

ARE YOU COVERED?

Repairs we see frequently are to water system angle stops¹ located inside your home, which cost approximately \$200.

However, a water service line² repair or replacement can cost \$4,000 to \$6,000 – or more!

Make sure you're covered by RPU's Service Assured[®] program.



"Thank goodness for RPU's Service Assured[®] program. Without the coverage, I would have had to pay a lot of money out of my own pocket. Service Assured[®] is the best couple bucks I spend each month!"

– James Rohrer

¹See **5** in **Figure 1 Water Service** inside this brochure.

²See **2** in **Figure 1 Water Service** inside this brochure.

RPU IS HERE TO SERVE YOU

To learn more about the programs and services RPU offers to help you manage, protect, and conserve energy and water, visit our website: www.rpu.org

You can also follow us on social media:

 [rochesterpublicutilities](https://www.facebook.com/rochesterpublicutilities)

 [@rpualerts](https://twitter.com/rpualerts)

 [@rpuoutages](https://twitter.com/rpuoutages)

 blog.rpu.org



4000 East River Road NE
Rochester, Minnesota 55906-2813
507.280.1500 • 800.778.3421
www.rpu.org



Without **SERVICE ASSURED[®]**, you could get stuck paying thousands of dollars to repair your damaged underground water or electric services.

Did you know that as a Rochester homeowner, you own your water service and possibly your underground electric service?

Aging pipes, invasive tree roots, 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. Worst of all, most homeowner insurance policies do not cover repairing it, so you'll have to pay for it.

RPU's Service Assured® program can protect you from unexpected worries and costs caused by a broken water or underground electric service.

SERVICE ASSURED®

Service Assured® is available to RPU customers living in single-family homes or single-owner duplexes*. We also offer Service Assured® to some townhome associations, individual twinhomes, and triplexes

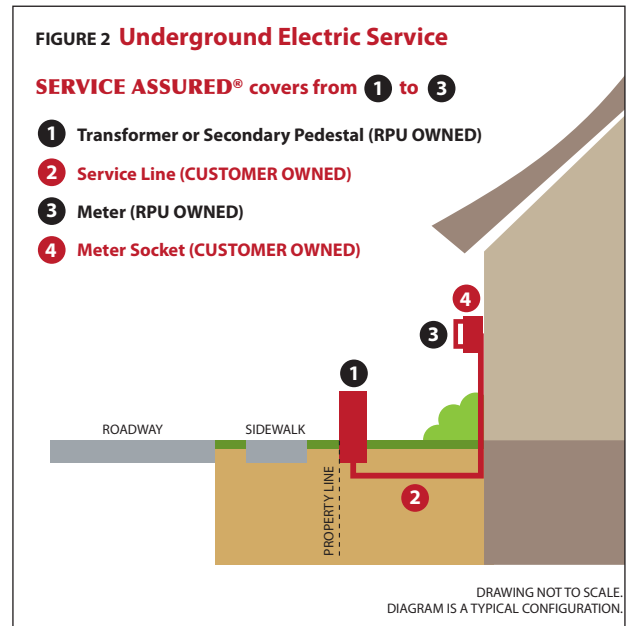
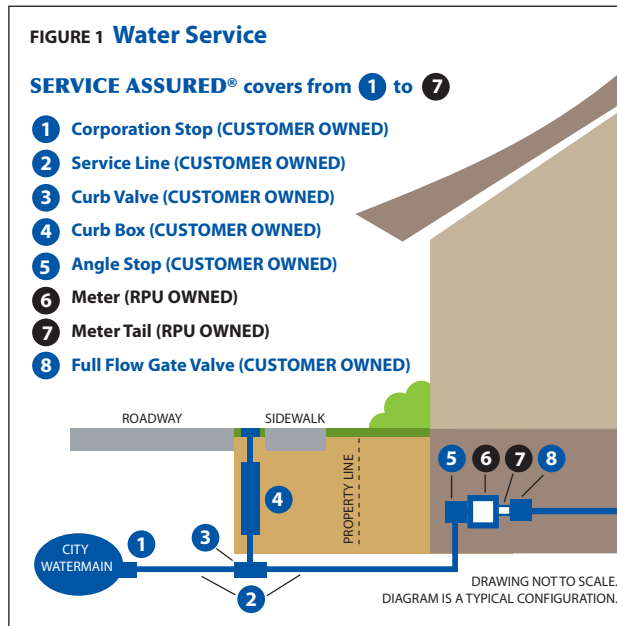
where each unit has its own service line*. Call us at 507.280.1500 to determine if you qualify.

PRICING

Single-family homes and single-owner duplexes pay only \$1.99 per service per month with a special price of \$2.99 per month when you sign up for both electric and water service coverage. Qualifying townhome associations, twinhomes, and triplexes pay \$1.99 per service per month, or \$3.98 per month for both.

ENROLLMENT

Visit www.rpu.org to review complete Terms and Conditions. You can enroll online, use the attached form, or call us at 507.280.1500 to request that an enrollment form be mailed to you.



* Some exclusions apply, such as mobile homes, apartments, and condominiums. In rare instances of atypical configurations, coverage is not available. RPU customers own their underground electric service if it was installed or updated after January 1, 1981. Underground electric services installed before 1981 may be owned by RPU and is consequently RPU's responsibility to repair. Some services installed prior to 1981, by a company other than RPU, may also be customer owned. Pre-existing conditions must be repaired in order for you to be eligible for coverage. To determine if you own your service and if you qualify, call us at 507.280.1500.

ENROLLMENT FORM

PLEASE SIGN ME UP FOR THE FOLLOWING:

- Service Assured® Water Service Repair Coverage
- Service Assured® Underground Electric Repair Coverage
- Both Water and Underground Electric Repair Coverages

300000 _____
RPU Contract Account Number

Last Name (As It Appears On Your Account)

First Name (As It Appears On Your Account)

Service Address

Mailing Address (If Different than the Service Address)

City State Zip

Primary Phone

Phone Type: Home Cell

Other: _____

Email Address

SIGNATURE: By signing below, I agree to the Terms and Conditions as previewed on www.rpu.org or obtained by calling 507.280.1500. RPU reserves the right to pre-inspect services to determine eligibility.

Printed Name

Customer Signature

Date

Complete this form and mail to:

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