



MEETING AGENDA – SEPTEMBER 29, 2015

BOARD ROOM  
4000 EAST RIVER ROAD NE  
ROCHESTER, MN 55906

4:00 PM

**Call to Order**

1. **Approval of Agenda**
2. **Approval of Minutes**

Public Utility Board - Regular Meeting - Aug 25, 2015 4:00 PM

3. **Approval of Accounts Payable**

A/P Board Listing

**NEW BUSINESS**

**Open Comment Period**

*(This agenda section is for the purpose of allowing citizens to address the Utility Board. Comments are limited to 4 minutes, total comment period limited to 15 minutes. Any speakers not having the opportunity to be heard will be the first to present at the next Board meeting.)*

4. **Regular Agenda**

1. Public Power Week October 2015  
Resolution: Public Power Week October 2015
2. RPU Board Meeting Schedule 2016
3. Billtrust Contract Renewal  
Resolution: Billtrust Contract Renewal
4. Common Council Resolution Adopting Limited §453 Powers for the West Side Energy Station Project  
Resolution Adopting Limited §453 Powers for the West Side Energy Station Project
5. Westside Energy Station - Permitting  
Resolution: Westside Energy Station - Permitting
6. Water Cost of Service Study Results and Notification of Proposed Rate Increase  
Resolution: Water Cost of Service Study Results and Notification of Proposed Rate Increase

5. **Informational**

Commercial Marketing and Website Redesign Plans for 2016-2018

6. **General Managers Report**  
**Division Reports & Metrics**
7. **Other Business**
8. **Adjourn**

*The agenda and board packet for Utility Board meetings are available on-line at [www.rpu.org](http://www.rpu.org) and <http://rochestercitymn.iqm2.com/Citizens/Default.aspx>*



MEETING MINUTES – AUGUST 25, 2015

COMMUNITY ROOM  
 4000 EAST RIVER ROAD NE  
 ROCHESTER, MN 55906

4:00 PM

**Call to Order**

Attendee Name	Title	Status	Arrived
Michael Wojcik	Board Member	Excused	
Jerry Williams	Board President	Present	
Dave Reichert	Board Member	Present	
Roger Stahl	Board Member	Late	4:15 PM
Mark Browning	Board Member	Present	
Dave Goslee	Deputy City Attorney	Present	

**1. Approval of Agenda**

**Motion to:** approve the agenda as presented.

<b>RESULT:</b>	<b>ADOPTED [UNANIMOUS]</b>
<b>SECONDER:</b>	Dave Reichert, Board Member
<b>AYES:</b>	Jerry Williams, Dave Reichert, Mark Browning
<b>ABSENT:</b>	Roger Stahl
<b>EXCUSED:</b>	Michael Wojcik

**2. Approval of Minutes**

Public Utility Board - Regular Meeting - Jul 28, 2015 4:00 PM

<b>RESULT:</b>	<b>ACCEPTED [UNANIMOUS]</b>
<b>MOVER:</b>	Dave Reichert, Board Member
<b>SECONDER:</b>	Mark Browning, Board Member
<b>AYES:</b>	Jerry Williams, Dave Reichert, Mark Browning
<b>ABSENT:</b>	Roger Stahl
<b>EXCUSED:</b>	Michael Wojcik

**3. Approval of Accounts Payable**

A/P Board listing

*Question about #52 Barr engineering: this was for the feasibility study related to the dredging project.*

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Mark Browning, Board Member
<b>SECONDER:</b>	Dave Reichert, Board Member
<b>AYES:</b>	Jerry Williams, Dave Reichert, Mark Browning
<b>ABSENT:</b>	Roger Stahl
<b>EXCUSED:</b>	Michael Wojcik

**NEW BUSINESS**

**Open Comment Period**

Minutes Acceptance: Minutes of Aug 25, 2015 4:00 PM (Approval of Minutes)

*(This agenda section is for the purpose of allowing citizens to address the Utility Board. Comments are limited to 4 minutes, total comment period limited to 15 minutes. Any speakers not having the opportunity to be heard will be the first to present at the next Board meeting.)*

President Williams opened the meeting for comments from the public.

Ivan Idso, 101 11 St NW, came forward to speak. Mr. Idso asked about the following board rules:

1. How many years can a person serve on the RPU board?

A board member is appointed to a 4 year term and can serve 2 full terms.

2. He also asked if this information was online?

The information has been added to board member profiles on the RPU website.

3. RPU has a Mayo and IBM representative on the board. Are they representing Mayo or IBM or the interests of RPU?

Mark Browning replied to the question; Each board member takes an oath to represent all rate payers when they are appointed to the RPU Board. If there is an item that may be conflicting, a board member would abstain from voting. Dave Reichert and Mark Browning are both in community seats and board members have to live in Rochester to be considered for a board position.

#### **4. Regular Agenda**

1. Lake Zumbro Restoration Project Contribution

*Dean Albertson, President of the Lake Improvement District (LID) Board, reviewed the history of the dredging project and summarized the status of the funding. Currently the State of Minnesota has committed \$3.5 million to the project subject to a local match. Olmsted County recently committed \$400,000 and Wabasha County has committed \$100,000. The LID was formed with the assistance of both Olmsted and Wabash Counties in order to assess the lake property owners for their share of the local match. The LID board agreed to fund 1/3 of the local match but is currently proposing to increase their amount by \$217,000 due to the Counties commitment being lower than anticipated. In order to fully fund the \$3.5 million local match they are asking RPU to increase their commitment by an additional \$217,000 also.*

*Jerry Williams referred to a March 27<sup>th</sup> Board meeting FBA and associated minutes where by Board consensus it was agreed to fund the project based on a three way split the local match between RPU, the County, and the LID. Based on that consensus RPU set aside \$1,167,000 in reserves for the project. The resolution before the Board tonight is to confirm is to confirm that amount.*

*4:15 Roger Stahl entered the meeting*

*Dean Albertson thanked Dave Senjem and stated they would not have received the \$3.5 million from the State without his help.*

*Jerry Williams summed up the request: RPU is being asked for an additional \$217,000 on top of the \$1.167 million. He added that while RPU is supportive of the project because of our interest in the hydro dam, consideration has to be given to the Rochester rate payers.*

*A question was asked if the plan was still to dredge 100 million yards and if the \$7 million figure was still valid. The response was that the final volume will be whatever \$7 million will pay for.*

*Dave Reichert asked about the cost vs. benefit to the rate payers. Mark Kotschevar, General Manager, stated that the dredging project will not necessarily provide any additional capacity but could allow some additional flexibility in the operation of the hydro. The value of the energy currently produced from the hydro is about \$1 million per year.*

*Jerry Williams asked if there are any steps being taken to address sedimentation coming in from the surrounding area. Bill Angerman stated that the watershed partnership has looked at sedimentation rates and it has dropped substantially in recent years. Dave Senjem also commented about the new buffer strip legislation recently passed.*

*The Board asked what would happen if RPU didn't contribute the extra funding. The response was the project would still move forward with less funding.*

Resolution: Lake Zumbro Restoration Project Contribution

*The Board approved the resolution reading as follows:*

*BE IT RESOLVED by the Public Utility Board of the City of Rochester, Minnesota, to approve a resolution for:*

*Lake Zumbro Restoration Project Contribution*

*WHEREAS, the State has committed up to \$3.5 million to the project subject to a 50% local match. Rochester Public Utilities (RPU) commitment is a result of Utility Board direction provided at the March 27, 2012 meeting and the State's commitment of \$3.5 million. Given that direction staff included \$1.167 million in the RPU budget. RPU's early commitment to the project was instrumental in Olmsted County ultimately receiving the \$3.5 million State grant for the project.*

*NOW, THEREFORE, BE IT RESOLVED, that Rochester Public Utilities will contribute funding not to exceed ONE MILLION, ONE HUNDRED SIXTY SEVEN THOUSAND AND 00/100 DOLLARS (\$1,167,000.00) towards the local match needed to complete the Lake Zumbro Restoration Project. This contribution shall be subject to agreements, between the parties involved, to be developed and approved at a future date. The board agreed this was a difficult decision but carried the motion as presented.*

*Passed by the Public Utility Board of the City of Rochester, Minnesota, this 25th day of August, 2015.*

<b>RESULT:</b>	<b>ADOPTED [UNANIMOUS]</b>
<b>MOVER:</b>	Roger Stahl, Board Member
<b>SECONDER:</b>	Dave Reichert, Board Member
<b>AYES:</b>	Jerry Williams, Dave Reichert, Roger Stahl, Mark Browning
<b>EXCUSED:</b>	Michael Wojcik

2. West Side Energy Station – Project Approval and Approval of Professional Services

*Wally Schlink, Director of Power Resources, introduced Mike Borgstadt and Megan Parsons from Burns and McDonnell. They presented the Preliminary Engineering Study for Installation of a Peaking Resource.*

Resolution: West Side Energy Station – Project Approval and Approval of Professional Services

*The Board approved the resolution reading as follows:*

*WHEREAS the Public Utility Board of the City of Rochester, Minnesota was presented, accepted and placed on file the 2015 Update to the RPU Infrastructure Plan at their June 30, 2015 meeting and;*

*WHEREAS the 2015 Update to the Infrastructure Plan demonstrated the need and appropriateness of the addition of approximately 50 megawatts of peaking generation to the Rochester system; and*

*WHEREAS consensus was voiced and funds committed in support of proceeding with the Preliminary Engineering Study to be conducted by Burns & McDonnell for the development of a project scope document for the West Side Energy Station Project at the July 28, 2015 RPU Board meeting; therefore*

*BE IT RESOLVED by the Public Utility Board of the City of Rochester, Minnesota, approving the resolution for:*

- Accept the results of the Preliminary Engineering Study and place on file*
- Grant approval to proceed on the development of the project identified as the*

*West Side Energy Station Project*

- Approve professional services provided by Burns & McDonnell for development of a specification, evaluation, recommendation and deliverables for the procurement of the recommended generation resources in an amount not to exceed \$60,000*

*Passed by the Public Utility Board of the City of Rochester, Minnesota, this 25th day of August, 2015.*

3. Issuance of Electric Utility Revenue Bonds

*Peter Hogan, Director of Corporate services, presented the parameters resolution for the issuance of Electric Utility Revenue Refunding Bonds.*

*The resolution will go to the City Council naming a pricing committee which will include Peter Hogan, Dale Martinson, and Springstead Inc.*

*The result will be an overall cost savings of \$3.5-4 million for RPU rate payers.*

Resolution: Issuance of Electric Utility Revenue Bonds

*The Board approved the resolution reading as follows:*

*Resolution Approving and Consenting to  
the Issuance of Electric Utility Revenue Refunding Bonds, Series 2015E  
by the City of Rochester, Minnesota*

*BE IT RESOLVED By the Public Utility Board (the "Board") of Rochester Public Utilities ("RPU") as follows:*

*1. Recitals.*

- (a) The City of Rochester, Minnesota (the "City"), in cooperation with the Board, has heretofore issued its Electric Utility Revenue Bonds, Series 2007C (the "Series 2007C Bonds") to finance the construction and installation of certain emission control facilities and various improvements (collectively, the "Improvements") to the City's municipal electric utility (the "Electric Utility").*
- (b) The Board has determined that it is in the best interests of RPU and the City to provide for a current refunding of the Series 2007C Bonds and to issue the City's Electric Utility Revenue Refunding Bonds, Series 2015E in an aggregate principal amount not to exceed \$50,000,000 (the "Bonds") to provide funds to refund the Series 2007C Bonds;*

*2. Request, Consent and Approval.*

- (a) The Board hereby requests that on September 9, 2015, or as soon thereafter as possible, the Rochester Common Council (the "Council") consider a Resolution Authorizing the Sale of the City's Electric Utility Revenue Refunding Bonds, Series 2015E and Providing for Their Issuance (the "Resolution") to provide funds to refund the Series 2007C Bonds;*
- (b) The Resolution would, upon its adoption, (I) authorize the issuance of the Bonds in an aggregate principal amount not to exceed \$50,000,000, and delegate to a pricing committee the authority to negotiate with Barclays Capital Inc., as representative of the participating underwriter(s) (i) the maturity schedule for the Bonds with a final maturity no later than December 1, 2030, (ii) the rates of interest on the Bonds, (iii) any redemption provisions, and (iv) other details of the Bonds which result in debt service savings such that the net present value benefit to refunded debt service is no less than 3.00%, (II) pledge the Net Revenues of the Electric Utility for the payment of the Bonds, and (III) set forth other covenants and obligations of the City relating to the Electric Utility; and*
- (c) The Resolution, in the form actually adopted, is hereby*

*incorporated into this Resolution to the same extent as though set forth in full herein, and each capitalized term which is used in this Resolution but not otherwise defined herein shall have the meaning given to that term in the Resolution.*

- (d) *The Board hereby consents to and approves the issuance of the Bonds, and determines that the issuance of the Bonds by the City is necessary and desirable and that the issuance of the Bonds is appropriate for the purposes for which the Bonds are issued and hereby authorizes and requests that City issue the Bonds.*
- (e) *The Board hereby concurs in the award, issuance and sale of the Bonds and joins in and concurs in the adoption of the Resolution, and adopts all of the covenants and agreements contained therein with the same force and effect as if said Resolution had been adopted by the Board.*
- (f) *The approval hereby given to the Resolution includes approval of such additional details therein as may be necessary and appropriate and such modifications thereof, deletions therefrom and additions thereto as may be necessary and appropriate and approved by the Pricing Committee described therein.*
- (g) *The Board hereby covenants and pledges to cooperate with the Council (and to take such actions, or refrain from acting, as the case may be, as may be necessary) in order to fully effectuate the intent, purposes and obligations of the City under the Resolution.*

*Passed by the Public Utility Board of the City of Rochester, Minnesota, this 25<sup>th</sup> day of August, 2015.*

4. Water Utility Cost of Service Study & Rate Discussion

*Peter Hogan, Corporate Services Director presented the background from the previous rate discussion in June. The board provided direction from June has been provided on the rate schedule. Additional questions can be answered at the September 10th study session.*

*At the September 29th meeting the board will be asked to authorize notice of proposed rate changes to the public and then approval at the October 28th meeting.*

**5. Consideration Of Bids**

1. Consideration of Bids - Construction of Well House #41

*Doug Klameris, Senior Civil Engineer presented the bids for the construction of well house #41.*

*The bids came in higher than estimated, but still within budget. The completion date is expected to be December 31, 2015.*

Resolution: Construction of Well House #41

*The Board approved the resolution reading as follows:*

*BE IT RESOLVED by the Public Utility Board of the City of Rochester, Minnesota,*



to issue a purchase order to Alvin E. Benike, Inc. for:

Construction of Well House #41

and allow for change orders to be managed by internal authorization procedures.

The amount of the agreement to be TWO HUNDRED THIRTY-FOUR THOUSAND, EIGHT HUNDRED FIFTY-ONE AND 00/100 DOLLARS (\$234,851.00).

Passed by the Public Utility Board of the City of Rochester, Minnesota, this 25th day of August, 2015.

<b>RESULT:</b>	<b>ADOPTED [UNANIMOUS]</b>
<b>MOVER:</b>	Mark Browning, Board Member
<b>SECONDER:</b>	Dave Reichert, Board Member
<b>AYES:</b>	Jerry Williams, Dave Reichert, Roger Stahl, Mark Browning
<b>EXCUSED:</b>	Michael Wojcik

**6. General Managers Report**

Mark Kotchevar gave his General Managers report.

- The SMMPA board proposed a rate increase of 5% for next year and 3% in 2017. The drivers were mainly the cost of doing business, Sherco revenue coming in below budget and no rate increase in the past 10 years.
- The MMUA summer meeting was held August 17-19th, Dave Berg gave a presentation on the impacts of solar.
- RPU staff are working on the budget for 2016.
- Study session will be held from 4:30-7 PM on September 10th.
- Randy Staver, City Council President, asked RPU to investigate broadband feasibility.

**7. Division Reports & Metrics**

**8. Other Business**

**9. Adjourn**

Motion to: Adjourn the meeting.

<b>RESULT:</b>	<b>ADOPTED [UNANIMOUS]</b>
<b>MOVER:</b>	Roger Stahl, Board Member
<b>SECONDER:</b>	Dave Reichert, Board Member
<b>AYES:</b>	Jerry Williams, Dave Reichert, Roger Stahl, Mark Browning
<b>EXCUSED:</b>	Michael Wojcik

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Submitted by:

\_\_\_\_\_  
Secretary

Approved by the Board

\_\_\_\_\_  
Board President

Date

Minutes Acceptance: Minutes of Aug 25, 2015 4:00 PM (Approval of Minutes)

# ACCOUNTS PAYABLE

Meeting Date: 9/29/2015

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**SUBJECT: A/P Board Listing**

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**PREPARED BY: Terri Engle**

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Please approve

## ROCHESTER PUBLIC UTILITIES

### A/P Board Listing By Dollar Range

For 08/13/2015 To 09/11/2015

Consolidated & Summarized Below 1,000

1            **Greater than 50,000 :**

2			
3	SOUTHERN MN MUNICIPAL POWER A	August Billing	8,340,096.83
4	XCEL ENERGY CORP	CapX - LaCrosse Project CMA	1,434,862.34
5	MN DEPT OF REVENUE	July Sales and Use Tax	683,702.93
6	THE ENERGY AUTHORITY INC	TEA MISO Transmisson Fees	375,688.80
7	CONSTELLATION NEWENERGY-GAS D	SLP Pilot and Boiler Gas	184,293.09
8	STUART C IRBY CO INC	Wire in Duct, AL 15kV 1/0 Solid, 1/C	175,694.56
9	JF BRENNAN CO INC	Silver Lake Dam Repairs	157,851.00
10	MN DEPT OF REVENUE	June Actual Sales and Use Tax	156,649.18
11	CORPORATE RISK SOLUTIONS INC	NERC CIP 5 Compliance Mgmt Prgm -Phase 2	121,864.07
12	MAVO SYSTEMS INC (P)	SLP Asbestos Removal & Repair	87,660.30
13	SHI INTERNATIONAL CORP (P)	2015 Microsoft Enterprise Agreement	73,595.19
14	GRANGRUTH RORY A	Baihly High Tower Painting Tank Repair	63,520.00
15	CB & I INC.	St. Bridget's Water Tower	61,520.40
16	MN DEPT OF HEALTH	Community Water Supply Fee, 7/1/15-9/30/15	59,828.00
17			
18		<b>Price Range Total:</b>	11,976,826.69
19			

20            **5,000 to 50,000 :**

21			
22	WRIGHT TREE SERVICE INC	Hourly Tree Removal	48,517.09
23	MASTEC NORTH AMERICA INC	2015 Directional Boring/Misc Excavation	46,917.39
24	BILLTRUST dba	Credit Card/Billing/Mailing/IVR Services	41,374.91
25	PEOPLES ENERGY COOPERATIVE (P)	Services Compensable to PCPA, 8/1/2015-8/30/2015	39,555.28
26	MIDCONTINENT ISO INC	MISO Interconnection Request Application	35,000.00
27	WRIGHT TREE SERVICE INC	2015 Hourly Tree Contract	33,412.75
28	WESCO DISTRIBUTION INC	Trans, PM, 3ph, 300kVA, 13.8/8, 208/120	32,235.54
29	MASTEC NORTH AMERICA INC	Fdr 815 extension 48 st ne	31,294.50
30	INSTITUTE FOR ENVIRONMENTAL	Asbestos Project Management	28,350.00
31	GRANGRUTH RORY A	Baihly Handrail Install	26,000.00
32	CENTURYLINK	2015 Monthly Telecommunications	25,579.78
33	BARR ENGINEERING COMPANY (P)	Construction Management-Silver Lake Dam	22,573.90
34	THE ENERGY AUTHORITY INC	TEA MISO Resource Fee	21,150.00
35	BLUESPIRE STRATEGIC MARKETING	2015 RPU Plugged In Contract	20,000.80
36	DAKOTA SUPPLY GROUP	Luminaire, Residential, LED, PC, 120V	18,810.00
37	NOVASPECT INC	Services for Upgrade DeltaV*	18,024.47
38	BADGER METER INC (P)	HRE Badger M-25 100W Itron ERT Integral	17,400.00
39	WESCO DISTRIBUTION INC	Trans, PM, 3ph, 150kVA, 13.8/8, 208/120	16,036.92
40	CRW ARCHITECTURE + DESIGN GRO	A/E Services- Zumbro Hydro Roof Repairs	15,910.00
41	U S ALLIANCE GROUP	Credit Card Processing Fees, Aug 2015	14,787.72
42	VISION COMPANIES LLC (P)	Org Strategy	14,475.00
43	JENNINGS, STROUSS & SALMON PL	2015 Legal Fees	14,380.77
44	WESCO DISTRIBUTION INC	Trans, PM, 3ph, 75kVA, 13.8/8, 208/120	13,894.88
45	SARGENTS LANDSCAPE NURSERY IN	Install Landscaping Around Main SC Sign	13,628.28
46	USIC LOCATING SERVICES INC	2014-2015 Locating Services	13,116.00
47	MOODYS INVESTORS SERVICE INC	Bond Rating Review	13,000.00
48	MINNESOTA ENERGY RESOURCES CO	Gas at Cascade Creek	12,527.43
49	MASTEC NORTH AMERICA INC	new street light feed 12 ST & Apache Dr	12,000.00
50	ITRON INC	Itron Maintenance, 1Sept2015 - 31Aug2016	11,536.70
51	WESCO DISTRIBUTION INC	Trans, PM, 1ph, 25kVA, 13.8/8, 240/120	10,972.49
52	MINNESOTA ENERGY RESOURCES CO	SLP Pilot and Boiler Gas	10,464.09
53	GRANGRUTH RORY A	AP Contract Retention Bailey High Water Tower	10,444.00

## ROCHESTER PUBLIC UTILITIES

### A/P Board Listing By Dollar Range

For 08/13/2015 To 09/11/2015

Consolidated & Summarized Below 1,000

54	WESCO DISTRIBUTION INC	Trans, PM, 3ph, 300kVA, 13.8/8, 480/277	9,942.21
55	WESCO DISTRIBUTION INC	Trans, OH, 1ph, 25kVA, 13.8/8, 120/240	9,801.72
56	WESCO DISTRIBUTION INC	Trans, PM, 3ph, 225kVA, 13.8/8, 208/120	9,407.27
57	CHS ROCHESTER	Monthly Fuel-Electric	9,344.26
58	DAKOTA SUPPLY GROUP	Conduit, HDPE, 2.00, Empty	9,203.97
59	CONSOLIDATED COMMUNICATIONS d	Cisco ISR 4331 Router	8,983.50
60	BAKER TILLY VIRCHOW KRAUSE LL	2014 FERC Audit	8,633.00
61	WESCO DISTRIBUTION INC	Trans, PM, 1ph, 15kVA, 13.8/8, 240/120	8,527.40
62	ELEMENTAL AIR LLC	Cascade Creek GT2 RATAs	8,359.00
63	D P C INDUSTRIES INC	2015 Hydrofluorosilicic Acid - Delivered	8,271.63
64	WELLS FARGO BANK ACCT ANALYSI	2015 Banking Services	7,840.88
65	WESCO DISTRIBUTION INC	Trans, PM, 3ph, 75kVA, 13.8/8, 208/120	6,947.44
66	BARR ENGINEERING COMPANY (P)	Water Sustainability Study Services	6,660.50
67	HARTY MECHANICAL INC	Replace compressor and pump - HP#1	6,573.00
68	WESCO DISTRIBUTION INC	Trans, PM, 3ph, 45kVA,13.8/8,208/120 Std	6,435.98
69	XYLO TECHNOLOGIES INC	David McCollister - Field Svcs/GIS	6,400.00
70	TWIN CITY SECURITY INC	Security Services April-Oct 2015	6,281.36
71	STUART C IRBY CO INC	Metal Sec. Encl, 3ph, 30" x 67" x 22"	6,166.69
72	ULTEIG ENGINEERS INC	Q6 Relocation for 55 St Ext @ Broadway	6,080.50
73	NALCO COMPANY	DI Vessels, Anion, CC	6,059.81
74	POWER SYSTEMS ENGINEERING INC	2015 Core Downtown Electric Study Scope	5,962.53
75	D P C INDUSTRIES INC	2015 Carus 8500 Aqua Mag Kjell F35	5,913.00
76	BORDER STATES ELECTRIC SUPPLY	METER, FM2S CL200 240V 3 ERT KWH+,KWH-	5,892.00
77	ARNOLDS SUPPLY & KLEENIT CO (	2014-2015 SC Monthly Cleaning Services	5,887.74
78	FORBROOK LANDSCAPING SERVICES	Create paver patio @ SC	5,775.00
79	XYLO TECHNOLOGIES INC	2015 Dominic Avila - Corp Svcs/IS	5,688.00
80	STUART C IRBY CO INC	Cutout, 15KV, 100A, NLB, Poly	5,442.61
81	PITNEY BOWES PURCHASE POWER	Postage meter refill	5,378.36
82	BORDER STATES ELECTRIC SUPPLY	Meter, FM16S CL320 3 ERT KWH, KVAR, KW	5,194.13
83			
84		<b>Price Range Total:</b>	<b>910,424.18</b>
85			
86	<b><u>1,000 to 5,000 :</u></b>		
87			
88	BADGER METER INC (P)	Meter, Bare 5/8x3/4" Badger Disc	4,873.50
89	ARNOLDS SUPPLY & KLEENIT CO (	2015 Mowing Services Well Houses	4,740.00
90	ARNOLDS SUPPLY & KLEENIT CO (	2015 Mowing Services Substations	4,626.62
91	CONSOLIDATED COMMUNICATIONS d	Transceiver module SMF 1550nm, 1000BASE	4,514.36
92	SCHWAB VOLLHABER LUBRATT CORP	VLT aqua VFD, 100HP, 460V	4,500.00
93	WIESER CONCRETE PRODUCTS INC	Type 8337B precast concrete barrier	4,425.00
94	MERIT CONTRACTING INC (P)	Roof Asset Mgmt SLP, 3 yrs (2014-2016)	4,406.00
95	FAIRWAY OUTDOOR FUNDING LLC	2015 Digital Billboard Contract	4,400.00
96	VERIZON WIRELESS	2015 Cell & IPad Monthly Service	4,375.69
97	WESCO DISTRIBUTION INC	Bulb, 100W, HPS	4,255.33
98	CHS ROCHESTER	Monthly Fuel-Water	4,232.48
99	ADVANCED DISPOSAL SVC SOLID W	2015 Waste Removal Services - SC	4,157.17
100	PRATT & WHITNEY POWER SYSTEMS	G2 CON, VIB, XD CR K & S FLANGE	4,137.00
101	BADGER METER INC (P)	Meter, Bare 3" Badger Compound Round Fig	3,815.44
102	ALL SYSTEMS INSTALLATION INC	Additional door work	3,755.59
103	ARNOLDS SUPPLY & KLEENIT CO (	2014-2015 SC Alternates	3,740.63
104	BORDER STATES ELECTRIC SUPPLY	Megohmmeter	3,725.00
105	AFFILIATED CREDIT SERVICES IN	2015 Third Party Collections	3,670.64
106	WESCO DISTRIBUTION INC	Wire, Copper, 2/0 Fine Str. Jumper Cable	3,600.62

## ROCHESTER PUBLIC UTILITIES

### A/P Board Listing By Dollar Range

For 08/13/2015 To 09/11/2015

Consolidated & Summarized Below 1,000

107	PROGRESSIVE TRUCK BODY REPAIR	switch bodies & new bumper brackets	3,600.00
108	SOOD AMIT	CIP Conserve & Save Rebates	3,570.00
109	MASTEC NORTH AMERICA INC	FDR 1305 extension alpha pkwy NW phase 1	3,458.60
110	FORBROOK LANDSCAPING SERVICES	Contract landscaping services at Well #3	3,297.88
111	BURNS & MCDONNELL INC	Engineering Services Q5 Modifications	3,216.98
112	SMS SYSTEMS MAINTENANCE SERVI	2015 Server Maintenance	3,186.91
113	VISION COMPANIES LLC (P)	Consulting Services	3,150.00
114	ALL SYSTEMS INSTALLATION INC	Front Entrance Doors Latch Device	3,126.10
115	VIKING ELECTRIC SUPPLY INC	Conduit, PVC Sch 40, 4.00	3,118.70
116	HACH COMPANY	OTT ECOLOG 500, 13 AHR LITH, 10M	3,105.00
117	UNIDESK CORPORATION	Unidesk Perpetual Software	3,034.82
118	BENTLY NEVADA LLC	Turbine Vibration Testing GT2	3,028.54
119	OSMOSE UTILITIES SERVICES INC	O-Calc Pro software license	2,992.50
120	WHKS & CO	Engineering Services St. Bridget's Tower	2,970.92
121	MN PIPE & EQUIPMENT	Hydrant, 8 ft	2,950.00
122	BORDER STATES ELECTRIC SUPPLY	Grounding device	2,878.14
123	D P C INDUSTRIES INC	2015 Chlorine, 150 lb Cyl	2,877.00
124	PRATT & WHITNEY POWER SYSTEMS	Filter, Generator Duplex Oil	2,785.59
125	PAYMENT REMITTANCE CENTER	HDE Electric, ArcPro Software	2,778.75
126	BORDER STATES ELECTRIC SUPPLY	Meter, FM9S CL20MRV For Trilliant Module	2,778.75
127	ACTION BATTERY WHOLESALERS IN	Battery, HX top terminal	2,628.00
128	HI LINE UTILITY SUPPLY CO (P)	Pull Tape, Printed, .750" x 3000'	2,588.41
129	SQUARE ON 31ST	CIP Conserve & Save Rebates	2,575.00
130	ADVANTAGE DIST LLC (P)	Fleet Shop Supplies	2,569.63
131	WESCO DISTRIBUTION INC	CT, Bar Type, 600/5 600V High Accuracy	2,474.25
132	VOSS CLARK	Travel Advance	2,420.50
133	DAKOTA SUPPLY GROUP	Wire, Copper, 600V, #4 Str, XLP	2,372.63
134	MASTEC NORTH AMERICA INC	Soldier Field/Rochester fest	2,325.00
135	STUART C IRBY CO INC	SL Hand Hole Cover, 25' FG Pole (18876)	2,297.81
136	CONSOLIDATED COMMUNICATIONS d	2014-2017 Total Care Support	2,270.00
137	INSTITUTE FOR ENVIRONMENTAL	Sampling, Post-Evacuation	2,259.92
138	MERIT CONTRACTING INC (P)	Roof Asset Mgmt Water, 3 yrs (2014-2016)	2,251.00
139	FORBROOK LANDSCAPING SERVICES	SC landscape retaining wall repairs	2,249.18
140	S L CONTRACTING INC	Concrete curb repair	2,217.00
141	BADGER METER INC (P)	Meter, Bare 1-1/2" Badger Disc	2,180.25
142	ACCURATE CALIBRATION SERVICES	Annual Calibration & Cerification WECO	2,100.00
143	CANNON TECHNOLOGIES INC	Capacitor Control, 7pin Cable, 40ft	2,086.73
144	ROCHESTER ARMORED CAR CO INC	2015/16 Pick Up Services May-April	2,083.78
145	CONSOLIDATED COMMUNICATIONS d	Virtual Desktop Proof of Concept	2,027.50
146	NETWORKFLEET INC	2015 Monthly Charge - GPS Fleet Tracking	2,024.10
147	NALCO COMPANY	DI Vessels, Mixed Bed, CC	2,019.94
148	SYME, FRASER	*Customer Refund - CCS#300000538074	2,005.81
149	VIKING ELECTRIC SUPPLY INC	Tape, Vinyl, .750" x 66', 3M Super +33	2,003.91
150	SPECTRUM REACH	Advertising spots	1,999.00
151	WESCO DISTRIBUTION INC	CT, Bar Type, 600/5 600V High Accuracy	1,979.40
152	STUART C IRBY CO INC	2015 Rubber Goods Testing & Replacement	1,972.38
153	CONSOLIDATED COMMUNICATIONS d	Phone System User License - Cisco	1,962.55
154	LEAGUE OF MN CITIES INS TRUST	Claim, Tanner Winter	1,936.06
155	BADGER METER INC (P)	HRE Badger M-35 100W Itron ERT Integral	1,920.00
156	WESCO DISTRIBUTION INC	Junction, LB, 200A, 4 Pos, w/Strap	1,893.75
157	ELEVATOR TECHNICAL CONSULTING	Consulting Services	1,890.00
158	TRUCK UTILITIES INC	Hydraulic pump	1,840.00
159	ALDEN POOL & MUNICIPAL SUPPLY	Force Flow Cylinder Scale-Well #15	1,750.00

Attachment: AP Board CRMO (4503 : A/P Board Listing)

## ROCHESTER PUBLIC UTILITIES

### A/P Board Listing By Dollar Range

For 08/13/2015 To 09/11/2015

Consolidated & Summarized Below 1,000

160	ALDEN POOL & MUNICIPAL SUPPLY	Force Flow Cylinder Scale-Well #25	1,750.00
161	ALDEN POOL & MUNICIPAL SUPPLY	Force Flow Cylinder Scale-Well #27	1,750.00
162	ALDEN POOL & MUNICIPAL SUPPLY	Force Flow Cylinder Scale-Well #28	1,750.00
163	AMERICAS SAP USERS GROUP INC	2016 Membership dues	1,725.00
164	DAKOTA SUPPLY GROUP	Insulated Protective Cap w/Grd, 200A	1,715.20
165	WESCO DISTRIBUTION INC	Arrester, 10kV, Dist, Parking Stand	1,698.00
166	MERIT CONTRACTING INC (P)	Roof Asset Mgmt Subs, 3 yrs (2014-2016)	1,683.00
167	MENARDS ROCHESTER SOUTH	floor tiling for offices	1,678.80
168	ALL SYSTEMS INSTALLATION INC	Interior Door Cabling Runs	1,672.59
169	STUART C IRBY CO INC	Pedestal Cover, Box Style, FG	1,667.25
170	MASTEC NORTH AMERICA INC	New Service - 1740 Bdwy Ave S	1,650.00
171	BADGER METER INC (P)	HRE Badger M-70 100W Itron ERT Integral	1,600.00
172	WESCO DISTRIBUTION INC	CT, XL Window 2000/5 600V High Accuracy	1,586.13
173	TONNA MECHANICAL INC	Fan w/wall housing	1,575.00
174	UNIDESK CORPORATION	Unidesk Maintenance 3 yr	1,558.45
175	HACH COMPANY	OTT ECOLOG 500, 13 Ahr LITH, 4M	1,552.50
176	CONSOLIDATED COMMUNICATIONS d	Cisco 880 Integrated Router	1,511.96
177	VIKING ELECTRIC SUPPLY INC	Elbow, Steel, 36.0 R, 4.00	1,510.14
178	S L CONTRACTING INC	concrete repair due to break - Mayo HS	1,510.00
179	BORDER STATES ELECTRIC SUPPLY	Concrete box, Open bottom	1,509.00
180	S L CONTRACTING INC	concrete curb repair due to break - 821	1,505.00
181	CONSOLIDATED COMMUNICATIONS d	Cisco SmartNet Maintenance	1,467.18
182	WESCO DISTRIBUTION INC	Animal Guard, 2.50"-3.50" (guthie guard)	1,457.78
183	SHORT ELLIOTT HENDRICKSON INC	Sprint 2.5 North Park Ant Site Review~	1,455.28
184	FORBROOK LANDSCAPING SERVICES	Landscaping work at Chester Substation	1,428.75
185	MCNEILUS STEEL INC	Fleet repair stock	1,422.91
186	MADSEN BRIAN	2014-2015 Printer Maintenance contract	1,419.30
187	PAYMENT REMITTANCE CENTER	AEDSuperstore, training manikin	1,418.77
188	DOBLE ENGINEERING COMPANY	Calibrate Doble F6150	1,403.00
189	S L CONTRACTING INC	from break in 2014 - 19 Ave & 2	1,400.00
190	PAYMENT REMITTANCE CENTER	Travel, APPA Legal Conf, Kotschevar/Atki	1,390.00
191	BORDER STATES ELECTRIC SUPPLY	Meter, FM45S CL20MRV For Trilliant Modul	1,389.38
192	STUART C IRBY CO INC	Pedestal Base, Secondary, FG, w/o Cover	1,380.00
193	HUNTOON ERIC	CIP Conserve & Save Rebates	1,380.00
194	NALCO COMPANY	Nalco, 22300.15 Blr. Chemical Polymer	1,368.96
195	SHORT ELLIOTT HENDRICKSON INC	AT&T SE Tower Antenna Site Review~	1,338.09
196	BADGER METER INC (P)	Meter, Bare 3/4" Badger Disk	1,327.39
197	CONSOLIDATED COMMUNICATIONS d	2015 Network Maintenance Services	1,320.00
198	WESCO DISTRIBUTION INC	Conn, Fire-On Stirrup, 336.4, ACSR	1,282.50
199	INNOVATIVE OFFICE SOLUTIONS L	Desk - SLP	1,279.30
200	S L CONTRACTING INC	concrete repair due to valve leak - 708	1,269.00
201	GENERAL REPAIR SERVICE	Grundfoss pump, 1-1/2"HP, 3PH AC	1,263.00
202	CONSOLIDATED COMMUNICATIONS d	2014-2017 Monthly Data Services	1,259.85
203	MASTEC NORTH AMERICA INC	Fiber repair West Cir & 2 ST SW	1,247.50
204	BORDER STATES ELECTRIC SUPPLY	Lock, Trans. Security	1,235.47
205	CDW GOVERNMENT INC	Surface Pro 3, 12" screen, 8GB	1,199.00
206	PAAPE ENERGY SERVICE INC	Parts/materials/ trip	1,193.44
207	GREAT RIVER ENERGY	CapX Vision Team - O&M	1,190.51
208	CONSOLIDATED COMMUNICATIONS d	2014-2017 Collocation Agreement	1,169.07
209	TRUCK UTILITIES INC	Iron pipe chain saw blade, 18"	1,114.00
210	ONLINE INFORMATION SERVICES I	2015 Utility Exchange Report	1,104.00
211	WENCK ASSOCIATES INC	Air Quality Consulting Services	1,099.80
212	MASTEC NORTH AMERICA INC	New Service - Eastwood Pines Junction Cl	1,090.00

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## ROCHESTER PUBLIC UTILITIES

### A/P Board Listing By Dollar Range

For 08/13/2015 To 09/11/2015

Consolidated & Summarized Below 1,000

213	WESCO DISTRIBUTION INC	Cable Shrink Cap, 1/0 - 600 MCM	1,063.62
214	FORBROOK LANDSCAPING SERVICES	Create paver patio at SC N employee ent	1,058.06
215	TWO SOCKETS - TWO METERS INC	Wire Harness, 6' Custom	1,038.83
216	SHORT ELLIOTT HENDRICKSON INC	Verizon Willow ROC011 Site Review~	1,033.05
217	STUART C IRBY CO INC	Leather Glove Protector 10.0	1,031.13
218	FORBROOK LANDSCAPING SERVICES	Landscaping work at SC - extend retainin	1,020.00
219	FORBROOK LANDSCAPING SERVICES	Electrical grounds restoration work	1,014.67
220			
221		<b>Price Range Total:</b>	296,210.35
222			
223	<b><u>0 to 1,000 :</u></b>		
224			
225	REBATES	Summarized transactions: 218	25,900.44
226	EXPRESS SERVICES INC	Summarized transactions: 17	12,105.41
227	PAYMENT REMITTANCE CENTER	Summarized transactions: 62	10,355.61
228	BORDER STATES ELECTRIC SUPPLY	Summarized transactions: 45	9,865.50
229	SHORT ELLIOTT HENDRICKSON INC	Summarized transactions: 18	7,281.36
230	Customer Refunds (CIS)	Summarized transactions: 71	5,741.08
231	CINTAS CORP	Summarized transactions: 89	4,936.32
232	MN PIPE & EQUIPMENT	Summarized transactions: 32	4,667.27
233	STUART C IRBY CO INC	Summarized transactions: 28	3,576.90
234	ARNOLDS SUPPLY & KLEENIT CO (	Summarized transactions: 14	2,760.86
235	CDW GOVERNMENT INC	Summarized transactions: 31	2,705.70
236	BADGER METER INC (P)	Summarized transactions: 20	2,515.12
237	NAPA AUTO PARTS (P)	Summarized transactions: 66	2,489.16
238	GRAYBAR ELECTRIC COMPANY INC	Summarized transactions: 12	2,398.10
239	PAAPE ENERGY SERVICE INC	Summarized transactions: 5	2,283.49
240	S L CONTRACTING INC	Summarized transactions: 3	2,016.00
241	INNOVATIVE OFFICE SOLUTIONS L	Summarized transactions: 25	1,908.02
242	CONSOLIDATED COMMUNICATIONS d	Summarized transactions: 7	1,841.17
243	REBATES	Summarized transactions: 46	1,673.00
244	HACH COMPANY	Summarized transactions: 13	1,654.10
245	METRO SALES INC	Summarized transactions: 4	1,613.04
246	GRAINGER INC	Summarized transactions: 20	1,497.77
247	WIESER CONCRETE PRODUCTS INC	Summarized transactions: 4	1,405.04
248	LAWSON PRODUCTS INC (P)	Summarized transactions: 14	1,382.84
249	FORBROOK LANDSCAPING SERVICES	Summarized transactions: 6	1,261.33
250	U S PLASTIC CORP	Summarized transactions: 3	1,220.23
251	HOGAN PETER	Summarized transactions: 5	1,205.41
252	REINDERS INC	Summarized transactions: 5	1,189.85
253	VIKING ELECTRIC SUPPLY INC	Summarized transactions: 21	1,166.34
254	INSTITUTE FOR ENVIRONMENTAL	Summarized transactions: 2	1,086.13
255	WRIGHT TREE SERVICE INC	Summarized transactions: 2	1,060.99
256	MSC INDUSTRIAL SUPPLY CO INC	Summarized transactions: 13	1,031.25
257	PROGRESSIVE TRUCK BODY REPAIR	Summarized transactions: 3	1,026.74
258	CENTURYLINK	Summarized transactions: 6	1,001.68
259	JACKSON SIDNEY	Summarized transactions: 6	997.01
260	SOMA CONSTRUCTION INC	Summarized transactions: 1	983.90
261	ELECTRICAL CONSULTANTS INC (P	Summarized transactions: 1	983.50
262	KORTERRA INC	Summarized transactions: 1	973.77
263	KORTERRA INC	Summarized transactions: 1	973.77
264	MCMASTER CARR SUPPLY COMPANY	Summarized transactions: 42	954.64
265	McGRANN SHEA CARNIVAL STRAUGH	Summarized transactions: 1	921.25

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## ROCHESTER PUBLIC UTILITIES

### A/P Board Listing By Dollar Range

For 08/13/2015 To 09/11/2015

Consolidated & Summarized Below 1,000

266	OPEN ACCESS TECHNOLOGY	Summarized transactions: 1	881.70
267	TOTAL TOOL SUPPLY INC (P)	Summarized transactions: 3	868.10
268	MERIT CONTRACTING INC (P)	Summarized transactions: 1	866.00
269	T S E INTERNATIONAL INC	Summarized transactions: 4	855.68
270	MEGGER (P)	Summarized transactions: 2	853.52
271	LARSON MARK	Summarized transactions: 5	836.60
272	ON SITE SANITATION INC	Summarized transactions: 8	831.86
273	TONNA MECHANICAL INC	Summarized transactions: 3	829.69
274	MIDCONTINENT ISO INC	Summarized transactions: 1	815.40
275	HEWLETT PACKARD ENTERPRISE CO	Summarized transactions: 1	810.65
276	SEEME PRODUCTIONS LLC	Summarized transactions: 1	800.00
277	PAYMENT REMITTANCE CENTER	Summarized transactions: 4	773.94
278	DAKOTA SUPPLY GROUP	Summarized transactions: 11	771.73
279	RESCO	Summarized transactions: 2	769.30
280	ROCH PLUMBING & HEATING CO IN	Summarized transactions: 2	760.84
281	CLEMENTS CHEVROLET CADILLAC S	Summarized transactions: 8	742.57
282	ZEE MEDICAL SERVICE INC (P)	Summarized transactions: 2	737.51
283	TWO SOCKETS - TWO METERS INC	Summarized transactions: 4	730.60
284	ADVANCED DISPOSAL SVC SOLID W	Summarized transactions: 2	715.69
285	FEDEX	Summarized transactions: 13	704.13
286	MISSISSIPPI WELDERS SUPPLY CO	Summarized transactions: 7	700.77
287	AMERICAN ENGINEERING TESTING	Summarized transactions: 1	699.00
288	LOCATORS AND SUPPLIES	Summarized transactions: 6	667.96
289	SEMA	Summarized transactions: 6	664.36
290	AUTHORIZE.NET	Summarized transactions: 1	663.25
291	FIRST CLASS PLUMBING & HEATIN	Summarized transactions: 5	660.55
292	CINTAS CORP	Summarized transactions: 4	656.84
293	UNITED RENTALS INC	Summarized transactions: 1	642.79
294	POWER PROCESS EQUIPMENT INC (	Summarized transactions: 2	640.97
295	MN SUPPLY COMPANY INC	Summarized transactions: 4	627.06
296	NALCO COMPANY	Summarized transactions: 6	592.19
297	ROCH AREA BUILDERS INC	Summarized transactions: 3	586.00
298	MEG CORP	Summarized transactions: 1	585.00
299	ALL SEASONS POWER & SPORT INC	Summarized transactions: 1	577.08
300	BOWMANS SAFE & LOCK SHOP LTD	Summarized transactions: 4	566.39
301	POMPS TIRE SERVICE INC	Summarized transactions: 6	555.69
302	STEVEN G VAITH CONSTRUCTION	Summarized transactions: 1	537.00
303	BLACKBURN MANUFACTURING CO	Summarized transactions: 2	527.75
304	CLAREY'S SAFETY EQUIPMENT dba	Summarized transactions: 3	512.01
305	WILLIAMS JERRY	Summarized transactions: 3	506.42
306	CRESCENT ELECTRIC SUPPLY CO	Summarized transactions: 5	502.35
307	MN PIPE & EQUIPMENT	Summarized transactions: 5	494.06
308	WENCK ASSOCIATES INC	Summarized transactions: 1	489.00
309	PROTECTIVE PRODUCTS CORP	Summarized transactions: 2	486.15
310	HALLIDAY PRODUCTS INC	Summarized transactions: 3	479.62
311	SCHWAB VOLLHABER LUBRATT CORP	Summarized transactions: 1	475.00
312	T P C WIRE & CABLE	Summarized transactions: 3	464.46
313	SCHWAB VOLLHABER LUBRATT CORP	Summarized transactions: 2	463.89
314	JOHN HENRY FOSTER MN INC	Summarized transactions: 2	450.54
315	CLARK CONCRETE INC	Summarized transactions: 1	450.00
316	OSMOSE UTILITIES SERVICES INC	Summarized transactions: 1	422.16
317	U S A SAFETY SUPPLY	Summarized transactions: 6	419.09
318	SCHLINK WALTER	Summarized transactions: 3	417.48

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## ROCHESTER PUBLIC UTILITIES

### A/P Board Listing By Dollar Range

For 08/13/2015 To 09/11/2015

Consolidated & Summarized Below 1,000

319	NU-TELECOM dba	Summarized transactions: 2	417.40
320	READY MIX CONCRETE COMPANY LL	Summarized transactions: 1	408.80
321	CDW GOVERNMENT INC (P)	Summarized transactions: 4	406.45
322	RONCO ENGINEERING SALES INC	Summarized transactions: 5	403.64
323	MCMASTER CARR SUPPLY COMPANY	Summarized transactions: 5	400.01
324	CHS ROCHESTER	Summarized transactions: 2	397.09
325	MOORE RYAN	Summarized transactions: 2	390.00
326	HUBBELL POWER SYSTEMS	Summarized transactions: 1	388.30
327	FRONTIER	Summarized transactions: 1	388.08
328	AFFILIATED GROUP INC	Summarized transactions: 1	376.80
329	BURNDY LLC	Summarized transactions: 2	371.08
330	BEST BUY BUSINESS ADVANTAGE d	Summarized transactions: 6	363.61
331	HAWK & SON'S INC	Summarized transactions: 1	360.00
332	ACTION BATTERY WHOLESALERS IN	Summarized transactions: 2	358.52
333	COOK WILLIAM	Summarized transactions: 2	352.85
334	CHEMSEARCH	Summarized transactions: 1	347.34
335	A T & T	Summarized transactions: 1	345.47
336	CENTURYLINK	Summarized transactions: 1	325.95
337	INTERSTATE MOTOR TRUCKS INC	Summarized transactions: 2	325.89
338	TARCO INDUSTRIES INC	Summarized transactions: 2	314.11
339	ALS LABORATORY GROUP TRIBOLOG	Summarized transactions: 1	310.50
340	WORKS COMPUTING INC	Summarized transactions: 3	301.87
341	R D O - POWERPLAN OIB	Summarized transactions: 1	300.27
342	HAWKEYE SERVICES	Summarized transactions: 1	300.00
343	WARNING LITES OF MN INC	Summarized transactions: 1	297.26
344	TRUCKIN' AMERICA	Summarized transactions: 3	290.77
345	GARCIA GRAPHICS INC	Summarized transactions: 3	285.69
346	TEREX UTILITIES INC	Summarized transactions: 4	275.76
347	MINNESOTA ENERGY RESOURCES CO	Summarized transactions: 3	271.16
348	HAWKINS INC	Summarized transactions: 2	250.24
349	ARROW ACE HARDWARE-ST PETER	Summarized transactions: 5	240.14
350	JENNINGS, STROUSS & SALMON PL	Summarized transactions: 1	240.00
351	HALO BRANDED SOLUTIONS	Summarized transactions: 2	239.77
352	FIRST SUPPLY (P)	Summarized transactions: 2	233.65
353	WRIGHTS SMALL ENGINE SERVICE	Summarized transactions: 4	230.37
354	MASTEC NORTH AMERICA INC	Summarized transactions: 1	225.00
355	MENARDS ROCHESTER SOUTH	Summarized transactions: 5	224.36
356	DAKOTA SUPPLY GROUP	Summarized transactions: 5	223.77
357	BUCKINGHAM MFG	Summarized transactions: 3	214.31
358	TRUCKIN' AMERICA	Summarized transactions: 1	212.49
359	CANADIAN HONKER RESTAURANT &	Summarized transactions: 2	205.68
360	BLUESPIRE STRATEGIC MARKETING	Summarized transactions: 1	200.97
361	SHERWIN WILLIAMS CO	Summarized transactions: 4	195.94
362	CULLIGAN OF ROCHESTER INC	Summarized transactions: 3	192.78
363	THOMAS TOOL & SUPPLY INC	Summarized transactions: 4	191.26
364	LANGUAGE LINE SERVICES INC	Summarized transactions: 2	187.72
365	KOTSCHERVAR MARK	Summarized transactions: 2	187.25
366	BOB GANDER PLUMBING & HEATING	Summarized transactions: 1	174.60
367	FASTENAL COMPANY	Summarized transactions: 6	174.01
368	UNIV OF MINNESOTA	Summarized transactions: 1	170.00
369	CHARTER COMMUNICATIONS HOLDIN	Summarized transactions: 2	167.70
370	MN MUNICIPAL UTILITIES ASSN C	Summarized transactions: 1	165.00
371	NETWORK SERVICES COMPANY	Summarized transactions: 2	164.67

Attachment: AP Board CRMO (4503 : A/P Board Listing)

## ROCHESTER PUBLIC UTILITIES

### A/P Board Listing By Dollar Range

For 08/13/2015 To 09/11/2015

Consolidated & Summarized Below 1,000

372	RONCO ENGINEERING SALES INC	Summarized transactions: 1	158.83
373	JOHNSON PRINTING CO INC	Summarized transactions: 2	156.04
374	DAVE SYVERSON TRUCK CENTER IN	Summarized transactions: 1	155.39
375	NAPA AUTO PARTS (P)	Summarized transactions: 4	149.04
376	HI LINE UTILITY SUPPLY CO (P)	Summarized transactions: 1	148.93
377	GENERAL REPAIR SERVICE	Summarized transactions: 2	148.40
378	WARNING LITES OF MN INC	Summarized transactions: 2	147.80
379	KANO LABORATORIES INC (P)	Summarized transactions: 1	147.65
380	A T & T	Summarized transactions: 4	147.46
381	FLEETPRIDE INC	Summarized transactions: 2	143.82
382	MENARDS ROCHESTER SOUTH	Summarized transactions: 3	143.15
383	CORPORATE WEB SERVICES INC	Summarized transactions: 1	135.00
384	STURM DANNY K	Summarized transactions: 4	133.10
385	SARGENTS LANDSCAPE NURSERY IN	Summarized transactions: 2	131.46
386	SCHEEL LAWRENCE	Summarized transactions: 4	126.20
387	TMS JOHNSON INC	Summarized transactions: 1	125.00
388	CARQUEST AUTO PARTS	Summarized transactions: 6	106.80
389	RENTAL DEPOT INC	Summarized transactions: 1	102.81
390	DEX MEDIA	Summarized transactions: 1	99.00
391	C & N UPHOLSTERY	Summarized transactions: 1	95.00
392	SUTTON JEREMY	Summarized transactions: 2	93.86
393	NORTHERN / BLUETARP FINANCIAL	Summarized transactions: 2	88.12
394	SLEEPY EYE TELEPHONE CO	Summarized transactions: 1	84.76
395	KRUSE LUMBER	Summarized transactions: 4	81.61
396	STEVE BENNING ELECTRIC	Summarized transactions: 1	80.00
397	ROCH FORD TOYOTA	Summarized transactions: 2	76.74
398	LACEY JAMES V	Summarized transactions: 1	75.00
399	MIDWEST RENEWABLE ENERGY TRAC	Summarized transactions: 2	73.37
400	VANCO SERVICES LLC	Summarized transactions: 1	73.00
401	OSWEILER TODD	Summarized transactions: 2	70.56
402	NORTHERN / BLUETARP FINANCIAL	Summarized transactions: 2	70.52
403	ARROW ACE HARDWARE-ST PETER	Summarized transactions: 1	66.97
404	VERIZON WIRELESS	Summarized transactions: 1	65.43
405	AGRICULTURAL WEATHER INFO SER	Summarized transactions: 1	65.00
406	BAUER BUILT INC (P)	Summarized transactions: 1	64.95
407	DOBLE ENGINEERING COMPANY	Summarized transactions: 2	62.96
408	NORTH AMERICAN ELECTRIC RELIA	Summarized transactions: 1	60.48
409	MOODYS TOWING AND REPAIR dba	Summarized transactions: 1	60.00
410	HY VEE	Summarized transactions: 2	56.68
411	MENARDS ROCHESTER NORTH	Summarized transactions: 2	50.91
412	T E C INDUSTRIAL INC	Summarized transactions: 1	48.09
413	G A ERNST & ASSOCIATES INC	Summarized transactions: 1	43.00
414	AMER PUBLIC POWER ASSN	Summarized transactions: 1	35.00
415	AFFILIATED CREDIT SERVICES IN	Summarized transactions: 1	34.72
416	NOVASPECT INC	Summarized transactions: 1	32.30
417	OLM COUNTY AUDITOR/TREASURER	Summarized transactions: 1	31.80
418	OLM COUNTY CENTRAL FINANCE	Summarized transactions: 1	28.80
419	WHITewater WIRELESS INC	Summarized transactions: 1	26.72
420	MINNESOTA ENERGY RESOURCES CO	Summarized transactions: 1	25.55
421	PRATT & WHITNEY POWER SYSTEMS	Summarized transactions: 2	21.34
422	HATHAWAY TREE SERVICE INC	Summarized transactions: 2	20.00
423	DOUBLETREE HOTEL - BGDS HOTEL	Summarized transactions: 1	20.00
424	BENNETT PETER	Summarized transactions: 1	19.00

Attachment: AP Board CRMO (4503 : A/P Board Listing)

**ROCHESTER PUBLIC UTILITIES**

**A/P Board Listing By Dollar Range**

For 08/13/2015 To 09/11/2015

**Consolidated & Summarized Below 1,000**

425	WEBB COLLIN	Summarized transactions: 1	19.00
426	IDEXX DISTRIBUTION CORP	Summarized transactions: 2	14.66
427	TRUCK UTILITIES INC	Summarized transactions: 1	10.26
428	FASTENAL COMPANY	Summarized transactions: 1	9.34
429	MENARDS ROCHESTER NORTH	Summarized transactions: 1	7.30
430	THRONDSO OIL & LP GAS CO	Summarized transactions: 1	7.10
431	WHKS & CO	Summarized transactions: 1	6.00
432	OLM COUNTY PROPERTY RECORDS	Summarized transactions: 1	1.00
433			
434		<b>Price Range Total:</b>	186,318.61
435			
436		<b>Grand Total:</b>	13,369,779.83

Attachment: AP Board CRMO (4503 : A/P Board Listing)

## FOR BOARD ACTION

Agenda Item # (ID # 4481)

Meeting Date: 9/29/2015

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**SUBJECT: Public Power Week October 2015**

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**PREPARED BY: Tony Benson**

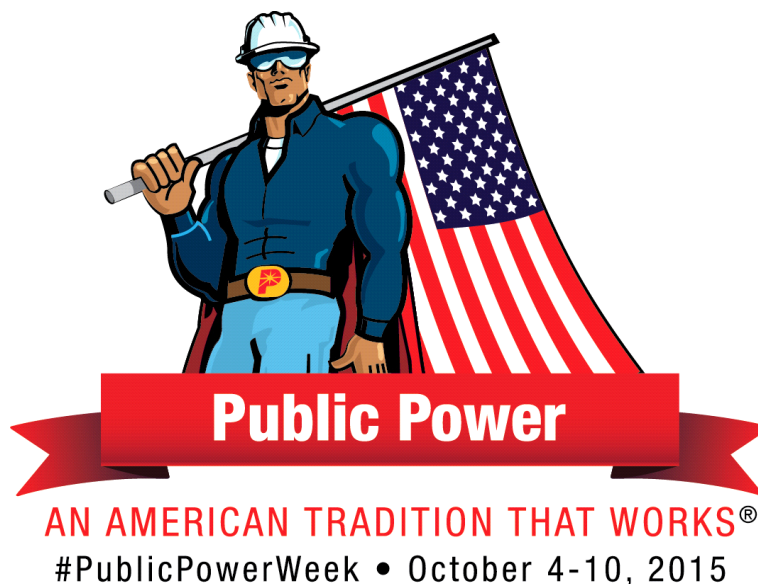
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**ITEM DESCRIPTION:**

Rochester Public Utilities (RPU) is celebrating Public Power Week, October 4-10, along with more than 2,000 other community-owned, not-for-profit electric utilities that collectively provide electricity to 47 million Americans.

This is a week to promote the benefits of public power which include: local customer service, excellent reliability, and local employment, a commitment to conservation, local control/decision making and community connections.

- We will be conducting tours of the Silver Lake Plant (SLP) on Friday, October 9. Tour times will be 8:30am, 10:30am, and 2:30pm. Tour space is limited and will be promoted in the October issue of RPU Plugged In.



**UTILITY BOARD ACTION REQUESTED:**

The Board is requested to approve the attached resolution and request that the Mayor and Common Council designate October 4 -10, 2015, as Public Power Week in Rochester, MN.



## RESOLUTION

### **PROCLAMATION RECOGNIZING PUBLIC POWER WEEK, OCT. 4-10:**

#### **A WEEK-LONG CELEBRATION OF ROCHESTER PUBLIC UTILITIES YEAR-ROUND SERVICE TO ROCHESTER**

WHEREAS, we, the citizens of Rochester place high value on local control over community services and therefore have chosen to operate a community owned, locally controlled, not-for-profit electric utility and, as consumers and owners of our electric utility, have a direct say in utility operations and policies;

WHEREAS, Rochester Public Utilities provides our homes, businesses, farms, social service, and local government agencies with reliable, efficient, and cost-effective electricity employing sound business practices designed to ensure the best possible service at not-for-profit rates;

WHEREAS, Rochester Public Utilities is a valuable community asset that contributes to the well-being of local citizens through energy efficiency, customer service, environmental protection, economic development, and safety awareness;

WHEREAS, Rochester Public Utilities is a dependable and trustworthy institution whose local operation provides many consumer protections and continues to make our community a better place to live and work, and contributes to protecting the global environment;

NOW, THEREFORE BE IT RESOLVED: that Rochester Public Utilities will continue to work to bring lower-cost, safe, reliable electricity to community homes and businesses just as it has since 1894, the year when the utility was created to serve all the citizens of Rochester and

BE IT FURTHER RESOLVED: that the week of Oct. 4-10 be designated Public Power Week to recognize Rochester Public Utilities for its contributions to the community and to educate consumer-owners, policy makers, and employees on the benefits of public power;

BE IT FURTHER RESOLVED: that our community joins hands with more than 2,000 other public power systems in the United States in this celebration of public power, which is best for consumers, business, the community, and the nation.

Passed by the Public Utility Board of the City of Rochester, Minnesota, this 29th day of September, 2015.

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President

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Secretary

## FOR BOARD ACTION

Agenda Item # (ID # 4319)

Meeting Date: 9/29/2015

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**SUBJECT: RPU Board Meeting Schedule 2016**

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**PREPARED BY: Lisa Stellmaker**

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ITEM DESCRIPTION:

Attached for your information and review is the proposed 2016 Utility Board Schedule. It accommodates budget review beginning in October as well as the holiday season.

UTILITY BOARD ACTION REQUESTED:

Management recommends that the Board approve the meeting schedule and direct staff to post on the Rochester Public Utilities Web site and the City Calendar for the public.



## UTILITY BOARD MEETING DATES FOR 2016

January 26

February 23

March 29

April 26

May 31

June 28

July 26

August 30

September 27

October 25

November 15

November 29

December 13

Utility Board meetings are regularly scheduled on the last Tuesday of the month (see calendar for exceptions) at 4:00 p.m. at the RPU Service Center (see address below). Special meetings are scheduled as needed. Call 280-1540 to confirm.



## FOR BOARD ACTION

Agenda Item # (ID # 4500)

Meeting Date: 9/29/2015

**SUBJECT: Billtrust Contract Renewal**

**PREPARED BY: Bryan Blom**

**ITEM DESCRIPTION:**

For the past five years, RPU has contracted with Billtrust, originally known as Best Practice Systems, to provide a web portal for electronic invoice/account balance presentment, registration and management of electronic payment options including credit/debit card payments and electronic bank transfers, either one-time or automatically recurring. Pay-by-phone options are also provided by Billtrust through an IVR service. RPU also uses IVR service to place outbound calls when a customer's account balances become delinquent. About a year after the web portal deployment Billtrust also started to print and mail RPU's utility bills which includes providing the paper and envelopes used in the process. The original five year contract with Billtrust expires October 31, 2015. The original contract contains a clause for an automatic one-year renewal under the previous rates/terms unless notice of cancellation is given.

RPU is in the process of evaluating options to upgrade the current SAP utility customer account/billing system or replace it with a non-SAP system. Both the non-SAP and upgraded SAP systems have integrated functionality for offering online invoice/account balance presentment and registration and management of electronic payment options that would replace the web portal functionality provided by Billtrust. Additionally the software implementers have established relationships with vendors offering bill printing and mailing services to Billtrust with the required communication methods already built into their systems.

The monthly fee of approximately \$41,000 is included in the 2015 budget and is being submitted again in the 2016 budget. The approximate breakdown of the monthly fee and the projected annual total is as follows:

Web Portal:	\$12,000
IVR Services:	\$ 1,700
Printing:	\$ 6,500
Paper & Envelopes:	\$ 3,200
Postage:	<u>\$17,600</u>
Monthly Total:	<u>\$41,000</u>
Annual Total:	\$492,000

## FOR BOARD ACTION

Agenda Item # (ID # 4500)

Meeting Date: 9/29/2015

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### UTILITY BOARD ACTION REQUESTED:

Given that there is a possibility of an implementation starting in 2016 of a new customer account/billing system with integrated functionality that would replace the services Billtrust currently provides, management recommends that the Utility Board approve a one-year renewal of the Billtrust contract at the same prices and terms of the original contract.



## RESOLUTION

BE IT RESOLVED by the Public Utility Board of the City of Rochester, Minnesota, to approve a one year contract renewal with Billtrust for

Web Portal Services, IVR Services to include Pay-by-Phone, and Bill Print & Mail Services.

The amount of the one year contract renewal to be FOUR HUNDRED NINETY TWO THOUSAND AND 00/100 DOLLARS (\$492,000.00).

Passed by the Public Utility Board of the City of Rochester, Minnesota, this 29th day of September, 2015.

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President

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Secretary

## FOR BOARD ACTION

Agenda Item # (ID # 4493)

Meeting Date: 9/29/2015

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**SUBJECT: Common Council Resolution Adopting Limited §453 Powers for the West Side Energy Station Project**

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**PREPARED BY: Wally Schlink**

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ITEM DESCRIPTION:

The RPU Utility Board, at their regularly scheduled meeting on June 30, 2015, accepted and placed on file the 2015 Update to the RPU Infrastructure Plan. A key component of the plan was the additional of peaking generation to the RPU fleet with a commercial operation date of 2018 / 2019.

At the July 28, 2015 meeting the RPU Board approved a proposal to perform a Preliminary Engineering Study which would address site location, technology selection, contracting approaches, permitting requirements, cost projections and project schedule. The results of the Study were presented to the Board at the August 25, 2015 Utility Board meeting. At the same August 2015 meeting the Board approved the request to proceed with the project.

Based on the results of the Preliminary Engineering Study and discussions with our engineers, staff has recommended that a 2 Contract - Engineer, Procure, and Construct Open-Book contract approach would best fit the scope of this project and would provide superior results for the City and the ratepayers of RPU. This approach aggregates dozens of agreements under a single source of responsibility and is a commonly used contracting approach in the electric generation construction industry.

The project team is anticipated to comprise of an engineer firm or general contractor, an original equipment manufacturer supplying the peaking engines and Rochester Public Utilities / the City of Rochester. The multiple participants, the complex and unique nature of the project and the multiple contracts that will be needed to be executed present some unique challenges that are not common to our more straight forward internal projects.

During the CAPx transmission project the Utility Board and City Council determined that the powers granted under the Municipal Electric Power statute was the preferable approach to the project and those governing bodies executed a resolution adopting the limited use of these powers as required by the statute. The same action was taken by the RPU Board for the ERP relocation project.

The West Side Energy Station Project has many attributes in common with the previous projects including the multiple partners from both private and the public sector, the complexity of the scope of the project and the various agreements that may have to be executed for project formation and execution.

## FOR BOARD ACTION

Agenda Item # (ID # 4493)

Meeting Date: 9/29/2015

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Chapter 453 Municipal Electric Power was intended to provide a means for Minnesota cities which own and operate a utility an adequate, economical and reliable supply of energy. The Minnesota legislature determined that the exercise of the powers granted by Chapter 453 will benefit the people of the state and serve a valid public purpose in improving and otherwise promoting their health, welfare, and prosperity.

Following the project requirement review, staff has determined that using the same project governance that is granted under the Municipal Electric Power statute 453.51 - 453.62 would be the most efficient, effective and financially beneficial governance for the project and staff recommends that the Board approve and recommend approval of the resolution to the Common Council that authorize the utility to enter into the West Side Energy Station Project exercising the powers granted by the resolution.

### UTILITY BOARD ACTION REQUESTED:

Staff recommends that the RPU Board approve the Resolution Adopting Limited §453 powers for the West Side Energy Project and recommend ratifying by the Common Council.



## RESOLUTION

WHEREAS, the City of Rochester wishes to participate in the West Side Energy Station Project; and

WHEREAS, the West Side Energy Station Project consists of various activities ultimately used to provide capacity and energy through construction of a generation facility; and,

WHEREAS, the West Side Energy Station Project is intricate, complex, and unique requiring multiple project participants within and without the State of Minnesota and requiring the planning, acquisition and construction of a generation facility which includes design, engineering, procurement, construction, project management and erection of equipment, systems and all appurtenances; and,

WHEREAS, Minn. Stat. §453.58, subd. 1, authorizes the City to exercise any of the powers granted to a municipal power agency in Minn. Stat. §§453.51 - 453.62 notwithstanding any provision of any city charter or any other law denying, limiting, or placing conditions upon the exercise of any such power; and,

WHEREAS, the City has previously exercised the powers granted under Chapter 453 of the 2013 Minnesota Statutes Municipal Electric Power in prior projects and has found those powers to be the most effective process for joint participant electric power projects; and,

WHEREAS, Minn. Stat. 453.54, subd. 2, states that a City may plan, acquire, construct, reconstruct, operate, maintain, repair, extend, or improve one or more projects within or outside the state; and,

WHEREAS, Minn. Stat. 453.52, subd. 10 defines "Project" to mean "any plant, works, system, facilities, and real and personal property of any nature whatsoever, together with all parts thereof and appurtenances thereto, used or useful in the generation, production, transmission, purchase, sale, exchange, or interchange of electric energy or any interest therein or capacity thereof;" and,

WHEREAS, the West Side Energy Station Project satisfies the definition of a Project as a system used or useful in the generation of electric energy and,

WHEREAS, in participating in the West Side Energy Station Project, the City wishes to invoke the authority provided to it in Minn. Stat. §453.58, subd. 1 and exercise the powers granted by Section 453.51 to 453.62 to include the power to:

- plan, acquire, construct, operate, maintain, repair, extend or improve one or more projects within or outside the state
- perform any act authorized by sections 453.51 to 453.62 through or by means of its officers, agents, or employees or by contract with any person



- acquire, own, hire, use, operate and dispose of personal property
- acquire, own, use, lease as lessor or lessee, operate and dispose of real property and interests in real property and make improvements thereon
- contract with any person, within or outside the state, for the construction of any project or for the sale, with or without advertising for bids, or transmission of electric energy generated by any project or for any interest therein or any right to capacity thereof, on such terms and for such period of time as its board of directors determines.
- contract for the planning, acquisition, construction, reconstruction, operation, maintenance, repair, extension, and improvement of generation and transmission facilities outside of its corporate limits or those of its members, or may contract with other public or private owners of these facilities to perform these functions, without advertising for bids, preparing final plans and specifications in advance of construction, or securing performance and payment bonds, except to the extent that its governing body determines that these actions are desirable in furtherance of the purposes of sections 453.51 to 453.62; and,

BE IT RESOLVED by the Public Utility Board and the Common Council of the City of Rochester, Minnesota, to adopt this resolution in order to fulfill the requirements of Minn. Stat. §453.58, subd. 1.

NOW, THEREFORE, BE IT RESOLVED by the Common Council of the City of Rochester that the City does hereby invoke its authority under Minn. Stat. §453.58, subd. 1 to exercise any of the powers granted in Minn. Stat. §§453.51 - 453.62 to a municipal power agency.

BE IT FURTHER RESOLVED by the Common Council of the City of Rochester that, pursuant to Minn. Stat. §453.58, subd. 2, the City Clerk is directed to publish this resolution in the City's official newspaper.

Passed by the Public Utility Board of the City of Rochester, Minnesota, this 29th day of September, 2015.

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary

## FOR BOARD ACTION

Agenda Item # (ID # 4458)

Meeting Date: 9/29/2015

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**SUBJECT: Westside Energy Station - Permitting**

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**PREPARED BY: Bill Cook**

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**ITEM DESCRIPTION:**

An operating permit for the planned Westside Energy Station is required prior to operation of the unit and is an important factor in obtaining bonding for the project.

Permitting tasks include:

- Air Permit Application
- Preparation of an Environmental Assessment Worksheet
- Air Dispersion Modeling
- Air Emissions Risk Analysis
- Noise Analysis
- SPCC Plan development
- Project Management

The Board previously approved \$45,000 for this activity at the July 28, 2015 Board Meeting. Total estimated cost for the permitting and related activities is \$180,700.

Wenck Associates has been providing RPU air quality consulting services for more than 20 years. Most recently they have assisted with renewals of both the Cascade Creek and SLP permits. They have extensive knowledge of our operation and productive relationships with the various regulatory agencies.

Funding for this work will come from capital reserves which will be replenished when bonding for the project is obtained.

**UTILITY BOARD ACTION REQUESTED:**

Management recommends Board and Council approval of a resolution authorizing issuance of a PO in the amount of \$180,700 to Wenck Associates.



**RPU West Side Environmental Permitting  
Cost Estimate**

**Labor**

<b>Step</b>	<b>Total Labor Hours</b>	<b>Total Labor Cost</b>	<b>Total Expenses Cost</b>	<b>5% IT Fee</b>	<b>Total Expenses Cost</b>	<b>Subtotals</b>	<b>Lump Sum Cost</b>
<b>1 Air Permit Application</b>	<b>322</b>	<b>\$43,091</b>	<b>\$1,050</b>	<b>\$2,207</b>	<b>\$46,348</b>	<b>\$46,300</b>	<b>\$44,900</b>
Costs already incurred-Kickoff Meeting	27	\$4,554	\$0	\$228	\$4,781		
MPCA pre-application meeting	6	\$1,032	\$50	\$54	\$1,136		
Gather Information	21	\$2,565	\$0	\$128	\$2,693		
Complete emission calculations	48	\$6,336	\$0	\$317	\$6,653		
Regulatory Applicability Analysis	32	\$4,544	\$0	\$227	\$4,771		
Complete Application Forms	56	\$7,232	\$0	\$362	\$7,594		
Draft application for Review	62	\$7,754	\$0	\$388	\$8,142		
Finalize and Submit Permit Application	18	\$1,982	\$1,000	\$149	\$3,131		
Tech Support during MPCA Review	40	\$5,028	\$0	\$251	\$5,279		
Meetings/ Conf Calls w/Client (4)	12	\$2,064	\$0	\$103	\$2,167		
<b>2 EAW</b>	<b>372</b>	<b>\$44,588</b>	<b>\$0</b>	<b>\$2,229</b>	<b>\$46,817</b>	<b>\$46,800</b>	<b>\$45,400</b>
Data Gathering	46	\$5,402	\$0	\$270	\$5,672		
Draft EAW	116	\$13,944	\$0	\$697	\$14,641		
Respond RPU Comments	52	\$6,280	\$0	\$314	\$6,594		
Repond to Agency Comments on First Draft	68	\$8,248	\$0	\$412	\$8,660		
Submitt Draft EAW for Public Comment	30	\$3,366	\$0	\$168	\$3,534		
Repond to Public Comments	44	\$5,280	\$0	\$264	\$5,544		
Meetings/ Conf Calls w/Client (4)	16	\$2,068	\$0	\$103	\$2,171		
<b>3 Air Dispersion Modeling</b>	<b>216</b>	<b>\$27,168</b>	<b>\$300</b>	<b>\$1,373</b>	<b>\$28,841</b>	<b>\$28,800</b>	<b>\$27,900</b>
Modeling Protocol	56	\$6,892	\$300	\$360	\$7,552		
Metdata analysis	32	\$3,992	\$0	\$200	\$4,192		
Building setup	14	\$1,670	\$0	\$84	\$1,754		
Receptor placement	10	\$1,222	\$0	\$61	\$1,283		
Two model runs (PM10, PM2.5, NO2, SO2, CO)	32	\$3,992	\$0	\$200	\$4,192		
Modeling Report	20	\$2,308	\$0	\$115	\$2,423		
Tech Support during MPCA Review	40	\$5,028	\$0	\$251	\$5,279		
Meetings/ Conf Calls w/Client (4)	12	\$2,064	\$0	\$103	\$2,167		
<b>4 AERA</b>	<b>194</b>	<b>\$23,716</b>	<b>\$400</b>	<b>\$1,206</b>	<b>\$25,322</b>	<b>\$25,300</b>	<b>\$24,500</b>
Develop submittal	194	\$23,716	\$400	\$1,206	\$25,322		
<b>5 Noise Analyses</b>	<b>84</b>	<b>\$9,592</b>	<b>\$450</b>	<b>\$502</b>	<b>\$10,544</b>	<b>\$10,500</b>	<b>\$10,200</b>
Site noise sampling and report	84	\$9,592	\$450	\$502	\$10,544		
<b>6 SPCC</b>	<b>56</b>	<b>\$7,008</b>	<b>\$300</b>	<b>\$365</b>	<b>\$7,673</b>	<b>\$7,700</b>	<b>\$7,500</b>
SPCC plan	56	\$7,008	\$300	\$365	\$7,673		
<b>7 Project Management</b>	<b>120</b>	<b>\$19,560</b>	<b>\$300</b>	<b>\$993</b>	<b>\$20,853</b>	<b>\$20,900</b>	<b>\$20,300</b>
PM at 4 hrs/week for 30 weeks	120	\$19,560	\$300	\$993	\$20,853		
<b>Total</b>	<b>1364</b>	<b>\$174,723</b>	<b>\$2,800</b>		<b>\$186,399</b>	<b>\$186,300</b>	<b>\$180,700</b>

## Cost Estimate Assumptions:

- Any costs associated with application to MPCA will be paid by Client.
- Modeling will pass SILs for all pollutants



Responsive partner.  
Exceptional outcomes.

## Fee Schedule January 2015

<u>Classification</u>	<u>Hourly Rate</u>
Administrative Support / Technician	\$63.00
	\$70.00
	\$78.00
Professional I	\$86.00
	\$95.00
	\$103.00
Professional II	\$112.00
	\$121.00
	\$130.00
	\$138.00
Professional III	\$146.00
	\$155.00
	\$163.00
	\$171.00
Professional IV	\$181.00
	\$191.00
	\$201.00
	\$211.00
Professional V	\$221.00
	\$241.00
Officer	\$286.00

- ▲ *Classifications listed above refer to the firm's internal system for billing purposes.*
- ▲ *The term "Professional" refers to engineers, scientists and business professionals.*
- ▲ *A Technology/Communication fee of 5% will be added to each invoice, applied as a percentage of total Wenck labor costs for a given invoicing period.*
- ▲ *Subcontracted services will be billed at cost plus 15 percent.*
- ▲ *Mileage will be billed at the IRS approved rate.*
- ▲ *Invoices are due upon presentation. Invoice balances not paid within thirty (30) days of invoice date are subject to 1-1/2% (18% annual) interest or finance charge.*
- ▲ *Specialized software used on a given project will be billed at a rate of \$15.00/hour.*
- ▲ *Rates to be adjusted annually.*

Wenck Associates, Inc. | 1800 Pioneer Creek Center | P.O. Box 249 | Maple Plain, MN 55359-0249

Toll Free 800-472-2232 Main 763-479-4200 Fax 763-479-4242 Email [wenckmp@wenck.com](mailto:wenckmp@wenck.com) Web [wenck.com](http://wenck.com)

**Air Permit Schedule**

RPU receives engine Bid Packages	Sep 30, 2015
RPU selects Engine Model and provides Vendor Emissions Data	Oct 15, 2015
Draft modeling protocol to RPU	Nov 16, 2015
MPCA pre-application meeting	Dec 1, 2015
Submit modeling protocol (if needed)	Jan 5, 2016
Draft Air Permit Application to RPU	Jan 15, 2016
Submit Air Permit Application	Feb 1, 2016
Receive Draft Air Permit	May 2, 2016
Public Notice Period Begins	Jun 1, 2016
Receive Air Permit	Sep 1, 2016
Begin Construction	July 2016
Equipment First Fire	March 2018
Commercial Operation Date	June 2018

**EAW Schedule**

Contact EQB to confirm RGU	Sep 10, 2015
RPU receives engine Bid Packages	Sep 30, 2015
RPU selects Engine Model and provides Vendor Emissions Data	Oct 15, 2015
RGU confirmed	Nov 2, 2015
RGU pre-application meeting	Nov 16, 2015
Submit DNR & SHPO letters	Dec 1, 2015
Draft EAW to RPU	Jan 2, 2016
Submit EAW to EQB/MPCA	Jan 15, 2016
Call with RGU to discuss EAW	Feb 1, 2016
Receive RGU comments	Mar 1, 2016
Provide revised EAW to RPU with RGU comments	Mar 15, 2016
Receive RPU comments on EAW	Apr 1, 2016
Resubmit EAW to RGU	Apr 15, 2016
Public Notice Period Begins	May 16, 2016
Receive EAW Neg Dec	Sep 1, 2016
Begin Construction	July 2016
Equipment First Fire	March 2018
Commercial Operation Date	June 2018



## RESOLUTION

BE IT RESOLVED by the Public Utility Board of the City of Rochester, Minnesota and that the Common Council authorize issuance of a Purchase Order for:

Wenck Associates, for permitting activities for the planned Westside Energy Station.

The amount of the PO to be ONE HUNDRED EIGHTY THOUSAND, SEVEN HUNDRED AND 00/100 DOLLARS (\$180,700.00).

Passed by the Public Utility Board of the City of Rochester, Minnesota, this 29th day of September, 2015.

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President

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Secretary

## FOR BOARD ACTION

Agenda Item # (ID # 4505)

Meeting Date: 9/29/2015

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**SUBJECT: Water Cost of Service Study Results and Notification of Proposed Rate Increase**

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**PREPARED BY: Peter Hogan**

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**ITEM DESCRIPTION:**

Rochester Home Rule Charter Chapter 15.05, Subd. 3 states, “*The public utility board may adopt, amend, and rescind such rules and regulations as it may deem necessary for the control, management, and operation of the public utilities under its jurisdiction. The board shall, with the concurrence of the common council, fix the rates to be charged for the availability and use of the public utility commodities and services under its jurisdiction. Rates shall be reasonable and compensatory so as to cover all of the costs of the respective public utility and shall be uniform for all consumers within the same class, but different rates may be established for different classifications by the board. Rates within the city corporate limits may be less but shall be no greater than rates for the same classification outside the city limits.*”

Based on the Charter the RPU Board has further developed a policy for determining rates. The main objective of the policy is, “*to recover, through the application of rates and charges for utility services, revenues which are sufficient to meet the financial obligations of each independent utility enterprise. Further, the Board intends to apply rates and charges which are equitable among customer or classes of customers based on generally accepted industry rate-making principles.*”

With this guidance RPU management embarked earlier this year on conducting a Water Cost of Service Study. A study session was held with the Board on June 30, 2015. The study session provided the Board with information regarding rate-making and reviewed the generally accepted rate-making principles of the cash basis and utility basis methods. The strategic objectives and considerations for rate-making were discussed including adopting the utility basis for rate setting.

Direction to management from the study session included:

1. Adoption of the utility basis for rate setting
2. Proposing a three year rate track for 2016, 2017 and 2018
3. Recommendation of a levelized rate adjustment over each of the years
4. Dividing any rate adjustment; 1/3 commodity charge and 2/3 fixed charge reflecting the relative percentage deficiency identified in the cost of service study

An important strategic objective is to maintain the financial stability of the utility while

## FOR BOARD ACTION

Agenda Item # (ID # 4505)

Meeting Date: 9/29/2015

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enabling RPU to encourage greater conservation. The Board direction to allocate any rate adjustment 1/3 to the commodity charge and 2/3 to the fixed charge is designed to achieving this alignment.

During the Board study session on September 10, 2015 the board reviewed the proposed water rate design and the anticipated overall impact of the rate design to the utility and each customer class.

The board will be asked to accept and place on file the Water Cost of Service Study and direct staff to give public notice of the proposed rates in the paper of record. The overall general rate increases per year for the years 2016-2018 is not expected to exceed 6.0%. Although the rates for this period will be established, the rates can be changed by future boards based on unforeseen circumstances. The actual increase by rate class and year will vary from 6.0% and is attached. The impact to the average residential customer using 7 units is projected to be \$0.61 per month. The proposed rate schedule will be available on the website and by calling customer service.

Public comment on the rates will be taken until October 27, 2015 meeting prior to the Board voting on the proposed three-year rate plan and, if approved, recommending approval by the City Council.

Management will bring a revised cash reserve policy that reflects the change to the utility basis of rate setting for the board's consideration following the rate approval process.

### UTILITY BOARD ACTION REQUESTED:

1. Accept and place on file the Water Cost of Service Study;
2. Authorize staff to give preliminary notice to the public of the intent to increase the overall general water rates up to 6.0% for the years 2016 - 2018 based on the individual rate class recommendations on or about January 1<sup>st</sup> of each year.

Rochester Public Utilities  
Water Cost of Service Study

Fiscal Year	Projected Rate Adjustments	Projected Operating Revenues	Projected Expenses	Adjusted Operating Income	Target Operating Income	Projected Cash Balances	Recommended Minimum Cash
2016	5.95%	\$ 9,060,198	\$ 8,854,749	\$ 205,449	\$ 3,291,898	\$ 4,398,039	\$ 5,189,120
2017	5.97%	9,623,059	9,083,764	539,295	3,248,077	4,398,085	5,557,083
2018	5.94%	10,218,531	9,316,407	902,124	3,192,194	4,942,006	5,808,854

Rate Design

Monthly Customer Charge:

Meter Size	Units	Cost of Service	Current Charge	2016	2017	2018
5/8 BY 1/2	125,105	\$ 9.73	\$ 5.53	\$ 6.26	\$ 6.84	\$ 7.50
5/8 BY 3/4	300,010	9.73	5.53	6.26	6.84	7.50
3/4	10,934	10.86	7.86	8.89	9.72	10.66
1	11,788	16.33	12.63	14.29	15.62	17.14
1-1/2	6,035	30.90	24.38	27.58	30.14	33.07
2	3,879	50.46	38.48	43.54	47.59	52.21
3	1,033	153.55	71.59	81.00	88.53	97.13
4	423	274.04	118.78	134.39	146.88	161.15
6	204	583.97	236.75	267.86	292.76	321.20
8	24	1,002.05	423.40	479.03	523.56	574.42
Revenue		\$ 5,246,420	\$ 3,064,762	\$ 3,468,871	\$ 3,790,560	\$ 4,156,878
Outside						
5/8 BY 1/2	288	\$ 26.03	\$ 11.06	\$ 12.52	\$ 13.68	\$ 15.00
5/8 BY 3/4	1168	26.03	11.06	12.52	13.68	15.00
3/4	24	26.33	15.72	17.78	19.44	21.32
Revenue		\$ 38,531	\$ 16,481	\$ 18,656	\$ 20,385	\$ 22,352
<b>Total Customer Charge Revenue</b>		<b>\$ 5,284,951</b>	<b>\$ 3,081,243</b>	<b>\$ 3,487,527</b>	<b>\$ 3,810,945</b>	<b>\$ 4,179,230</b>

Monthly Hydrant Charge:

Customer Type	Units	Cost of Service	Current Charge	2016	2017	2018
Residential	416,860	\$ 0.84	\$ 1.22	\$ 0.90	\$ 0.90	\$ 0.90
Commercial/Industrial	36,898	3.71	2.43	3.50	3.70	3.70
<b>Total Hydrant Revenue</b>		<b>\$ 486,702</b>	<b>\$ 598,231</b>	<b>\$ 504,317</b>	<b>\$ 511,697</b>	<b>\$ 511,697</b>

Commodity Charge:

Customer Type	Units	Cost of Service	Current Charge	2016	2017	2018
Residential:						
0-7 CCF	2,032,176	\$ 1.060	\$ 0.727	\$ 0.755	\$ 0.785	\$ 0.813
7.01-12CCF	357,241	1.060	0.799	0.827	0.857	0.885
12.01 and Over CCF	404,089	1.060	0.919	0.947	0.977	1.005
Commercial	1,770,449	0.916	0.727	0.755	0.785	0.813
Industrial	654,292	1.038	0.727	0.755	0.785	0.813
Interdepartmental	18,908	0.873	0.727	0.755	0.785	0.813
Irrigation	254,777	1.235	0.919	0.947	0.977	1.005
Revenue		\$ 5,593,368	\$ 4,144,858	\$ 4,298,632	\$ 4,463,390	\$ 4,617,164
Outside						
Residential:						
0-7 CCF	6,847	\$ 5.888	\$ 1.454	\$ 1.510	\$ 1.570	\$ 1.626
7.01-12CCF	965	5.888	1.598	1.654	1.714	1.770
12.01 and Over CCF	1,247	5.888	1.838	1.894	1.954	2.010
Revenue		\$ 53,345	\$ 13,790	\$ 14,297	\$ 14,841	\$ 15,348
<b>Total Usage Revenue</b>		<b>\$ 5,646,712</b>	<b>\$ 4,158,648</b>	<b>\$ 4,312,929</b>	<b>\$ 4,478,231</b>	<b>\$ 4,632,512</b>

<b>Total Retail Revenue</b>		\$ 7,838,122	\$ 8,304,773	\$ 8,800,873	\$ 9,323,439
<b>Retail Revenue % Change from Prior</b>			5.95%	5.97%	5.94%



## RESOLUTION

BE IT RESOLVED by the Public Utility Board of the City of Rochester, Minnesota, to:

1. Accept and place on file the Water Cost of Service Study;
2. Authorize staff to give preliminary notice to the public of the intent to increase the overall general water rates up to 6.0% for the years 2016 - 2018 based on the individual rate class recommendations on or about January 1<sup>st</sup> of each year.

Passed by the Public Utility Board of the City of Rochester, Minnesota, this 29th day of September, 2015.

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary



# FOR BOARD ACTION

Agenda Item # (ID # 4498)

Meeting Date: 9/29/2015

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**SUBJECT: Commercial Marketing and Website Redesign Plans for 2016-2018**

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**PREPARED BY: Patty Hanson**

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**ITEM DESCRIPTION:**

Some of the findings presented in the recent Great Blue survey include:

- 46% of our commercial customers looking for “*improved customer service & communication*” from their account manager,
- 23% for an “*explanation of rates/ extra charges*”, and
- 22% for “*energy audits*” and more comprehensive site visits.
- “difficulties with the website”

RPU has 4,772 commercial customers which accounts for over two-thirds of RPU’s revenue. Currently, we have two Key Account Representatives on 45 of our top tier commercial customers who include Mayo Clinic and IBM, and have limited availability for the remaining commercial customers.

We’ve developed a three year commercial marketing plan to address the other 4,727 underserved commercial customers to ensure that we will become their leader in commercial customer care. This plan includes a structural change within the marketing department to better proactively engage, respond, and meet the needs of all of our commercial customers.

Elements of the Commercial Marketing Plan include:

- Changing the position title of “*Key Account Representative*” to “*Energy and Environmental Advisor*”.
- Hiring two *Energy and Environmental Advisors*.
- Developing a strong sustainable communications plan that includes a *Commercial RPU Plugged In, a Partnering in Energy Solutions* campaign, and increasing commercial sector meetings and other educational opportunities.
- Establishing goals that include quality face-to face customer site visits.

We recognize that a comprehensive assessment of RPU’s website (including user experience, content, and commerce) is essential in delivering new program information, services, and outreach /educational opportunities. As the Great Blue findings conclude, customers are beginning to shift to online sources for information.

# FOR BOARD ACTION

Agenda Item # (ID # 4498)

Meeting Date: 9/29/2015

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Elements of the Website Redesign plan include:

- Near term recommendations such as reset password functionality, navigational redesign, adding RSS feeds to the homepage, and incorporating more videos.
- Long term recommendations include developing an on-going website redesign schedule, planned audits, integration with new customer care functionality, and adding a resource to support social media trends which includes website monitoring, updating, trending, and improving upon the user experience.

The Commercial Marketing and Website Redesign Plans for 2016-2018 are included for review.

## UTILITY BOARD ACTION REQUESTED:

Informational only.

## COMMERCIAL MARKETING PLAN FOR 2016-2018

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RPU has 4,772 commercial customers, of which 4,343 are general service commercial customers and 414 are medium general service customers. This target group accounts for over two-thirds of RPU's revenue.

Today, the marketing department consists of two Key Account Representatives and one Residential Account Representative. The two Key Account Representatives focus on 45 of our top tier customers who include Mayo Clinic and IBM, and have limited availability for the remaining commercial customers.

Findings from the recent Great Blue survey support the need for a structural change within the Marketing department to better proactively engage, respond, and meet the needs of our commercial customers.

Our vision for the next three years is to become a leader in **commercial customer care**. We will ensure:

- 1) Resources are in place to meet the needs of all of our commercial customers regardless of size.
- 2) A strong **sustainable outreach communications plan** is in place to market to commercial customers.
- 3) Innovative thinking through demand side management (DSM) program development which continues to meet and/or exceed the Minnesota Conservation Improvement Program (CIP) requirements with a high focus on the commercial sector.
- 4) We **proactively engage and take direct "ownership" of customers** that we come in contact with and all customers can easily access our services which include various programs, web services, outreach, and educational opportunities.
- 5) Support and promote the ease of installing renewable energy generation for commercial customers.

Our objectives for this vision are:

- 1) To help our customers better understand the purpose and role of their "account manager", we are changing the position title of "Key Account Representative" to "Energy and Environmental Advisor". We believe this title change is more identifiable and more accurately reflects the purpose of this position.
- 2) Move the 20% of unhappy (or unsure) and the 24% "somewhat satisfied" commercial customers into a "very satisfied" state by hiring two additional *Energy and*

*Environmental Advisors*. This provides two resources to proactively engage the 4,727 currently underserved commercial customers, as well as become their **advocate and collaborative partner**.

- 3) Work closely with our communications coordinator to develop a sustainable outreach communications plan with specific objectives and targets. This will include efforts towards updating and facilitating ease of use of our website.
- 4) “Businesses suggest that collaboration drives loyalty” therefore we will increase campaign efforts for our *Partnering in Energy Solutions (PIES)* program to increase more trade ally involvement and commercial participation. **PIES is a collaborative effort in energy efficiency** between RPU, our commercial customers, and trade allies to encourage evaluations and inspections (audits) of facilities and equipment to identify cost saving measures, energy efficiencies, and rebate program participation.
- 5) Commercial customers want “more specific energy plans” for their businesses therefore we will utilize new customer care functionality to ensure better customer relationship management and the building of commercial profiles that include marketing attributes of the customer (e.g. contact tree, type) and building attributes (e.g. square footage, equipment types, etc.). Doing so will provide us with better data to more accurately target market our commercial customers.

Our goals for 2016 include:

- 1) Hiring two qualified individuals to fill the position of *Energy and Environmental Advisors*.
- 2) Design and develop a version of *RPU Plugged In* with a sole focus on the commercial customer.
- 3) Achieve 7,218,796 in kWh savings in the commercial market through participation in our Conserve & Save® rebate programs.
- 4) Increase *Partnering in Energy Solutions Financing* by two projects.
- 5) Achieve a goal of approximately 720 commercial customer site visits on an annual basis.

The strategies and tactics we will implement to achieve these goals are:

- 1) Work with City HR to recruit qualified candidates for the two *Energy and Environmental Advisor* positions. Our hope would be to complete the recruitment before the end of the first quarter of 2016.

The introduction of the *Energy and Environmental Advisors* to the commercial community will need to **include purpose, roles, and the benefits** they will bring to our

commercial customers. Dependent on timing, this introduction could take place at our annual large trade ally and commercial meeting.

- 2) Develop and implement an **annual commercial outreach plan** that is targeted to our commercial customers to effectively communicate and promote energy efficiency, conservation, and the programs we offer. This plan also needs to include methods of communication preferences by the customer for receiving updates on other related matters as they pertain to this segment such as rate increases, usage information, and outage notifications.

This annual communications plan will include:

- a. The design, development, and launch of a **Commercial RPU Plugged In** (or something similarly named); a quarterly direct mail piece that highlights customer profiles and projects, rebate check presentations, our Partnering in Energy Solutions program, relevant topics in commercial technologies, provide various program information and updates, and more.
  - b. Develop a “Welcome Wagon” program for new incoming businesses that includes a personalized site visit with an informational packet of goodies (e.g. their Advisor’s contact information, RPU programs, etc.).
  - c. Build a separate campaign around our *Partnering in Energy Solutions* program which would include several TV spots featuring specific commercial energy saving technologies and the introduction of the *Energy and Environmental Advisors*.
  - d. We will look at increasing our commercial sector meetings, educational opportunities to learn more about RPU and our programs, by two for a total of four per year.
- 3) Our *Energy and Environmental Advisors* will have their feet on the ground, so to speak. They will be required on a daily basis to have 2-3 **quality face-to-face visits** with a commercial customer. This engagement will:
    - a. Begin the development and capturing of customer profiles, so that we will be better adept at slicing and dicing the commercial customer segment for future program campaigns and targeting.
    - b. Increase **our customer’s awareness** of our programs, services, and facilitate program participation toward meeting our conservation goals.

- c. Provide the customer with a single point of contact for immediate response to billing issues, information on rates and impacts, specific program information, requests for usage data, etc.

The monthly goal will be set between 20-30 customers per advisor therefore achieving an annual goal of approximately 720 customer visits per year. Table 1 represents a similar method of tracking used today. Information captured will be maintained within our Access database until after implementation of the new customer care system.

TABLE 1

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
	COMMERCIAL ACCOUNTS													
<b>Commercial Account Rep #1</b>	35 Monthly New Customer site visits	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	TOTAL
Site Visits	1													
	2													
	3													
<b>Commercial Account Rep #1</b>	35 Monthly New Customer site visits	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	Company Names	TOTAL
Site Visits	1													
	2													
	3													

The anticipated budget (Table 2) for this plan is currently not included in the proposed 2016 budget or outlying years. It includes:

- 1) Starting salaries for two *Energy and Environmental Advisors* at \$80,307 each.
- 2) A quote of \$31,668\* per year was provided for the *Commercial RPU Plugged In*. This quote includes four (4) issues per year mailed to 4,772 commercial customers.
- 3) Additional advertising dollars for the production of two TV spots estimated at \$2,500\* per spot and another \$10,000\* to run the spots.

**\*SPECIAL NOTE:** *SMMPA will reimburse RPU for any expenses toward the marketing of our electric rebate programs. These reimbursements will significantly offset a portion of the quoted prices in both number two and three listed above.*

Over the next three years, the budget for the Marketing department will increase by \$207,282 in 2016, \$207,004 in 2017, and \$211,728 in 2018.

TABLE 2

BUDGET			
RESOURCE	2016	2017	2018
Energy and Environmental Advisor	\$ 80,307	\$ 82,668	\$ 85,030
Energy and Environmental Advisor	\$ 80,307	\$ 82,668	\$ 85,030
Sub Total	\$160,614	\$165,336	\$170,060
COMMUNICATION AND OUTREACH			
Commercial RPU Plugged In	\$ 31,668	\$ 31,668	\$ 31,668
Two PIES TV spot development	\$ 5,000	\$ -	\$ -
Expense running two TV spots	\$ 10,000	\$ 10,000	\$ 10,000
Sub Total	\$ 46,668	\$ 41,668	\$ 41,668
<b>TOTAL</b>	<b>\$ 207,282</b>	<b>\$ 207,004</b>	<b>\$ 211,728</b>

Goals for 2017–2018 will include building on the momentum and success of 2016, as well as:

- 1) Continue to achieve annual conservation goals as established by the State.
- 2) Investigate solar installation opportunities such as RPU owned solar systems on commercial rooftops or a commercially supported partnership in a solar garden.
- 3) Build a better Commercial Customer Preference center on our website that includes a customer's preferred method of communicating with us, easier access to their own information, and a clearer sense of what RPU has to offer them.
- 4) Assist in a team investigation of a commercial economic development program. Where does RPU fit in?
- 5) Initiate a commercial customer survey in the 4th quarter of 2018 to follow up on results presented by Great Blue in 2015.

Measurement of success will be tracked and reported through the following methods:

- 1) Achievement of conservation goals as established within the commercial segment and CIP plan acknowledgement and acceptance from the Department of Energy Resources.
- 2) Annual reviews of various program participation levels, verify program needs, and make adjustments as needed.
- 3) Track the number of "energy plans" developed and measure the participation levels in our PIES program.

- 4) Track the number and quality of our site visits (e.g. customer initiated, cold call, referral, good, bad, etc.).
- 5) Track the number of commercial page hits on our website.
- 6) Solicit customer feedback through various avenues including website surveys.



## Website Redesign Plan

Through the Great Blue Research survey results and the perception study report, we recognize that there is a desire for more interaction and service from the RPU website. In addition, customers noted that they prefer to go to the Internet and the RPU website for information pertaining to RPU services.

We worked with a local website company, CWS, to conduct a website analysis/audit of the RPU website. We have used these findings, along with the feedback from the Great Blue Research survey to formulate a near-term and long-term website redesign plan for the RPU website.

By having a top-quality, user-friendly website, we can expect to see results including:

- Increased time efficiency for customer service staff
- A lower cost per transaction
- Increased customer engagement, trust and credibility
- Improved customer satisfaction
- Empowered customers through customized self-service options

### **Visitors to the RPU website are coming for a number of reasons:**

RPU.org usage analytics 2015

205,737 pageviews total

Listed top 6 areas of engagement

- 73,469 home page
- 16,224 contact-us
- 16,200 lake-zumbro-water-level.html
- 13,400 your-home/billing-payment/
- 8,592 contact-us/power-outages.html
- 7,934 your-home/rebates-programs/conserves-and-save.html

### **How to address website enhancements and improvements:**

- We will work with a website company to do an analysis/audit of website and include costs associated with suggested changes.
- We will develop a near term (6 months – 1 year) and a longer term (1 year – 3 years) plan to address areas of improvement of the RPU website.
- We will map out 6 month reviews of the website for ongoing improvements and to stay ahead of necessary changes.

### **Near Term Recommendations (6-12 months)**

#### **Web payment portal enhancement**

- We will improve and simplify the log-in process for web payments.

- The process to get a new password or log-in will be streamlined and simplified.

### **Website Redesign**

- Staff will begin planning to redesign and update website functionality.
  - **Menu headings and content will be revised**
  - **The home page view and navigation will be updated**
    - More information will be included on the home page without needing to scroll down
    - New imagery and video will be incorporated in the new website
  - **RSS Feeds to RPU social media sites will be added to the home page**
    - Facebook
    - Twitter
    - You Tube

**We will set up on-going 6 month reviews of visitor behavior and include usage analytics for continuous measurement and improvement.**

### **Longer Term Recommendations (1-3 years)**

**We will add a communications position for communications support and for closer monitoring of the RPU website.**

- \$70,000 for communications support person

**We will have a website analysis/audit every three years to ensure the best customer experience on the RPU website.**

**There will be new website enhancements that will come with the new Customer Information System (CIS).**

- **Online payments posted by customers will show in real-time.**
- **Customers will be able to graph and view their electric and water usage history.**
- **Residential rebate submissions will be able to be made online.**
  - Submit and track rebates online

**Customers will be able to set up and manage their communication preferences with the new CIS.**

- Newsletters
- Outages
- Planned work
- Bill format
- Paperless

**Near Term Timeline:**

<b>Task</b>	<b>Complete By</b>
Have analysis/audit completed of RPU website	September 25, 2015
Provide RPU Board with suggested recommendations/enhancements	September 29, 2015
Address near-term list of enhancements	July 1, 2016
Launch new RPU website by September 1, 2016 (If recommended and supported)	August 1, 2016

**Budget**

- \$100,000 for website redesign in 2016