

RPU Plugged In

RPU's Arbor Day Celebration

Tree planting at Washington Elementary in honor of the overall poster contest winner Lydia Bell.

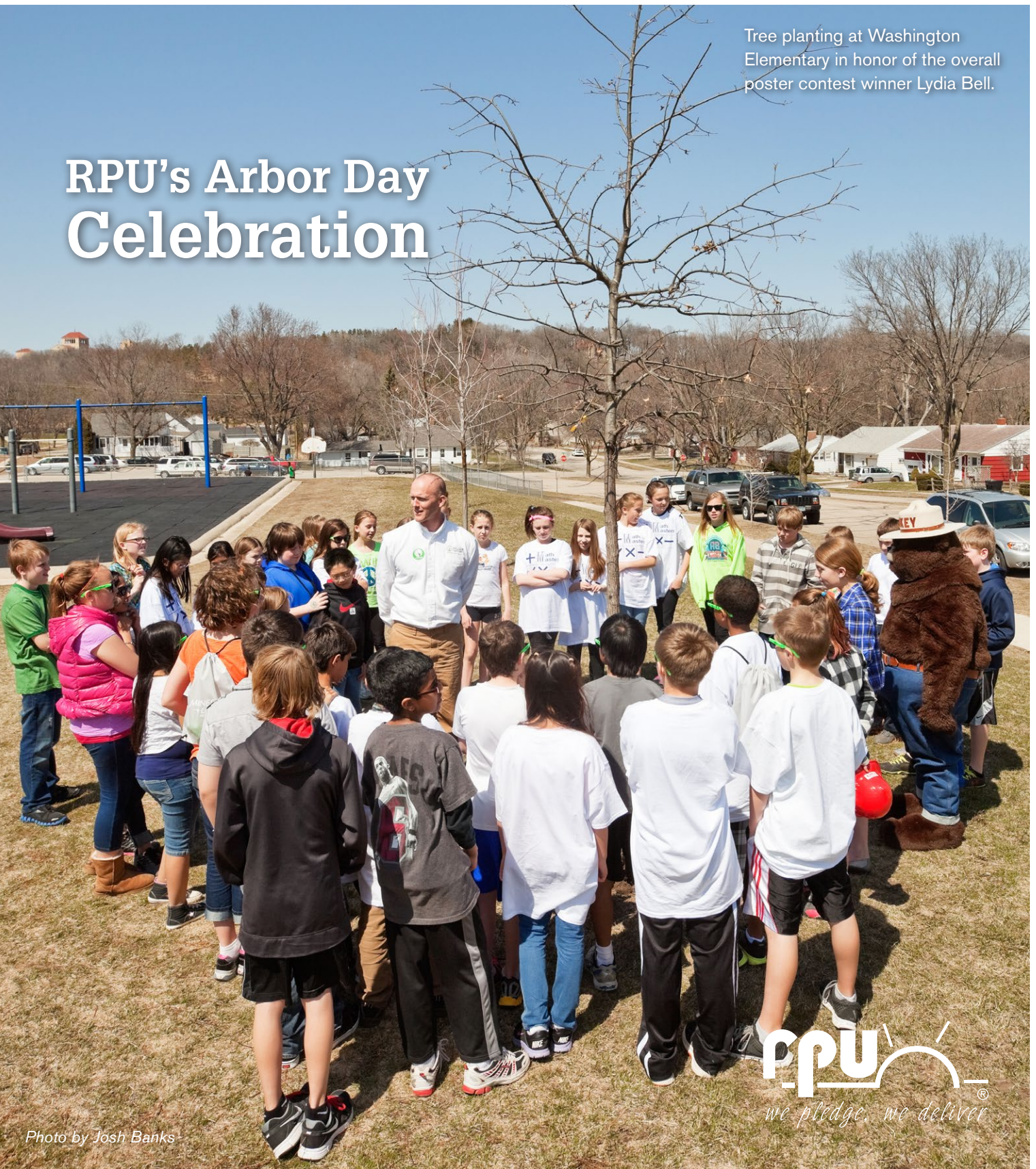


Photo by Josh Banks

rpu
we pledge. we deliver.

Message from Our General Manager



The annual Arbor Day Celebration held in late April seemed to finally be the start of a long-awaited spring. It was a well-attended event with lots of excited young students learning more about the benefit of planting trees and how they are important for environmental stewardship. April is also the time for RPU to prepare to provide the water and electric needs

expected by RPU's customers in the summer season. The coming spring has also seen signs of an economic building recovery and positive activity in the community.

RPU is planning for a busy year in 2013, with the high voltage transmission project known as CapX2020 under construction, continued work on the decommissioning of the Silver Lake Plant, planning for a new water reservoir, and other projects that support the safe and reliable operation of the electric and water systems. Construction on the CapX project has started. You may see some of the structures being erected to the west of Highway 52 North that will eventually terminate in RPU's Northern Hills Substation in the northwest part of the city. It is expected that within a year this line will be energized, and will provide for another outside source of power and energy to serve the community's needs.

In August of 2012, the Utility Board decided to decommission the Silver Lake Plant in 2015, ceasing the burning of coal and generation of electricity. The Board directed staff to prepare plans for this eventuality. We are on schedule to plan for a significant change in the operation of the Silver Lake Plant. Specific activities and schedules were presented to the Utility Board at their April Board meeting.

As we move forward, we remind RPU customers of the benefits of having their own municipal utility. As a municipal utility, RPU operates on a not-for-profit basis, provides monthly board meetings that are open to the public, and is continually reaching out and communicating to our customers. Newly developed social media interaction continues to enhance our ability to communicate regarding electrical and water outages, energy and conservation messages, and receive customer feedback. Details are on the website at www.rpu.org. Our employees continue to look for ways to improve and operate more efficiently, while providing safe and reliable water service under our vision that *"We Will Set the Standard for Service."*

Regards,

A handwritten signature in black ink that reads "Larry".

Larry Koshire
General Manager

Now
Available!

2012 RPU Annual Report

The 2012 RPU annual report is now available online or by stopping into the RPU service center during business hours.



Rochester Public Utilities Water Quality Report 2012



Everything You Ever Wanted to Know about RPU Drinking Water

Municipal water utilities, including RPU, are highly tested and scrutinized for safety and quality. In accordance with the Environmental Protection Agency's Safe Drinking Water Act, the testing results over the past year are compiled and made available for the public. Each May, RPU releases the Consumer Confidence Report (CCR) publicly.

This year, we are pleased to announce that water provided by RPU again met all State and Federal drinking water standards.

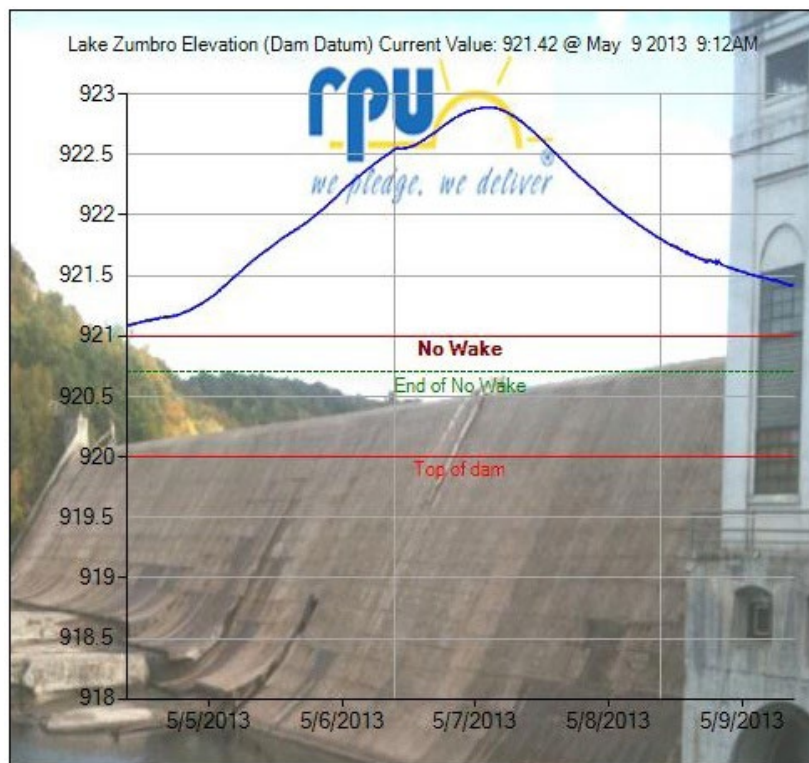
Hard copy versions of the CCR will not be mailed out individually as in past years, but a complete version can be found on RPU's Web page located at: www.rpu.org/environment/water-quality/.

Questions and requests for a hard copy version of the 2012 water quality report can be directed to Todd Osweiler at **507.280.1589** or email tosweiler@rpu.org.

Lake Zumbro to Be Maintained at Summer Pool Level

Due to heavy runoff, the level of Lake Zumbro is currently above normal summer pool elevation. This condition will persist until river flows in the South and Middle Forks of the Zumbro River fall to less than the hydraulic capacity of the Zumbro Hydroelectric Plant (approximately 800 cubic feet per second). Lake Zumbro will be maintained at normal summer pool (919.8 dam datum) throughout the rest of the spring and summer season, to the extent possible. However, the public should be aware that the Zumbro Hydroelectric Plant has extremely limited capacity to pass flood flow, resulting in occasional high water events that exceed normal pool.

Real-time lake level information is available on the RPU website (www.rpu.org). For additional information regarding the Zumbro Dam and Hydroelectric Facility, please contact Tony Benson at **507.280.1534** or tbenson@rpu.org or Todd Osweiler at **507.280.1589** or tosweiler@rpu.org.





RPU's Arbor Day

After months of planning, RPU's 11th Annual Arbor Day Celebration again welcomed thousands of Rochester residents and visitors to Mayo Park for a fun-filled day of food, music, games, and of course – free trees!

The festivities included a free lunch, live music from Paul Mayasich and his band, a visit from Smokey Bear, balloonists, a scavenger hunt, temporary tattoos,

bean bag toss, and more! About 3,000 trees were given away at the event, with hopes that they will all be planted and nurtured for future generations to enjoy.

All of the finalists of the Arbor Day poster contest were recognized, along with our overall winner, Lydia Bell, a fifth grader at Washington Elementary. Lydia received a \$100 Barnes & Noble gift card and her poster will be

featured in the advertising for next year's event. A tree was planted at Washington Elementary in honor of her winning poster.

There were many fun events at the Arbor Day Celebration, but there were also many learning opportunities as well.

Tree experts from RPU, Maier Tree & Lawn, and many other local organizations were on hand to help



Arbor Day Celebration!

answer questions about tree planting and care. Understanding where to plant trees and the steps to take to ensure a healthy tree will help to extend the life of the tree and to better ensure safety.

This year marked the 30th year that Rochester has been awarded the distinction as a Tree City USA®. The Tree City USA® program is sponsored by the Arbor Day Foundation in

cooperation with the USDA Forest Service and National Association of State Foresters.

Thanks to Maier Tree & Lawn and Rochester Park and Recreation for partnering on another great Arbor Day Celebration in Rochester!

You can also find photos from this year's event on RPU's Facebook page.



Leaving Town or Moving?

In all of the hustle and bustle of leaving town, remember that it's important to contact RPU if you will be away for an extended period of time. Whether it's a long vacation, a trip to the cabin, or you're going away for the summer, notifying RPU may protect you from false meter readings, future charges, or possible service issues that could arise while you are away.

If you are a renter or homeowner and are moving away permanently, do not rely on your property manager or landlord to cancel your account. As the primary account holder, you are responsible for your account and will be responsible for additional usage and charges if left active.

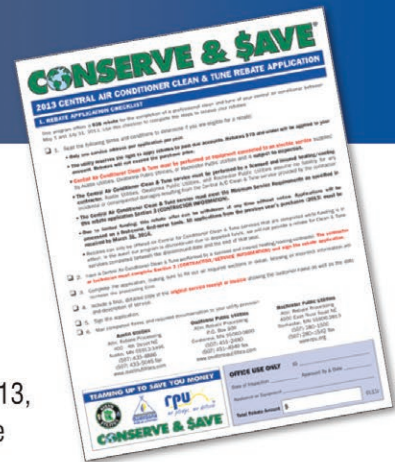
Please make sure to make time to contact RPU customer service to let them know that you will be away from your residence and your account will be noted while you are away. Contact RPU at **507.280.1500** or stop in the RPU service center during business hours.



A/C Clean & Tune for Efficiency and get a \$25 REBATE!

Would you drive your car 20,000 miles without oil changes or some kind of maintenance? Of course not! The same is true for your central air conditioning system. Regular preventive maintenance is the best way to ensure trouble-free, efficient operation.

Complete a **Central Air Conditioner Clean & Tune** between May 1 and July 31, 2013, and you can apply for a **\$25 CONSERVE & SAVE® rebate from RPU!** The service must be performed by a licensed, insured HVAC contractor who will thoroughly inspect your unit, provide you with measurements, and point out areas of concern. For the service to be eligible for a rebate, the technician needs to fill out a service checklist, found on the back of our rebate application.



**Visit the RPU website at www.rpu.org
to download a 2013 Central Air Conditioner
Clean & Tune Rebate Application
with complete terms and conditions.**

CONSERVE & \$AVE®

Choose Your Way

TO PAY YOUR RPU BILL

Delivery

Go Paperless (Provide email address at the lower left.)

Payment Method

- Automatic Bank or Credit/Debit 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

Enroll

To enroll in e-Bill and/or Automatic Payments, fill out the form below and mail it to:

RPU Customer Service
4000 East River Road
Rochester, MN 55906-2813

or you may enroll at www.rpu.org.

RPU BILL PAYMENT OPTIONS ENROLLMENT FORM *(You may also enroll at www.rpu.org.)*

Name as It Appears on Account: _____

RPU Contract Account Number: _____

Service Address: _____

City/State/Zip: _____

Mailing Address:
(If Different than Service Address)

City/State/Zip: _____

Primary Contact Phone: _____

Email Address:
(Required for e-Bill)

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 email address at the lower left.)

☐ CHECKING ACCOUNT DEBIT

(Please attach a VOIDED check.)

Bank Name: _____

– OR –

☐ SAVINGS ACCOUNT DEBIT

(Please attach a VOIDED deposit slip.)

Bank Name: _____

– OR –

☐ CREDIT / DEBIT CARD

☐ DISCOVER 

☐ MasterCard 

☐ VISA 

Name as It Appears on Card: _____

Card #: _____ - _____ - _____ - _____

Exp Date: ____ / ____



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www.rpu.org

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Flushing fire hydrants

is an important preventive maintenance activity to ensure the integrity of the water system and deliver the highest quality water to RPU customers.

**See the latest hydrant flushing locations
on the RPU website all summer long:**

www.rpu.org

RPU Service Center Holiday Hours

The RPU Service Center will be closed
the following days.

**Monday, May 27 in
observance of Memorial Day**