

# RPU Plugged In



Thank you for  
conserving in 2013!

**RPU energy efficiency team:**

L-R: Dirk Bierbaum, Stephanie Humphrey, Victoria Leitz,  
Leah Fritze, Dru Larson, Jan Blevins.



Photo by Josh Banks



# Thank You for Conserving in 2013!

**I**n 2013, RPU customers helped to conserve more than 27 million kilowatt-hours (kWh) and more than 9 million gallons of water.

This feat is not accomplished solely by RPU. There are thousands of residential customers who make energy and water efficient changes in their homes every day. Commercial customers of all sizes account for a large percentage of savings because it not only makes good sense for the environment, but it also makes good business sense.

The less a business pays for electricity and water, the greater affect it will have on their bottom line. Additionally, the less time a business needs to worry about their water and electricity use, the more time they can spend on their customers.

RPU has a group of employees who dedicate all of their time to working with customers on being more efficient with their water and electricity usage. The projects can range from changing a few incandescent light bulbs to LEDs (Light Emitting Diodes) to a large chiller project. Whatever the case may be, RPU energy professionals will provide the guidance and rebates available to help get the project done.

**ENERGY & WATER EFFICIENCY IS NO GAME!**

**27 million kWh of electricity** is equal to the average annual electric usage of **over 3,500 households** in Rochester.

**9 million gallons of water** is equal to the average annual water usage of **over 141 households** in Rochester

## In addition to those pictured, the businesses and organizations listed below also partnered with RPU in 2013.

- |                                    |   |                                    |                              |   |
|------------------------------------|---|------------------------------------|------------------------------|---|
| 19th Street Business Park West     | Colonial Lanes                            | Graham Arena                       | Kinney Creek Brewery         | Mount Olive Lutheran Church               |
| 318 Commons                        | Comfort Suites                            | Greenway                           | Kruse Lumber                 | National Volleyball Center                |
| Adamson Motors                     | Congregational Church                     | Hair Den Barbers                   | Kuehn Motor Company          | Northgate Health Club                     |
| AgStar Financial Services          | Costco                                    | Hampton Inn & Suites               | Kwik Trip                    | Northgate Laundromat                      |
| AKE Safety Equipment               | Courtyard by Marriott                     | Hampton Inn Hotel                  | Lakeside Dentistry           | O'Neill's Pizza Pub                       |
| Allegro School of Dance            | Crenlo                                    | Hanny's                            | Land-o-Dreams                | Olmsted County                            |
| American Family Insurance          | Cub Foods                                 | Heartland Tire                     | Lasker Jewelers              | Olmsted Medical Center                    |
| Amethyst Dental Care               | Danter                                    | High Point Condo                   | Leitzen Concrete Products    | Our Saviors Lutheran Church               |
| Apache Catering                    | Day's Inn Downtown                        | Hiller Carpet                      | Les Nelson Investments       | Outback Steakhouse                        |
| Apollo Dental Center               | Denpet                                    | Holiday Inn Downtown               | Lighthouse Family Church     | Pace Dairy                                |
| Arby's                             | DeWitz Home Builders                      | Holiday Inn Express Hotel & Suites | Lourdes High School          | Panera Bread                              |
| Ashley Furniture Store             | Double Tree Hotel                         | Holy Spirit Catholic Church        | Madonna Meadows              | Parks & Recreation                        |
| BCS Computer Support               | Eagles Club                               | HyVee Crossroads                   | Madonna Towers               | Pine Needles Quilt & Sew                  |
| Beetle's Bar & Grill               | ECI                                       | HyVee North                        | Marriott Plaza Hotel         | Post Bulletin Company                     |
| Benchmark Electronics              | Elks Lodge #1091                          | IBM                                | Marriott Residence Inn       | Prairie River Home Care                   |
| Bowman Tool and Machining          | Energy Products & Design                  | IK Liquor                          | Masonic Temple Association   | Public Works                              |
| Broadway Car Care                  | Evangel United Methodist Church           | InMotion Property Management       | Mayo Foundation              | Quarry Ridge Apartments                   |
| Calvary Episcopal Church           | Faith Sound                               | JLB Property                       | McDonald's                   | R&A Enterprises                           |
| Canadian Honker Restaurant         | Family Dentist Tree                       | Joe's Auto Care                    | Med City Storage             | Revelation                                |
| Careview Dental                    | Fareway Stores                            | Joe's Liquor                       | Merchants Bank               | Robert G Suk Law Office                   |
| Cavalier Apartments                | Gallery on First Avenue                   | Kahler Grand Hotel                 | Mestads                      | Rochester Area Family Y                   |
| Channel One Food Bank              | Gethsemane Lutheran Brethren Church       | Kahler Inn & Suites                | Metafile Information Systems | Rochester Athletic Club                   |
| Child's Auto Shine                 | Glenn's Ye Olde Butcher Shoppe & Catering | Kemps                              | Michael's Restaurant         | Rochester Community and Technical College |
| Christ Community Church            | Gloria Dei Lutheran Church                | Kentucky Fried Chicken             | Mills Fleet Farm             | Rochester Cycling                         |
| Clarion Inn                        | Golden Living Center East                 | Kerry                              | Minnesota DOT                | Rochester Ford                            |
| Clements Chevrolet Cadillac Subaru |   | Kids Come First                    | Motel 6                      |   |

**Thank you to all of the commercial customers who worked with us on water and energy efficiency projects in 2013! We look forward to working with you and many new customers in 2014! Below are just a few of the customers and Energy Solutions Partners (ESP) that we worked with in 2013.**



**DeWitz Home Builders**  
ESP – WT Lighting



**Apollo Dental Center**  
ESP – Nietz Electric



**Channel One Food Bank**  
ESP – Judisch & Judisch



**Family Dentist Tree**  
ESP – Tonna Mechanical



**Clements Chevrolet Cadillac  
Subaru**  
ESP – Hicks Electric



**Joe's Auto Care**  
ESP – Accord Electric



**Energy Products & Design**  
ESP – Winkels Electric



**Hiller Carpet**  
ESP – Accord Electric

Rochester International Airport  
Rochester Maplewood Square  
Rochester Meat Company  
Rochester Medical Services  
Rochester Public Schools  
Rochester Public Utilities  
Rochester Recreation Center  
Rochester School of Hair Design  
Rochester Tool & Die  
Rochester Towers  
Ryan Rentals  
Savers  
Seneca Foods  
Senior Citizens Services  
SNG Research Corporation  
Souba Vacant Property  
Southeast Service Cooperative  
Springhill Suites  
St. Francis Catholic Church  
St. James Coffee  
St. John's Catholic Church  
St. Luke's Episcopal Church  
St. Pius X Church  
Staples  
Staybridge Suites  
Steve Yaggy Trucking  
Sunlight Electric

Sunset Trail Apartments  
Super 8 Hotel  
Target  
Thatcher Pool & Spa  
The Mouse  
The Prow Company  
Think Mutual Bank  
TJ Maxx Plaza  
Todd Ustby  
Total Restaurant Supply  
Trade Mart Furniture  
United Rentals  
United Way of Olmsted County  
Universal Marine & RV  
Verizon Wireless  
Viking Electric Supply  
Ward & Oehler Law Office  
Water Reclamation Plant  
West Circle Drive  
West End Salon & Spa  
Willow Creek Golf Course  
Woodruff Company  
WPS Antennas  
Yaggy Colby Associates  
Yanowitz Law Firm  
Zumbro Lutheran Church

**RPU works with many local trade allies to ensure that the work is done right. Trade allies who meet additional requirements are listed by RPU as Energy Solutions Partners (ESPs). Below are ESPs who worked with RPU customers on a project in 2013.**

A & A Electric  
Accord Electric  
Alvin E Benike  
Brogan Heating & Air Conditioning  
Chosen Valley Electric  
Crescent Electric  
Graybar  
Haley Comfort Systems  
Harty Mechanical  
HGA  
Hicks Electric  
HiMec Mechanical  
Hunt Electric  
Judisch & Judisch Enterprises  
Kuntz Electric  
Nietz Electric

Premier Electric Corporation  
Rochester Plumbing & Heating  
Ryan Electric  
Scott Binner Electric  
Shane Electric  
St. Cloud Refrigeration  
Steve Benning Electric  
Steve Green Heating & Air Conditioning  
TEC Industrial  
The Retrofit Companies  
Tonna Mechanical  
Viking Electric Supply  
Werner Electric  
Winona Heating and Ventilating  
Winkels Electric  
W.T. Lighting

# Letter from Our General Manager



The plans for RPU's electric and water operations for 2014 are now set into place, and we are prepared to serve projected growth the Rochester community will see. After seven years in the water division and five years in the electric division without a rate increase, the RPU Utility Board acted to raise water rates by 1.5% and electric rates by 3.0% effective January

1, 2014. This adjustment and the approval of the budget will ensure that we are able to provide reliable electrical and water service to RPU's customers. We are excited about the activities revolving around the Destination Medical Center initiative, and are prepared to respond and support this plan for the future.

The 2014 Budget continues with some major initiatives approved by the RPU Utility Board. One was the decommissioning of the Silver Lake Plant, with the target of ending coal burning and electrical generation by 2015 on schedule. In fact, the final coal inventory on the pile was consumed in November 2013 after approximately 65 years of service to the community. The Silver Lake Plant had provided a source of reliable and economic power to help support community growth in Rochester since the late 1940s. Thank

you to all of the men and women who operated the plant and provided this service to Rochester citizens over all these years.

We are also in the early phases of completion of the transmission line project that will connect a high voltage line from the Twin Cities area to LaCrosse with two connections to the city of Rochester. One of these connections to the north of Rochester is completed and expected to be placed into service in early 2014. This will provide an additional source of power to the community to enhance power reliability in the Rochester area. In addition, we now have in service the new Saint Mary's water reservoir that will help provide a long term supply of reliable water in the core area of Rochester. Completion of the project will occur in the spring with landscaping and architectural treatment.

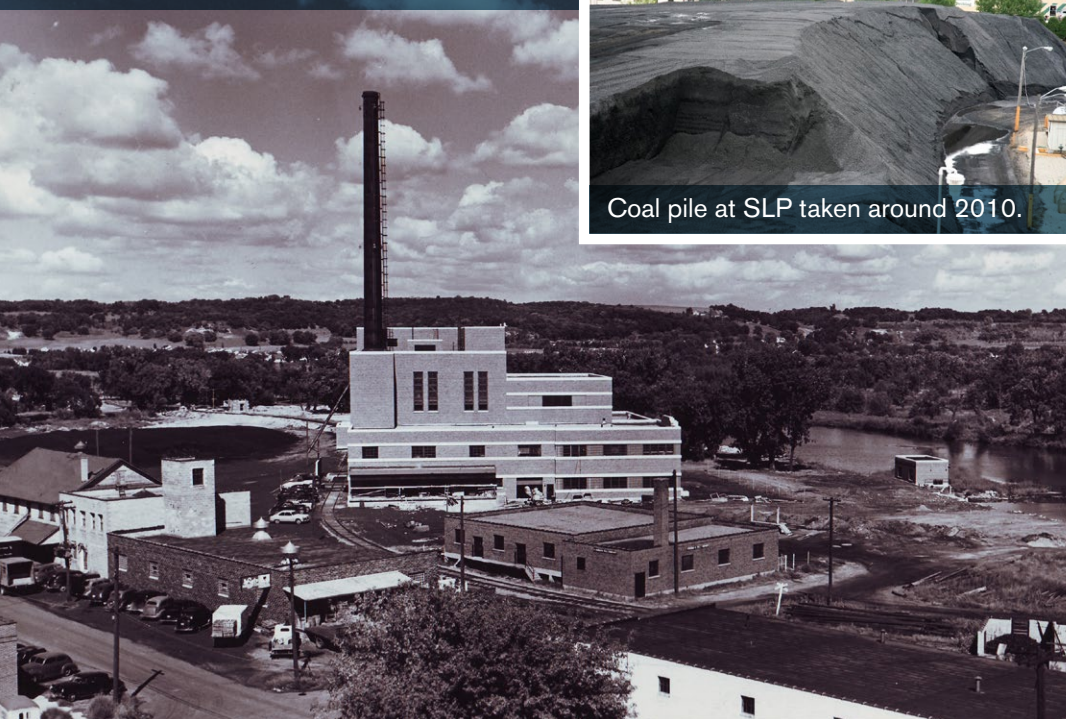
The 2014 budget continues to include initiatives on water and energy conservation, as well as support for renewable generation such as solar panels in the community. RPU's commitment to provide safe and reliable electric and water service in an environmentally sensitive manner continues at a high level.

Regards,

A handwritten signature in black ink that reads "Larry". The signature is written in a cursive, flowing style.

Larry Koshire  
General Manager

Historical photo of SLP from around 1945.



Coal pile at SLP taken around 2010.



Coal yard scrapped clean of all coal.  
Taken at the end of November 2013.

# FREE WORKSHOP ON ENERGY EFFICIENCY

**NEXT CLASS DATES!**

**Monday 02.10.2014**

**Gibbs Elementary • 6:30pm**

**Tuesday 03.11.2014**

**Bamber Valley Elementary • 6:30pm**

Attendees are eligible for a \$50 home energy audit! (\$400 value)



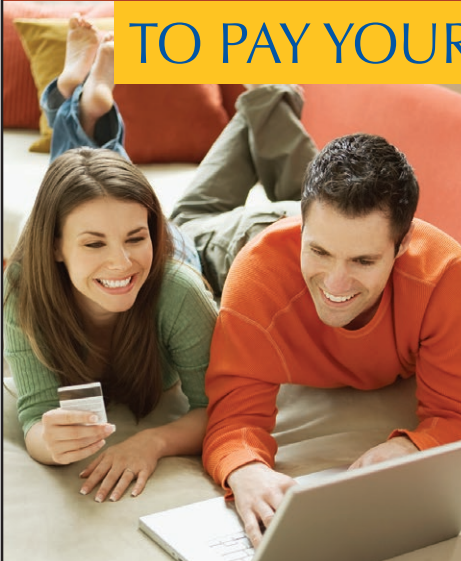
**REGISTER WITH ASHLEY:**

**888.734.6365 • arobertson@mncee.org**

**Learn more at [www.rpu.org](http://www.rpu.org)**

## Choose Your Way

### TO PAY YOUR RPU BILL



- **Go Paperless**
- **Budget Billing**
- **Auto Payments**
- **Pay Online**
- **Pay By Phone**
- **Pay Stations**
- **Drop Boxes**

Learn more and enroll online at:  
**[www.rpu.org](http://www.rpu.org)**



If not, you could get stuck paying thousands of dollars out-of-pocket to repair your damaged underground water or electric services.



With **SERVICE ASSURED®**, for only \$2.99 per month\*, you can rest assured that you won't be hit with costly repair bills if your underground electric or water service breaks!

**To learn more and enroll, visit:**  
**[www.rpu.org](http://www.rpu.org)**

\*Contact us to determine your eligibility; some exclusions apply.

## Done with Old Holiday Lighting?

Between now and January 31, 2014, customers can drop off all of their old holiday lighting at the RPU Service Center or Cascade Meadow for recycling. The program is free, provides meaningful work for individuals with disabilities at local vocation centers throughout Minnesota, and keeps waste out of landfills.

Look for the large green bins marked for holiday light recycling in the RPU Service Center lobby or near the entrance of Cascade Meadow.

### Not Accepted:

- Cord adapters
- Battery packs
- Plastic rope lights
- CFL lights

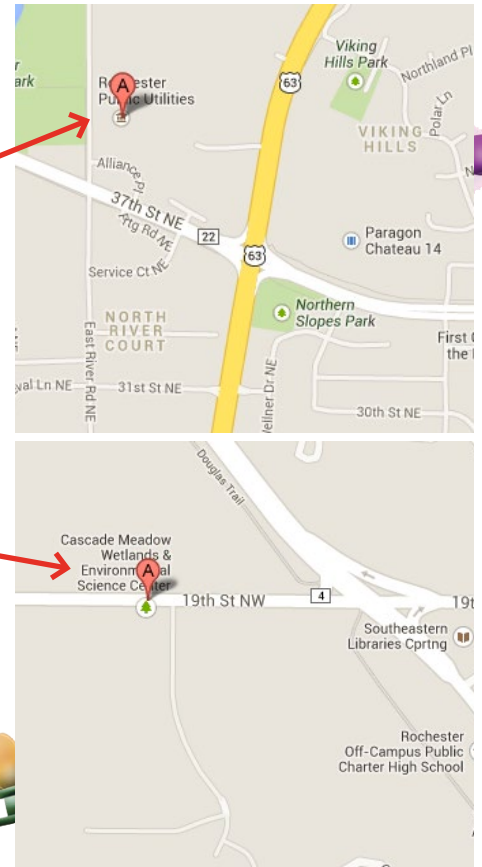
### Drop Off Locations

#### RPU Service Center

4000 East River Road NE  
Rochester, MN 55906  
Open Monday-Friday 8 a.m.-5 p.m.

#### Cascade Meadow Wetlands & Environmental Science Center

2900 19<sup>th</sup> St. NW  
Rochester, MN 55901  
Open Thursday-Saturday 10 a.m.-4 p.m.



## New Year, New Scams

Mailers have already started to find their way into Rochester mailboxes this year promising to save you energy, money, time, piece of mind, water, and service protection. Whatever the “great” offer might be, we recommend consulting with an RPU customer service representative before signing up for any offer or product.

For every single offer you receive in your mailbox, chances are the local RPU representative you talk with will have heard of it and three other similar ones. Often times, a third party promises coverage or a product from a company that is not local or known in the Rochester area. In times of needing support or help, who will be the one to help you? Chances are it won't be a local individual, but a contracted company from out of state.

We have been made aware of two recent attempts from unknown groups trying to make contact with RPU customers. One group is mailing out brochures for water service coverage. The coverage is being offered for nearly \$60 per month and is not a local company. RPU has a water service protection program called Service Assured® and it is \$1.99 per month. Contact RPU at **507.280.1500** for more details or to sign up.

We have also received several calls from customers who have been contacted over the phone by people claiming to represent a utility company and have requested payment. RPU does not have staff calling after business hours or over the weekend regarding payments and/or billing. RPU will never conduct business over the phone from a blocked or private number. If you receive a call from someone saying they are from RPU, the RPU phone number that they are calling from will be shown on caller ID. There are instances where an RPU representative may come to your door to make you aware of a service outage or project going on in your neighborhood. Our representative will have RPU clearly marked on their uniform and will have an official RPU name badge.

RPU uses a number of security measures to ensure that they are talking to the correct person on the account. RPU recommends that customers be vigilant and to use caution if you feel something is not right.

RPU's Customer Service phone number is **507.280.1500** if you have further questions.



4000 East River Road NE  
Rochester, MN 55906  
**507.280.1500**  
[www.rpu.org](http://www.rpu.org)

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US POSTAGE  
PAID  
BlueSpire



View a time lapse video  
of the demolition and  
construction of the  
reservoir at [www.rpu.org](http://www.rpu.org).

## RPU Closed

RPU will be closed on  
Monday, January 20, in  
recognition of Dr. Martin  
Luther King Jr. Day.

*Water Distribution Worker, Chris DeMarino, opened the valve  
to put the reservoir into service.*

## New Water Reservoir Put into Service

The new 3.3 million gallon water storage reservoir was placed into service on December 5. The Reservoir is located at the intersection of 4<sup>th</sup> St. and 10<sup>th</sup> Ave. SW adjacent to Saint Mary's Park.

Final exterior finish, remaining site work, and landscaping will be completed in the spring.