



Rochester Public Utilities
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Rochester, MN 55906-2813
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1-800-778-3421
www.rpu.org



RPU



SERVICE
GUARANTEES

We put our money behind our pledge.
We will credit your account \$20 if
we fail to meet our commitments to you.



Our pledge to you:

We pledge to respond to your billing concerns by the end of the next business day. If we have to visit your home or place of business to resolve the situation, we guarantee this occurs within 5 business days. *(Estimated and customer readings or meter tampering excluded.)*

We pledge to post payments accurately to your account(s).

We pledge to not disconnect your service in error.

We pledge to turn on an existing service within 3 business days upon receipt of any outstanding balances, deposits, applications, and inspections that may be due.

We pledge to notify you if we are unable to keep a scheduled appointment within the agreed upon time frame.

We pledge to notify you in advance by telephone, letter, or doorknocker of any planned (*non-emergency*) interruption in your electric or water service.

We pledge to repair your RPU security light within 4 business days of reporting it to us. *(Includes bulbs, fixtures, globes, or photocell replacement only.)*

Of course, there will be circumstances beyond our control such as natural disasters or storms. At these times, we could not possibly offer compensation. Under normal conditions, we promise you'll be satisfied.

Guarantees apply to residential and small commercial customers only.

All references to "business days" mean Monday – Friday (8am – 5pm) excluding holidays.