cascade Meadow for recycling. The program is free, provides meaningful work for individuals with disabilities at local vocation centers throughout Minnesota, and keeps waste out of landfills.

Look for the large green bins marked for holiday light recycling in the RPU Service Center lobby or near the entrance of Cascade Meadow.

Not Accepted:
• Cord adapters • Battery packs • Plastic rope lights • CFL lights

New Year, New Scams

Mailers have already started to find their way into Rochester mailboxes this year promising to save you energy, money, time, piece of mind, water, and service protection. Whatever the “great” offer might be, we recommend consulting with an RPU customer service representative before signing up for any offer or product.

For every single offer you receive in your mailbox, chances are the local RPU representative you talk with will have heard of it and three other similar ones. Often times, a third party promises coverage or a product from a company that is not local or known in the Rochester area. In times of needing support or help, who will be the one to help you? Chances are it won’t be a local individual, but a contracted company from out of state.

We have been made aware of two recent attempts from unknown groups trying to make contact with RPU customers. One group is mailing out brochures for water service coverage. The coverage is being offered for nearly $60 per month and is not a local company. RPU has a water service protection program called Service Assured® and it is $1.99 per month. Contact RPU at 507.280.1500 for more details or to sign up.

We have also received several calls from customers who have been contacted over the phone by people claiming to represent a utility company and have requested payment. RPU does not have staff calling after business hours or over the weekend regarding payments and/or billing. RPU will never conduct business over the phone from a blocked or private number. If you receive a call from someone saying they are from RPU, the RPU phone number that they are calling from will be shown on caller ID. There are instances where an RPU representative may come to your door to make you aware of a service outage or project going on in your neighborhood. Our representative will have RPU clearly marked on their uniform and will have an official RPU name badge.

RPU uses a number of security measures to ensure that they are talking to the correct person on the account. RPU recommends that customers be vigilant and to use caution if you feel something is not right.

RPU’s Customer Service phone number is 507.280.1500 if you have further questions.
**RPU Closed**

RPU will be closed on Monday, January 20, in recognition of Dr. Martin Luther King Jr. Day.

**New Water Reservoir Put into Service**

The new 3.3 million gallon water storage reservoir was placed into service on December 5. The Reservoir is located at the intersection of 4th St. and 10th Ave. SW adjacent to Saint Mary’s Park.

Water Distribution Worker, Chris DeMarino, opened the valve to put the reservoir into service.

Final exterior finish, remaining site work, and landscaping will be completed in the spring.

View a time lapse video of the demolition and construction of the reservoir at [www.rpu.org](http://www.rpu.org).