



RPU Plugged In

Is a solar energy system
right for you?

Also inside learn about LED holiday lights, Service Assured[®], and more!



Photo by Josh Banks.



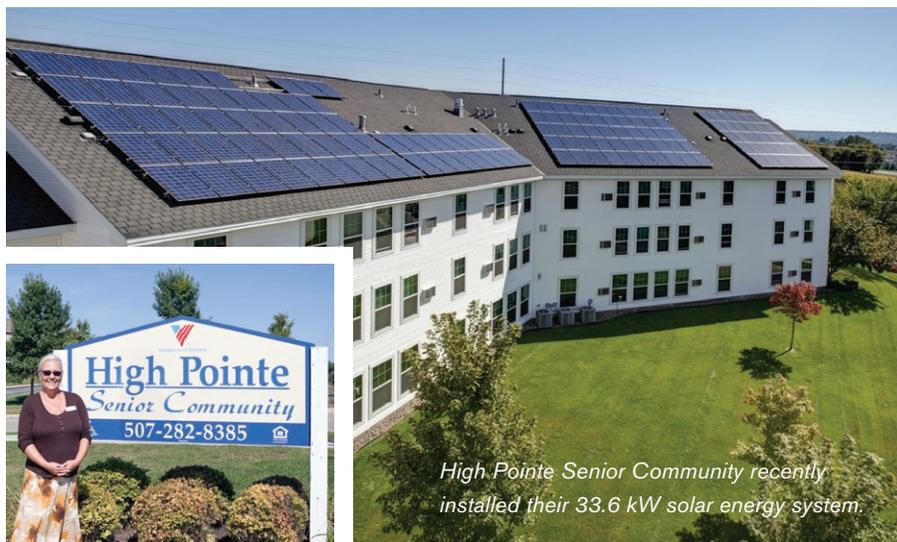


RPU Works with Customers to Install More than Two Megawatts of Solar Energy



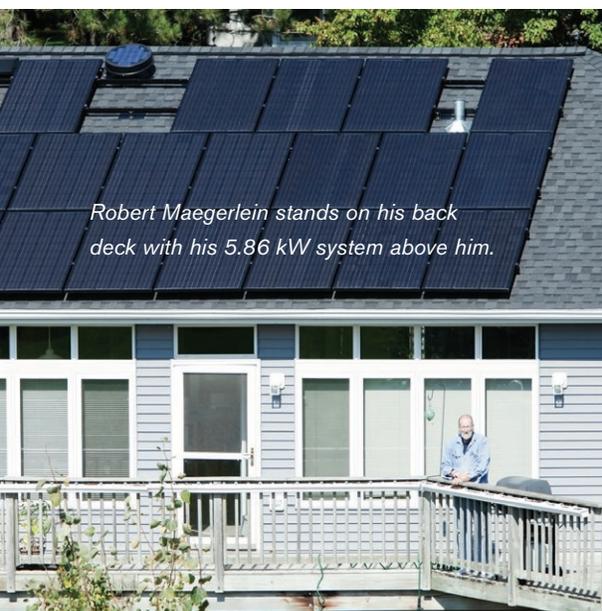
Aaron Benike and family stand out front of their home with a 3.45 kW (kilowatts) solar energy system.

The Mattingly family have the back of their NW Rochester home covered in solar panels along with their adjacent two-car garage.



High Point Senior Community recently installed their 33.6 kW solar energy system.

Robert Maegerlein stands on his back deck with his 5.86 kW system above him.



Mike Ryan, owner of Ryan Electric, had his solar energy system of over 21 kW installed on one of his storage buildings.



As interest in installing solar power has grown, RPU has been there every step of the way, working hand in hand with customers. Today, there are more than two megawatts of solar power installed in Rochester by residential and commercial customers.

Is a solar energy system right for you? There are many things to consider before jumping feet-first into a system costing \$15,000 or more (depending on the size and complexity).

- **Is your home or business efficient in how it uses electricity?** Having an inefficient building while utilizing renewable energy will end up costing you a lot more money. Energy audits

are recommended before any solar installation to identify where energy efficiency can be improved.

- **Location, Location, Location!** The location where you put your solar energy system can be a big factor in how much energy you produce. Tree cover, which direction your house faces, and roof size can all affect the efficiency of your solar energy system.
- **Do your homework.** Take advantage of experts, Community Education classes, and up-close demonstrations. Visit the RPU website at www.rpu.org for details on local educational opportunities or for hours of operation at Cascade Meadow & Environmental

Science Center, where you can closely examine a number of different solar panel installations.

- **Rebates!** Visit the RPU website, www.rpu.org, for information on solar energy and possible rebates available through RPU. All 2013 rebate funds have been allocated, but check back with us in early 2014 to inquire about 2014 solar rebate availability.* If you are looking for more detailed information or have specific questions, contact Stephanie Humphrey at shumphrey@rpu.org or **507.280.1639**.

* An energy audit is a requirement to receive an RPU solar rebate.

'Tis the Season for Holiday Lights!

There aren't many things more festive than holiday lights decorating the inside and outside of a home during the holidays. Whether it be 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 five strings or 500 strings of lights, make sure to do it right this year.

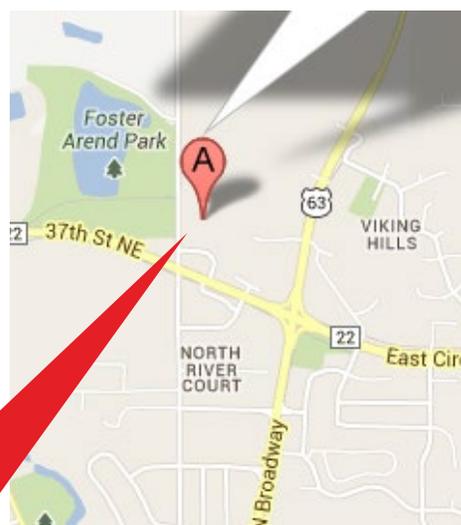
Lighting technology has improved greatly in recent years, making the selection and benefits even better for the consumer. LED (light emitting diodes) lighting is the newest and most energy efficient string lighting available. LEDs are available in clear, single color strands, or multi-color strands and 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 incandescents use. Based on the type of LED used and the application, LED holiday lighting could save you up to 90 percent 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 rebate for LED holiday lighting and decorations. The rebate (depending on the number of lights) can be up to \$12 per string of lights. There is no cap on the number of strings you can purchase and is available no matter where you purchase them. Some restrictions apply, so make sure to visit the RPU website for full details.



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, starting November 15, and drop them into the bins designated for holiday lighting recycling.



RPU Service Center
4000 East River Road NE

Celebrate with savings!

BUY ENERGY EFFICIENT

Holiday Lights & Decorations

1. Purchase LED holiday plug-in (not battery operated) lights and decorations in 2013.
2. Complete this coupon and submit it to RPU by **March 31, 2014** with your **original sales receipt** and the **LED packaging showing the LED logo and number of lights per string.**
3. Rebate cannot exceed price of LED string or package, 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 RPU. Valid only on purchases made in 2013.

A Lamp Size	B # of Lamps per String	C # of Strings	D Rebate per String*	E Total Rebate (C X D)
<input type="checkbox"/> Mini <input type="checkbox"/> Other				
<input type="checkbox"/> Mini <input type="checkbox"/> Other				
<input type="checkbox"/> Mini <input type="checkbox"/> Other				
<input type="checkbox"/> Mini <input type="checkbox"/> Other				
<input type="checkbox"/> Mini <input type="checkbox"/> Other				

GRAND TOTAL REBATE: _____

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

OFFICE USE ONLY:

ID # _____

**NEXT
CLASS
DATES!**

MON. NOV. 18 • 6:30pm • KELLOGG MIDDLE SCHOOL
TUE. DEC. 17 • 6:30pm • LINCOLN CHOICE SCHOOL



**ATTEND A FREE ENERGY
EFFICIENCY WORKSHOP**

**and get a \$400 home energy audit
for a co-pay of only \$50!**

Auditors will give you information on energy efficient improvements, financing, and rebates. They'll also install **free** products that can help you start saving right away!

Reserve your spot with Ashley Robertson at
888.734.6365 or arobertson@mncee.org

Find future, monthly workshop dates at www.rpu.org.



CONSERVE & \$SAVE®

*Rebates available on a first-come first-serve basis while funds last. See rebate applications for minimum efficiency requirements.

Is Your Home Protected by Service Assured®?

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 or single-owner duplexes. Townhome associations, individual twin-homes, and triplexes, where each unit has its own service line, may also be eligible. Some exclusions apply such as with mobile homes and in rare instances of atypical configurations.



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!

Eligible townhomes, twin-homes, and triplexes pay \$1.99 per service per month, or \$3.98 per month for both. Call RPU to determine if you are eligible for Service Assured®.

Enrollment

Visit our website at www.rpu.org for complete terms and conditions. You can enroll online or by calling us at **507.280.1500**.

'Be Bright' ENERGY STAR® CFL Rebate Campaign

We've partnered with local retailers to offer CFLs for as little as 99 cents each! Be Bright this fall! Through December 31, while supplies last, our residential electric customers are eligible for reduced pricing on ENERGY STAR-qualified compact fluorescent light bulbs (CFLs). We've partnered with local retailers to offer CFLs for as little as 99 cents each!

ENERGY STAR-labeled CFLs use 75 percent less energy and last up to 10 times longer than incandescent light bulbs, but less watts doesn't mean less light! Today's CFLs produce bright light at less cost to consumers and businesses because they use less electricity and last longer than incandescent bulbs – saving time and money on replacements.

By replacing the five most used bulbs in your home with energy-efficient CFLs, you can save about \$35 in energy costs during the first year alone. CFLs also produce about 75 percent less heat than incandescent – improving safety.

With the wide range of CFL shapes, sizes, and styles now on the market, consumers can find an energy-efficient bulb for every situation and enjoy reduced energy costs all year long.

While these financial savings are a big draw for consumers, CFLs also offer environmental benefits to help make our community a little greener.

Remember, supplies are limited so get your discounted CFLs before they sell out! (Discounted CFLs purchased during this promotion are not eligible for RPU's Conserve & Save® CFL rebate.)

Participating Rochester Retailers

Arrow Ace Hardware
Menards
Mills Fleet Farm
The Home Depot
Walmart



Choose Your Way

TO PAY YOUR RPU BILL

Go Paperless

Receive an email that payment is due and your bill is available to view at www.rpu.org.

Budget Billing

Monthly payments stay the same based on the average of the previous 12 months of service.

Automatic Payments

- Automatic Checking or Savings Account Debit
- Automatic Credit/Debit Card Payment
- Can be combined with Budget Billing

How to Enroll

Enroll at www.rpu.org or fill out the form below and mail this page to: RPU Customer Service
4000 East River Road
Rochester, MN 55906-2813

Visit www.rpu.org to learn how to Pay Online, Pay By Phone, or use Pay Stations and Drop Boxes.

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

Last Name (As It Appears On Your Account): _____

First Name (As It Appears On Your Account): _____

RPU Contract Acct Number: **300000** _____

Service Address: _____

City/State/Zip: _____

Mailing Address: _____

(If Different Than the Service Address)

City/State/Zip: _____

Primary Phone: _____

Phone Type: Home Cell Other: _____

Email Address: _____

(Required to Go Paperless)

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 an email address at the lower left.)
- BUDGET BILLING**
- AUTOMATIC PAYMENT OPTIONS:**

PLEASE DEDUCT MY PAYMENT: (Check one.)

When Bill Is Invoiced When Payment Is Due

- Checking Account Debit** (Attach a VOIDED check.*)

Bank Name: _____

- Savings Account Debit** (Attach a VOIDED deposit slip.*)

Bank Name: _____

- Credit / Debit Card**

DISCOVER  MasterCard  VISA 

Card Number:*

_____ - _____ - _____ - _____

Exp Date: ____/____/____

*To protect your privacy, RPU will destroy the credit card information on this form, as well as any voided checks and deposit slips.



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

PRESORTED
STANDARD
US POSTAGE
PAID
BlueSpire



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

ROCHESTER PUBLIC UTILITIES BILLING DETAILS

RPU May Have a Check for You!

On October 31, 2013, RPU was required to release unclaimed funds (checks) from 7/1/2011 – 6/30/2012 to the state of Minnesota. Once funds have been sent to the state, customers may still be able to receive their checks, but will have to do so by contacting the state of Minnesota. There are additional RPU checks which are still unclaimed and remain with RPU. Below is the website for the RPU blog to check and see if there is a check for you. There are two listings on the document. One list has the checks listed that were released to the state of Minnesota and the other list has the checks that still reside with RPU.

<http://mn.gov/commerce/topics/Unclaimed-Property/find-unclaimed-property.jsp>

<http://blog.rpu.org/>

RPU Service Center Holiday Hours

The RPU Service Center will be closed the following days.

- November 28-29 for Thanksgiving.
- December 24 closed at noon for Christmas Eve.
- December 25 for Christmas.
- December 31 closed at noon for New Year's Eve.
- January 1 for New Year's Day.