

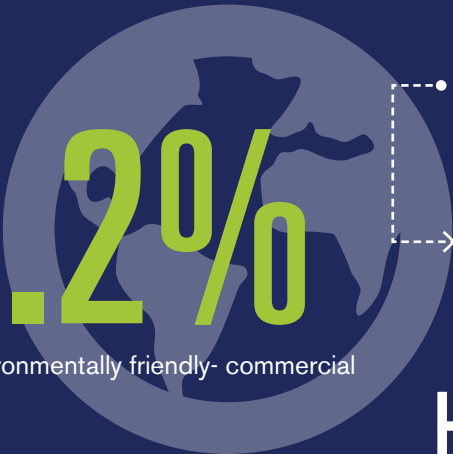
RPU Plugged In

95.7%



→ satisfied with RPU representative interactions

88.2%



→ say RPU is environmentally friendly- commercial

87.8%

→ say RPU is environmentally friendly- residential

83.7%

→ support RPU investigating solar power- residential



Highlights of the RPU Phone Survey and Focus Groups

What did RPU customers have to say about RPU? See inside on page 4.

70.8%

→ support RPU investigating solar power- commercial



JUST ANNOUNCED!

Fall Community Education Classes Hosted by RPU

Two of the most popular topics that customers ask RPU about are solar energy and lighting. Here is your chance to attend FREE Community Education classes sponsored by RPU to learn more about both topics. Great for the advanced homeowner looking to further their energy efficiency or for beginners just dipping their toes in to learn the basics. Sign up today on the Community Education website (www.rochesterce.org) because space is limited!



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

Bio: Micah is the operations manager for Solar Connection of Rochester. In business since 2010, Solar Connection installs solar energy systems for commercial, residential, and farm applications. Solar Connection is a licensed general contractor and NABCEP™ Certified for PV Installation. NABCEP is the National Board of Certified Energy Practitioners.

Date: Saturday, October 3, 2015

Time: 10 am to 12 pm

Session(s): 1

Cost: FREE

Location: Cascade Meadow and Wetlands and Environmental Science Center



Get Out of the Dark: Brighten Your Knowledge on Home Lighting Purchases

Deciding what lighting to purchase for your home can be a confusing process ... LEDs, CFLs, watts, lumens, soft white, warm white, 2700 K ... what does it all mean? LEDs may use the least amount of energy but they may not be the smart choice for every room in your home. This workshop will help you make sense of it all so you can make smart decisions.

In this workshop you will learn:

- What to look for when choosing light bulbs and how to make the right choice.
- Why and when to choose LEDs.
- The cost of lighting on your energy bill.
- Utility lighting rebates.
- Why choose ENERGY STAR®.

Instructor: Kelli Lewis

Bio: Kelli is a District Sales Representative with Phillips Lighting, selling lamps, ballasts, fixtures, and controls through distributor customers in Minnesota, western Wisconsin, and North Dakota.

Date: Tuesday, October 6, 2015

Time: 6 to 8 pm

Session(s): 1

Cost: FREE

Location: Cascade Meadow and Wetlands and Environmental Science Center

Seeing Double?

You may do a double take when you receive your October billing and see two energy charges. This actually happens twice a year: once in June and again in October. The reason behind the dual energy charge is the change in the rate. As of October 1, the cost per kilowatt drops from \$0.11 to \$0.09 per kwh (kilowatt-hour). This means that part of your usage is prorated at the higher (summer) rate and part of your usage is prorated at the lower (non-summer) rate, hence the reason for two separate energy charges appearing on your bill.

As of June 1, the rate then goes back up to the summer rate. The reason for the rate adjustment twice a year is to accommodate the costs due to the increased usage during the summer months when there is a larger demand for energy. Increased usage in summertime results from higher usage of air conditioners and dehumidifiers.

So, when you receive your October statement, don't fret. It's not a double billing. It's just a prorated adjustment to your bill based on the shift in the rates. The energy customer charge is a flat fee on the billing statement and that will stay the same regardless of how much energy you use.

If you have questions about summer and non-summer rates, contact RPU Customer Service at **507.280.1500**.



CALL 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 of the following categories:**

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



2015

NOMINATE YOUR ENVIRONMENTAL HERO!

MORE INFO & APPLICATIONS: www.rpu.org

DEADLINE: October 16, 2015



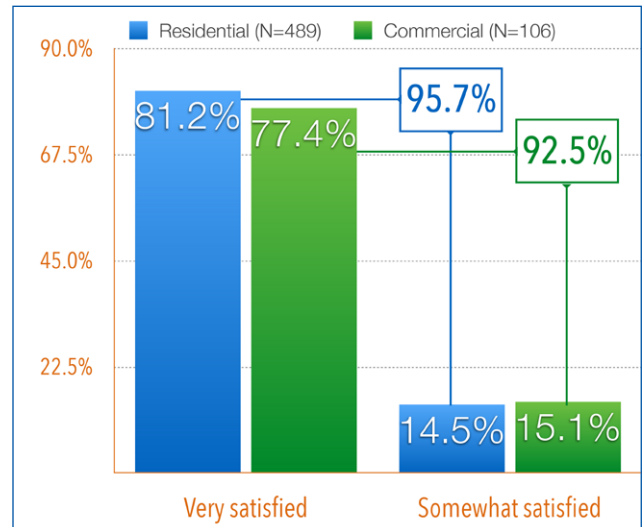
HIGHLIGHTS of the RPU Phone Survey and Focus Groups

Hearing from customers and making responsible decisions based on that feedback is one of the great things about being a municipal utility. RPU recently had a third-party company conduct and facilitate an extensive customer survey focused on gathering information in a number of areas, including renewable energy interest, communication, new technologies, customer service, field service, and expectations of RPU.

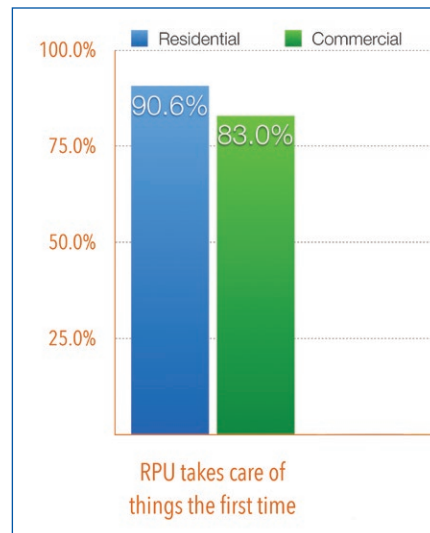
Highlights of the survey include:

- When compared to other utilities (gas, phone, water, and cable), respondents have a more positive perception of the service they receive from their electric utility. In addition, 79.0% of residential customers and 74.4% of commercial customers reported that RPU closely aligns with their perception of an ideal utility experience.
- RPU performed well when rated on a series of nine (9) organizational characteristics; the average positive rating among residential customers was 87.7%, and 87.9% among commercial customers. These ratings were driven by the promptness, helpfulness, knowledge, and communication skills of its staff.
- Customer service personnel performed exceptionally well, as 95.7% of residential customers and 92.5% of commercial customers were satisfied with the representative who handled their call (see Graphic 1). In addition, field service representatives performed equally well, as 94.3% of residential customers and 92.6% of commercial customers were satisfied with the level of service they received during the field visit.
- Ultimately, support for solar culminated in 83.7% of residential customers and 70.8% of commercial customers who reported RPU should investigate solar.
- Communication preferences are shifting to digital mediums. While TV news remained the most preferred source of information for residents, both residents and businesses expressed a desire to turn to the Internet and, specifically, RPU’s website for information on the Company.

"We appreciate our customers taking the time to provide us with this feedback. The information also reinforces that we are doing a lot of the right things necessary to set



Graphic 1



Graphic 2

the standard for service and to continue as a customer-focused organization. This survey information will provide staff and the RPU Utility Board with valuable insight for future strategic planning, budgeting, and allocating of resources to make improvements in how we serve our customers in the future," said RPU General Manager Mark Kotschevar.

The complete survey results presentation is available to view on the RPU website, www.rpu.org.

Back to School with the Neighborhood Energy Challenge!

Expand your energy knowledge with the help of the Neighborhood Energy Challenge! Learn about 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. Attending 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 of only \$50, 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

Monday, September 21, 2015, at 6:30 pm

Lincoln Choice Elementary School
1122 8th Ave SE, Rochester, MN 55904

Saturday, October 10, 2015, at 10 am

Saint Mary’s University – Cascade Meadow
2900 19th St NW, Rochester, MN 55901

Monday, November 16, 2015, at 6:30 pm

Bamber Valley Elementary School
2001 Bamber Valley Rd SW, Rochester, MN 55902

Tuesday, December 8, 2015, at 6:30 pm

Kellogg Middle School
503 17th St NE, Rochester, MN 55906

Monday, January 11, 2016, at 6:30 pm

George Gibbs Elementary School
5525 56th St NW, Rochester, MN 55901

Tuesday, February 16, 2016, at 6:30 pm

Lincoln Choice Elementary School
1122 8th Ave SE, Rochester, MN 55904

Saturday, March 12, 2016, at 10 am

Saint Mary’s University – Cascade Meadow
2900 19th St NW, Rochester, MN 55901

Monday, April 25, 2016, at 6:30 pm

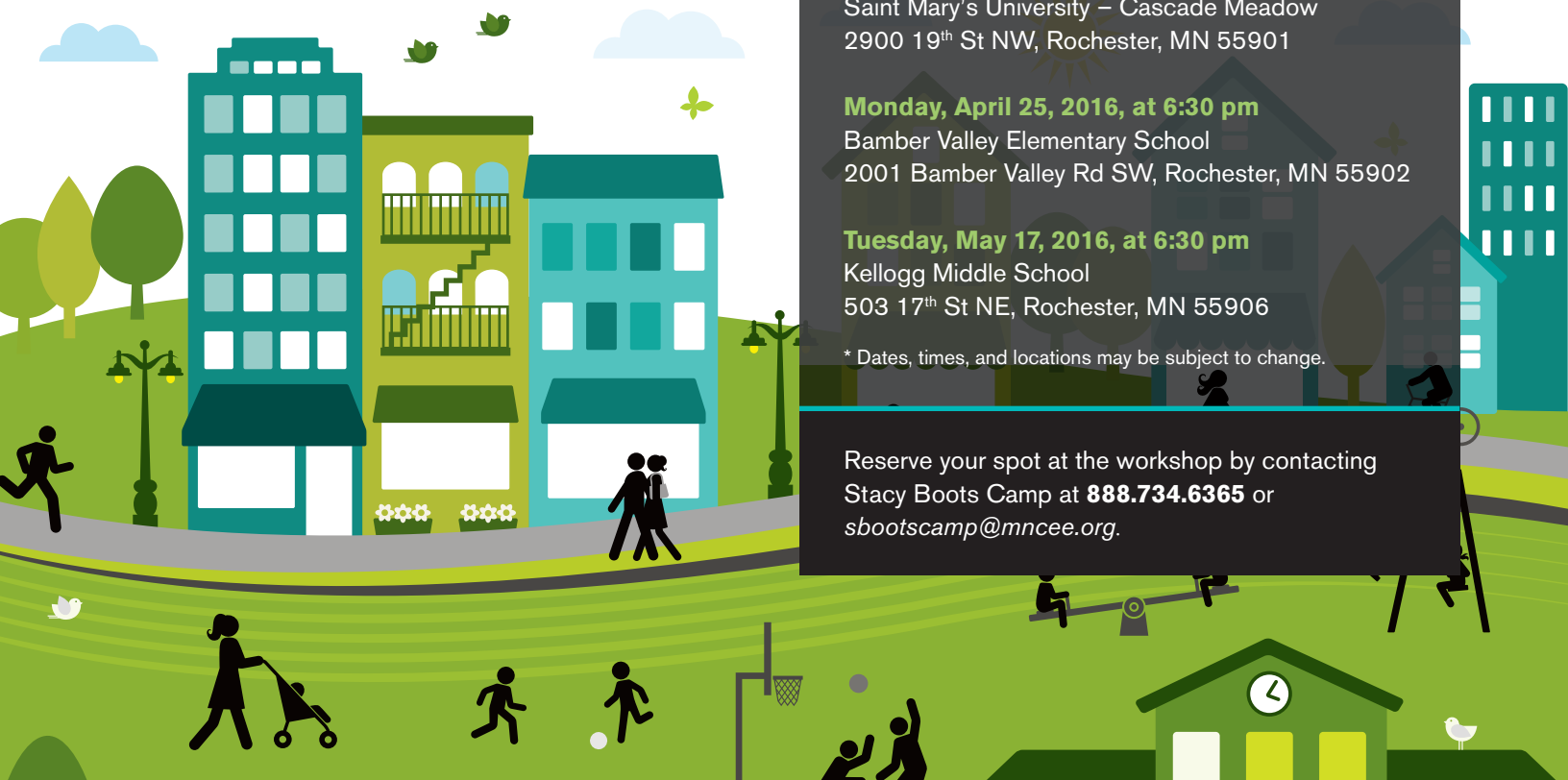
Bamber Valley Elementary School
2001 Bamber Valley Rd SW, Rochester, MN 55902

Tuesday, May 17, 2016, at 6:30 pm

Kellogg Middle School
503 17th St NE, Rochester, MN 55906

* Dates, times, and locations may be subject to change.

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



Learn More about the Home Energy

The Home Energy Report has been a successful program for RPU for over six years now by facilitating over 29 million kilowatt-hours of energy savings, but through customer feedback channels we are still hearing that there may be some questions or confusion about the program. Here are some FAQs to hopefully help you down the path of energy efficiency in your home!

Q: Why do I get a Home Energy Report?


A. RPU's Home Energy Report program is designed to provide you with more information about your energy use, so that you can make informed choices and save money on your energy bill. Each report helps you put your energy use in the context of the energy use of similar homes in your area. Reports also include tips for saving energy, chosen for you based on what we know about your home.

Q: How often are Home Energy Reports sent?

A. We want to provide you with regular updates about your energy use, so Home Energy Reports are sent every two months. We have found that we can help our customers save energy and money more cost-effectively by sending reports every two months instead of every month.

Q: Who are my neighbors?


A. The neighbors you're compared to on your Home Energy Report are not necessarily your actual geographic neighbors. The report compares your energy use with approximately 100 homes in your area with similar characteristics as yours, including home size (square footage), heating type, and whether you



Rochester Public Utilities
4000 East River Road NE
Rochester, MN 55906-2813

Contract account number: [REDACTED]
Report period: 06/17/15-07/17/15

This report gives you context on your energy use to help you make smart energy saving decisions. For a full list of energy saving products and services for purchase, including rebates from Rochester, visit:

 rpu.org/rebates

Last Month Neighbor Comparison | You used **19% more** electricity than your neighbors.

Category	Usage (kWh)
Efficient Neighbors	764 kWh*
All Neighbors	1,206
YOU	1,432

* kWh: A 100-Watt bulb burning for 10 hours uses 1 kilowatt-hour.

Who are your Neighbors?


- **All Neighbors:** Approximately 100 occupied nearby homes that are similar in size to yours (avg 2,991 sq ft) and have gas heat
- **Efficient Neighbors:** The most efficient 20 percent from the "All Neighbors" group

How you're doing:


You used more than average

Turn over for ways to save →


Explore your Home Energy Report




Understand more about **how and when** you use energy



Find ways to **save** through personalized tips and advice



Manage your energy with **smart online tools**



Log on today at energyreports.rpu.org.

are in a single-family or multi-family home. Your "efficient neighbors" are the 20 most efficient of the 100 homes in your neighbor comparison.*

Q: Isn't this a waste of paper/money/postage/resources?

A. We send these reports because they've been proven to save customers energy and money. In general, we've

seen that for every dollar spent on the Home Energy Report program, customers save three dollars. Our research shows that we can help the most people save the most energy by sending reports through the mail. However, if you would rather receive these reports via email, contact us at **507.280.1500** or energyreports@rpu.org and we can switch you over to email reports.

Report

Q: I think I'm already efficient. Why do reports tell me I'm so much less efficient than my neighbors?

A. We build these neighbor comparisons based on what we know about your home. It could be that we don't have the right size, heating type, or dwelling type for your home. If you would like to make sure we're comparing you correctly, you can call **507.280.1500** or email us at energyreports@rpu.org and we can update your home profile to make sure you get the most accurate comparison. You can also change your home profile yourself at <http://energyreports.rpu.org>. All updates to your home profile are confidential and are only used for your Home Energy Report.

Q: Are you sharing my usage information with my neighbors?

A. We are not sharing your usage information with anyone other than you. All data in Home Energy Reports are kept completely anonymous. The comparison is an average of 100 similar homes in your area.

Q: Can I opt out of this program?

A. Yes, you can. Contact us at **507.280.1500** or energyreports@rpu.org and we can remove you from the Home Energy Report program.

* Not necessarily a comparison of neighbors directly by you.

Explore your Home Energy Report



Understand more about **how and when** you use energy



Find **ways to save** through personalized tips and advice



Manage your energy with **smart online tools**



Log on today at energyreports.rpu.org.

There's a better way to save on lighting costs!



Get a 50% rebate*

from RPU on your purchase of ENERGY STAR® CFL & LED bulbs and fixtures.

To download a rebate application with complete terms and conditions, go to www.rpu.org.

CONSERVE & \$AVE®

*not to exceed \$15 per bulb or fixture (\$20 per LED fixture)



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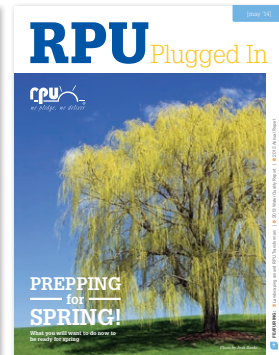
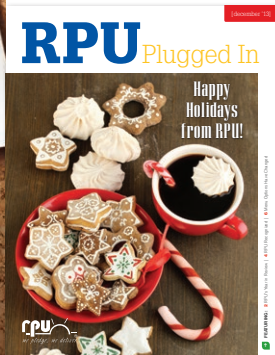
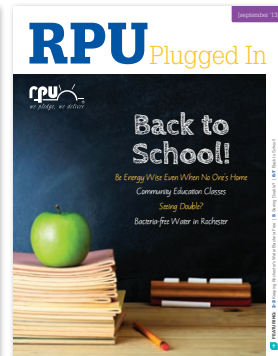
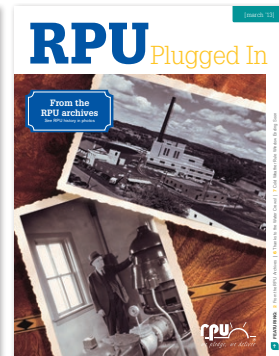
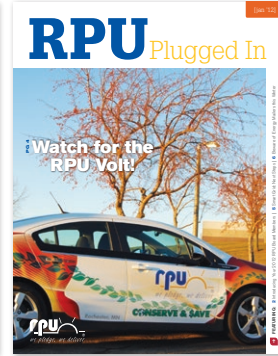
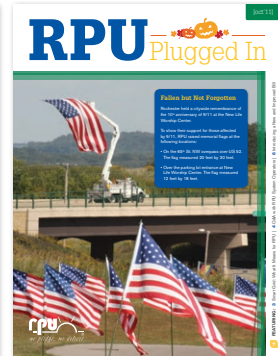
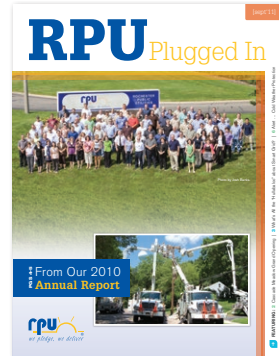
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Four Years of RPU Plugged In!

This edition marks the four-year anniversary of *RPU Plugged In*. We hope that it has been a valuable resource to help keep you updated on RPU news, events, and projects. Through our customer satisfaction survey we have heard that many of you enjoy reading it and look forward to it on a monthly basis.

In order to help us to improve *RPU Plugged In*, we are asking you for ideas. Do you have an article idea for us? Do you have a question that you'd like to see addressed in a future issue? If so, contact RPU by emailing RPU Customer Service through the Contact Us link on the RPU website, www.rpu.org, or give us a call at **507.280.1500**.



**RPU SERVICE CENTER
 Holiday Hours**
 The RPU Service Center will be closed on:
 Monday, Sept. 7, in observance of Labor Day