

RPU Plugged In



Photo by Josh Banks

What the RPU Experts Are Saying ...

Useful Tips from RPU Employees



1. Sign up for RPU Automatic Payment and Electronic Billing

Simplify your RPU bill each month, by signing up for RPU automatic payment and electronic billing. Never miss a due date again by having RPU automatically deduct your billing amount from a checking, savings, debit, or credit card account. Also, receive an email notification each month reminding you that your RPU bill is ready for viewing online through RPU electronic billing.



2. Have Your Air Conditioner Cleaned and Tuned

There are few household appliances that draw more electricity than a central air conditioner. Save yourself the hassle by having your air conditioner cleaned and tuned by a licensed HVAC contractor. Through the end of July, RPU is offering a \$25 rebate on this service.



3. Do an Audit of Your Trees and Property for Possible Hazards

Trees and limbs near overhead lines are major contributors to power outages. An easy way to help minimize outages is to periodically walk around your property and look for potential issues or areas of concern. If you see trees and branches near overhead lines, DO NOT try to remove them yourself. Hire a licensed tree trimmer to safely remove the hazards. If you do not know if they are a danger to your electric service, contact RPU and an RPU tree pruning specialist will help to determine the work that needs to be done.



4. Follow @rpuoutages on Twitter for Outage Notifications

Knowing is half the battle sometimes when it comes to outages. Get the latest available outage information directly from RPU by following @rpuoutages on Twitter. Find out about the number of customers out, the possible cause, and if there is a restoration timeline available.



6. Try an LED

Just in the past couple of years, there have been marked improvements to lighting technology for your home or business. LEDs, or light emitting diodes, have recently become a more popular and more affordable option for lighting. Make sure to check with RPU about available rebates on Energy Star® LEDs.

8. Contact RPU if You Are Leaving Town for an Extended Period of Time

Whether it's a long vacation, a trip to the cabin, or you're going away for the season, notifying RPU may protect you from false meter readings, future charges, or possible service issues that could arise while you are away.



5. Drink RPU Water

Year after year RPU water continues to be a very clean, safe, and reliable source for Rochester's drinking water needs. The 33 deep groundwater wells are regularly tested and monitored, to ensure safety and quality. In addition, RPU drinking water is a fraction of the cost of bottled water and, oftentimes, tastes as good or better than bottled water.



7. Sign Up for Service Assured®

Did you know that there are parts of your underground electric and water service that you own? Along with ownership come repair costs if necessary, but not if you have RPU's Service Assured®. Have the repair costs covered by signing up for Service Assured® for as low as \$1.99 per month. Contact RPU customer service to sign up!





Landscaping around RPU Transformers

Improving the aesthetics of the community and neighborhoods is one of the reasons why RPU installs new electric service underground and is also the reason why some customers choose to plant around the pad-mounted transformers. There are, however, guidelines and access requirements so RPU crews can safely work on the transformers.

Each pad-mounted transformer has a warning sticker affixed to it outlining the dangerous voltage inside, the dangers of digging and planting around it, and a diagram for safe planting distances (see below). This information is for the safety of both the customer and RPU line workers.

In most cases, RPU has a utility easement of 10 feet from the front of the property line to work in. If there are plantings or landscaping within that 10 feet, RPU may need to remove or cut the landscaping near it to ensure a safe working environment. The recommended clearance for all planting near a transformer is to keep them 12 feet away from the front and three feet from both sides. If you have questions regarding landscaping near a pad-mounted transformer, call RPU at **507.280.1500**.

If you choose to plant landscaping closer than the space recommended by RPU, keep in mind that it may be removed, altered, or damaged by line crews needing safe access to the transformer and is done at the homeowner's own risk.

WARNING



Hazardous Voltage Inside

Can shock, burn, or cause death

KEEP OUT

If open, damaged, or unlocked
immediately call
Rochester Public Utilities 507-280-9191

RPU002-W-A2-J44

WARNING



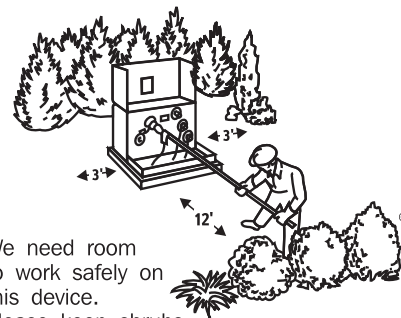
**Underground
Hazardous
Voltage Cables
Buried in this Area**



Call
**GOPHER STATE
ONE-CALL**
48 hours before
digging

1-800-252-1166.

NOTICE



We need room
to work safely on
this device.
Please keep shrubs
and structures 12 feet away
from front side and 3 feet
from other sides.

Obstructions will cause delays when
restoring electrical service.

For planting instructions call:
507-280-9191

Electromark

RPU Warns of Utility Scams this Summer

We have received several calls from customers who have been contacted by phone, threatening service disconnection by a caller representing RPU. RPU utilizes an Interactive Voice Response (IVR) system to make customers aware of possible service issues and will request that the customer call RPU back during business hours.

RPU does not have staff calling after business hours or over the weekend regarding billing or disconnection. 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. RPU's customer service number is **507.280.1500**.

You may also conduct business in person at the RPU service center between the hours of 8 a.m. and 5 p.m. Verifying your current billing amount is easily done anytime, using RPU's online billing options.

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 use caution if they feel something is not right.



ACCOUNT ACTIVITY

Balance Forward 10/01/2012 Checkfree Payment Previous Balance

ROCHESTER PUBLIC UTILITIES CHARGES

CHARGE	AMOUNT
RESIDENTIAL ELECTRIC	
Meter #09299 Readings	
OCT 10 66159	Actual reading 475 KWH \$33.96
SEP 13 66684	Actual reading 475 KWH \$33.96
Energy Charge	\$15.64
Energy Customer Charge	\$1.25
Clean Air Rider	\$0.00
Power Supply Adjustment	\$65.35
RESIDENTIAL WATER	
Meter #10207274 Readings	
OCT 10 148.56	Actual reading 6.17 Unit(s) \$4.27
SEP 13 142.39	Actual reading 6.17 Unit(s) \$4.27
Water Usage Charge - 6.17 Unit(s) @ \$0.692	\$4.27
Water Customer Charge	\$1.16
Fire Hydrant Facilities Charge	\$0.53
State Mandated Water Charge	\$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 \$XXXXX 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

RPU May Have a Check for You!

It may be from a credit on your account or a rebate check that has not been cashed. These funds must be claimed soon or, by state law, the funds will be paid to the State of Minnesota. To see if you have unclaimed funds with RPU, visit the "Behind the Meter" blog section of the RPU website (www.rpu.org) and look for the posting called "Unclaimed Checks 2013."

Make sure to have a recent RPU bill available to reference your Business Partner Number.

If you see your Business Partner Number listed, contact RPU at **507.280.1500**.

Lake Zumbro Lake Level Switched to Mean Sea Level

In mid-June the measurement for reading the lake level was switched from dam datum to Mean Sea Level (MSL).

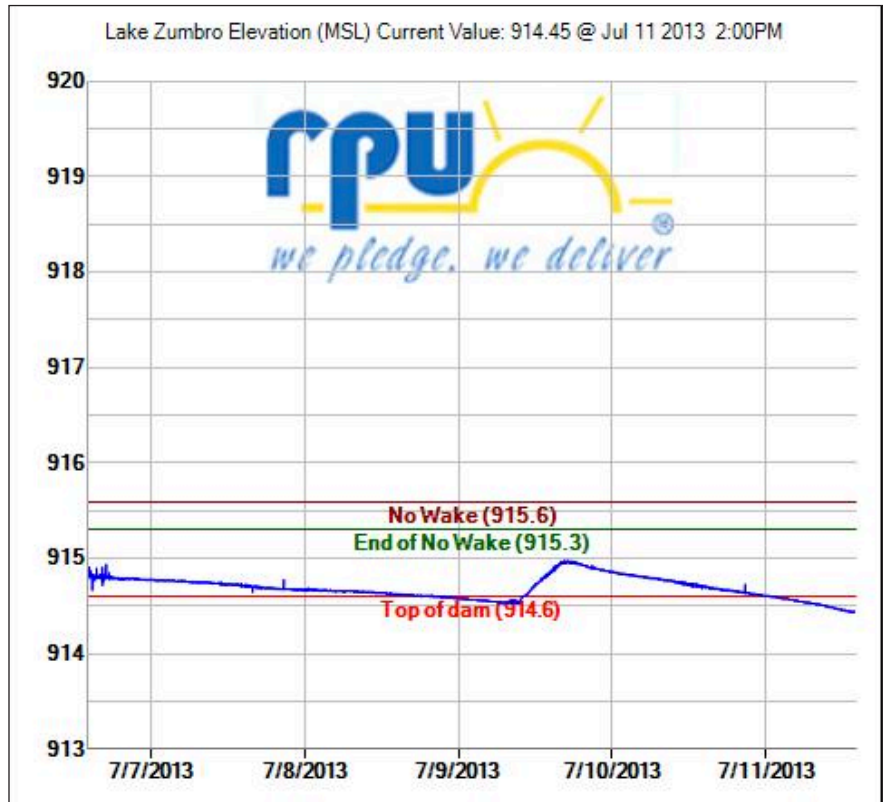
Dam datum was originally established in 1919 when the hydroelectric facility was constructed. MSL has been the standard that many national organizations have used to measure water levels.

The new reading for the Lake Zumbro water level at the top of the dam will now be 914.6 MSL. Check the real-time lake level reading anytime on the RPU website by clicking on the Lake Zumbro Water Levels button on the right side of the home page.

Lake Zumbro Watch



Lake Zumbro Water Levels



RESIDENTIAL A/C Clean & Tune \$25 REBATE



To learn more and download a rebate application:
www.rpu.org

HURRY!
Program ends
JULY 31

CONSERVE & \$AVE®



Line worker Mark Johnson waves to the crowd at the Rochesterfest Parade.

RPU Celebrates Rochesterfest!



Line worker Jared Quandt gives people a close-up look at an RPU bucket truck and equipment.



Line worker Jared Quandt shows how some of his climbing gear works.



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.

**Monday, September 2 in
observance of Labor Day.**



Joe Hensel (left) retirement recognition at the June Board Meeting with
GM Larry Koshire (right).

*Thank you to Joe Hensel
for 33 years of dedicated
service at RPU.*

Joe retired on June 26, 2013 as the Director of Field Services.