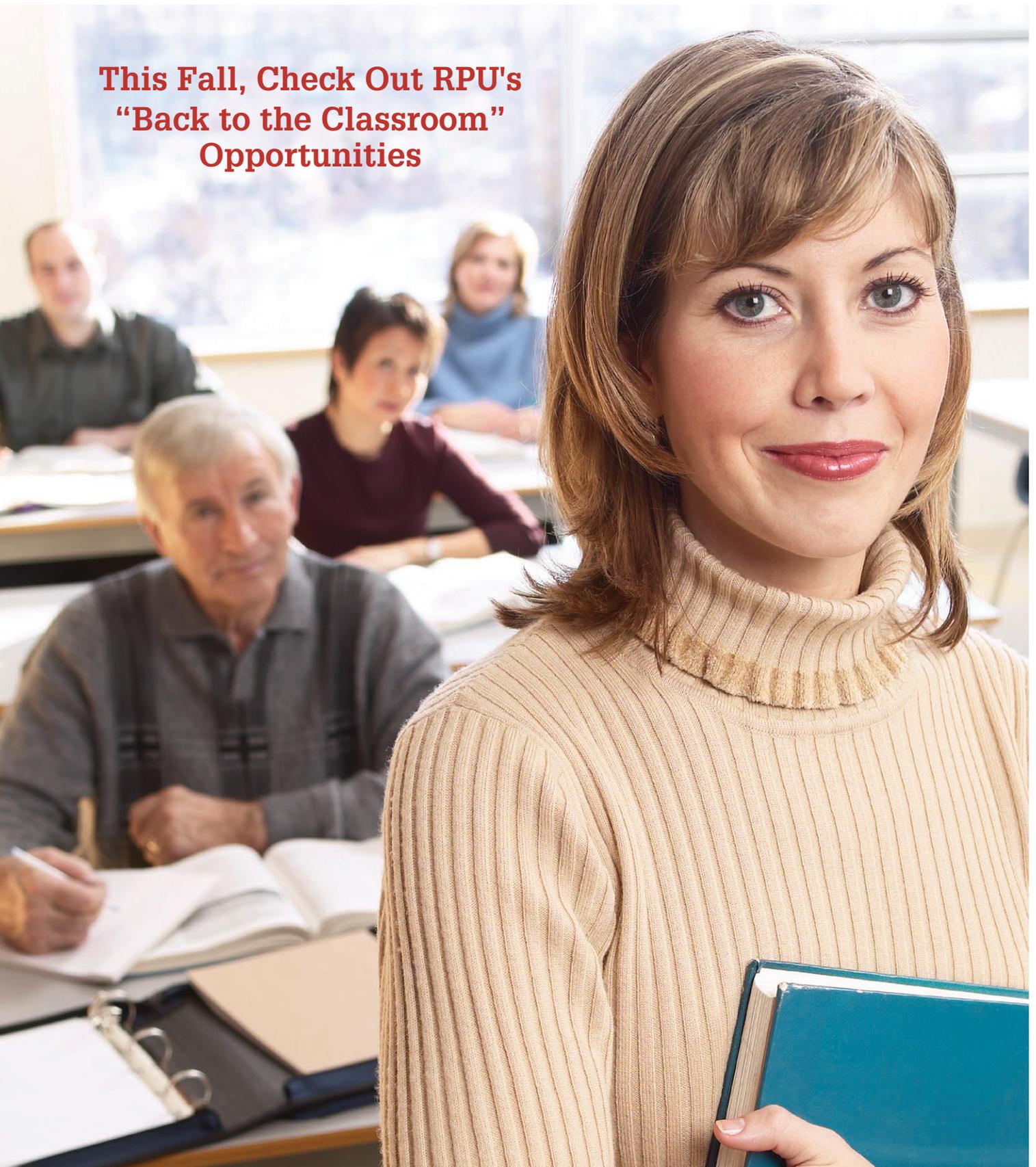


RPU **Plugged In**

**This Fall, Check Out RPU's
"Back to the Classroom"
Opportunities**



Back to the Classroom

This fall, RPU is offering a number of ways for you to get back in the classroom to learn more about energy topics including solar, geothermal, and energy efficiency.

Community Education Classes



Expand your knowledge and find out if there are energy projects or topics that you are interested in pursuing. With two Community Education classes covering geothermal and solar, along with a number of Neighborhood Energy Challenge workshops, there is something for everyone.

SOLAR ENERGY FOR YOUR HOME OR BUSINESS

An overview of solar electric and solar heating systems will be presented. There will be many photos of solar installations so that you can get a good idea of what they look like and how they are installed. Many basic questions will be addressed such as: How well does solar energy work in Minnesota? How much energy do the systems produce? What are the costs involved and overall economics? What incentives are available? Is there any maintenance? There will be plenty of time for questions and discussion. The instructor is the operations manager of Solar Connection, www.solarconnectioninc.com, a solar energy design and installation company located in Rochester.

Instructor: Micah Johnson

Date: Saturday, October 4, 2014

Time: 10:00 am to 12:00 pm

Session(s): one

Cost: \$15

Location: Cascade Meadow and Wetlands and Environmental Science Center

RESIDENTIAL GEOTHERMAL HEATING AND COOLING

Whether you are building a new home or considering a new heating and cooling system for your present one, consider the economical and environmental advantages of geothermal technology. It is the world's most advanced, most cost-effective heating, ventilation, and air conditioning (HVAC) system for new or existing homes. This class will provide you with geothermal basics: what it does and how it works. It uses the ground as a heating and cooling source – learn how. Geothermal heating and cooling systems can provide greater comfort and energy savings. Find out information on the 30% federal tax credit that expires on December 31, 2016, and Rochester Public Utilities' installation incentives.

Instructor: Arnie Lorimor

Date: Tuesday, October 21, 2014

Time: 6:30 to 8:30 pm

Session(s): one

Cost: \$15

Location: Cascade Meadow and Wetlands and Environmental Science Center

Registration for a Community Education class can be made by calling **507.328.4000** or online through the Rochester Community Education website at <https://rochester.thatscommunityed.com>.



"At the Neighborhood Energy Challenge workshop, we learned new things and realistic suggestions for our home. It was helpful to interact with other homeowners and learn more from the questions they asked. Our energy auditor was professional and easy to work with. He explained things to us and answered our specific questions, and presented us with options and reasoning to help us make informed decisions. The knowledge we acquired, from both the workshop and energy audit, has aided us in implementing conservation and energy efficiency improvements to our home."

– Tony & Lynne Drumm, Rochester Homeowners

Neighborhood Energy Challenge

Maybe improving the energy efficiency of your home is more of what you are looking for. Learn about easy, simple ways to improve how you use energy and how you can lower your monthly bill.

RPU and Minnesota Energy Resources have teamed up with the Center for Energy and Environment to offer Rochester homeowners the Neighborhood Energy Challenge (NEC), a full-service residential energy audit program.

- **Energy Workshop.** Attendance to our free "Saving Energy 101" workshop is mandatory to participate in the program – and a great opportunity to learn new no- or low-cost strategies to stop energy waste, all while visiting with your neighbors. Free childcare is provided.
- **Home Visit and Materials.** At the workshop you will have the opportunity to sign up for a reduced price Home Visit, where our crews of energy professionals will visit your home for an hour and a half to run diagnostic tests (like a



blower door to test air leaks), install energy-saving materials, and find your home's best opportunities for saving energy and reducing your utility bills.

- **Help with Next Steps.** If our crews find an opportunity for significant savings through installing additional insulation, attic air sealing, or replacing old heating equipment, we can make the next steps easy by connecting you with qualified contractors, financing, incentives, and rebates.

Upcoming Workshops >>>

- Tuesday, 09.23.2014 at 6:30 pm
George Gibbs Elementary School
5525 56th St NW
- Monday, 10.06.2014 at 6:30 pm
Bamber Valley Elementary School
2001 Bamber Valley Rd SW
- Tuesday, 11.18.2014 at 6:30 pm
Kellogg Middle School
503 17th St NE

Reserve your spot at a workshop by contacting Stacy Boots Camp at **888.734.6365** or sbootscamp@mncee.org.

New Director of Core Services Hired



We are pleased to announce the hiring of Sidney Jackson as the new Director of Core Services.

In his new role, Jackson will be responsible for operations in the water and electric utilities. This will include overseeing all electric distribution and transmission,

water supply and its distribution, system operations, and engineering.

Jackson comes to RPU with over 20 years of various utility experience with Ameren Energy and Xcel Energy including positions as Power Plant Maintenance Engineer, Manager of Strategic Planning, several bulk electric system roles, and various Energy Trading and Portfolio Optimization roles.

Most recently, he served as the Director of Client Relations for MISO (Midcontinent Independent System Operator) out of their St. Paul office.

Jackson has a Bachelor of Science degree in Electrical Engineering from Kansas State University and a Master of Business Administration from the University of Missouri. He also holds a NERC RC (North American Electric Reliability Corporation Reliability Coordinator) operating license.

Jackson began his official duties on August 18, 2014.

SAVE WITH WATER REBATES
Outside and Inside!

Install water-efficient products* and apply for a rebate on your purchase.

Rotating Sprinkler Nozzle
\$3 REBATE

Rain Barrel
\$10 REBATE

Clothes Washer
\$25 REBATE

High Efficiency Toilet
\$50 REBATE

Download a Water Efficiency Rebate Application from www.rpu.org with a complete list of eligible items as well as terms and conditions.

CONSERVE & SAVE[®]

*must meet minimum efficiency requirements as specified in the Water Efficiency Rebate Application



Road Construction Near RPU Service Center

On Monday, July 7, road construction began along parts of East River Road NE in front of the RPU Service Center. The road construction project is scheduled to go through early November.

Access to the RPU Service Center will be available for a majority of the project. We will post on the RPU blog (www.rpu.org) any times that we are made aware of limited access. If you are visiting the RPU Service Center, please use additional caution in the work zone.

Please remember that you can pay your RPU bill without having to come into the RPU Service Center. You can pay your bill anytime on the RPU website (www.rpu.org) or over the phone by calling **1.855.210.2285**.



What You Should Know about the Minnesota Cold Weather Law and Winter Bills

RPU's objective is to ensure that residential customer accounts are protected during the cold weather period and follow the requirements of Minnesota Statute 216B.097.

Minnesota Statute 216B.097 states that a municipal utility must not disconnect and must reconnect the utility service of a residential customer during the period between October 15 and April 15 if the disconnection affects the primary heat source for the residential unit and all of the following conditions are met:

- 1) The household income is at or below 50% of the state median income. RPU may verify income on forms it provides or obtain verification of income from the local energy assistance provider. A customer is deemed to meet the income requirements of this clause if the customer receives any form of public assistance, including energy assistance, that uses an income eligibility threshold set at or below 50% of the state median household income;
- 2) The customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household. "Reasonably timely payment" means payment within five working days of agreed-upon due dates;

- 3) The customer receives referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

Winter Disconnection Protection

Applications are required for winter disconnection protection. Before disconnecting service to a residential customer during the period between October 15 and April 15, RPU will provide the following information to the customer:

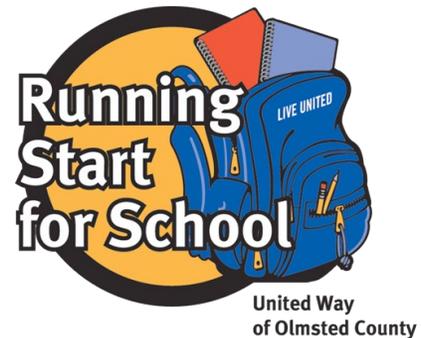
- 1) A notice of proposed disconnection;
- 2) A statement explaining the customer's rights and responsibilities;
- 3) A list of local energy assistance providers;
- 4) A form on which to declare inability to pay; and
- 5) A statement explaining available time payment plans and other opportunities to secure continued utility service.

Energy Assistance

Three Rivers Community Action
800.277.8418
www.threeriverscap.org



Pencils, crayons, markers, backpacks, glue, notebooks, and many other school supplies were delivered to the United Way of Olmsted County by RPU employees.



RPU Pitches in for the United Way Running Start for School

RPU employees and customers stepped up again this year to donate school supplies for local students. Thank you for your support and donations this year!

RPU CUSTOMER SATISFACTION SURVEY

We receive valuable feedback from our customers through our customer satisfaction surveys each quarter, which helps us provide better service to you.

We mail out 1,000 surveys quarterly to a random list of customers. If you receive a survey, we would greatly appreciate your time to fill it out and tell us how we are doing. If you have received and taken a customer satisfaction survey from RPU recently, thank you for your time.

We appreciate hearing that many of our customers are very satisfied with their services from RPU, and we are working diligently to answer and address all of the concerns that you shared with us as well.

Mary Ambrina
Manager of Customer Service

1. First, please rate your level of **satisfaction** with RPU in the following areas:

The ease of doing business with RPU

The reliability of the power, water, and other services you receive from RPU

Completely Satisfied

Mostly Satisfied

Somewhat Satisfied

Neither Satisfied

How Are We Doing?

Customer satisfaction is a top priority. You have been randomly selected to be one of our present RPU customers. We value your feedback and we want to hear from you!

rpu
we pledge, we deliver®

**PLEASE RETURN THIS SURVEY
BY JUNE 6th**

-or-

Complete On-line at:
<http://surveys.qmarketresearch.com/s3/RPU>

-or-

Complete on your Mobile
Device by the scanning
the QR Code on the right



CALLING FOR NOMINATIONS!

Environmental Achievement Awards are given annually for outstanding environmental achievement in Olmsted County.



Nominations are sought for individuals, families, youth, organizations, or businesses in any or all categories:

- Climate Change
- Education
- Renewables
- Sustainable Food Production
- Conservation
- Energy
- Water
- Other

NOMINATE YOUR ENVIRONMENTAL HERO!

APPLICATIONS: www.rpu.org • DEADLINE: October 17



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 on:

**Tuesday, Nov. 11, in
observance of Veterans Day**

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Saint Mary's Reservoir Update

The finishing touches on the 3.3 million gallon Saint Mary's Reservoir have been completed. The reservoir was operational back in November 2013, but there were additional exterior items that had to be addressed after the winter.

The final exterior finish, site restoration, and landscaping have all been completed this summer. The reservoir provides additional water storage for the Rochester community today and into the future.

The final cost of the replacement reservoir was \$3.9 million.

