



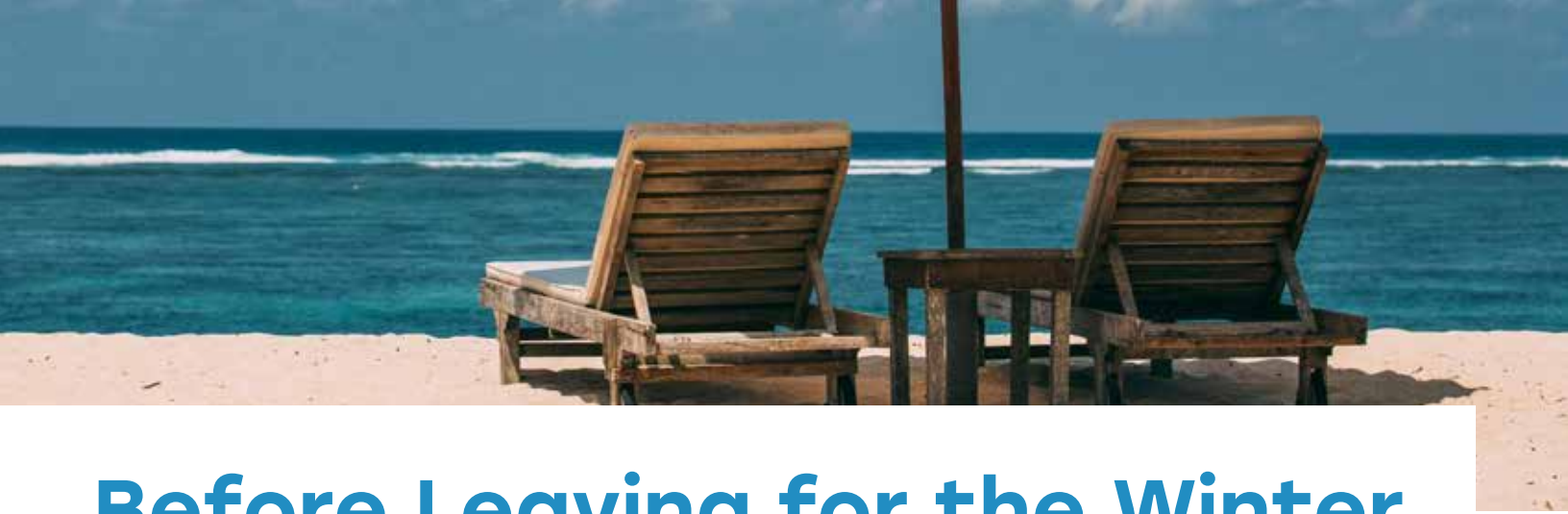
ROCHESTER
PUBLIC UTILITIES
WE PLEDGE, WE DELIVER™

Plugged In

**You Asked, We Answered:
Why is my water rusty,
reddish, or discolored?**

Details on page 4

NOV / DEC
2025



Before Leaving for the Winter, Consider Contacting RPU

If you are a customer who leaves Rochester for an extended amount of time over the winter, there are a few things you can do to ensure your electric and water services are safe and working properly while you are away.

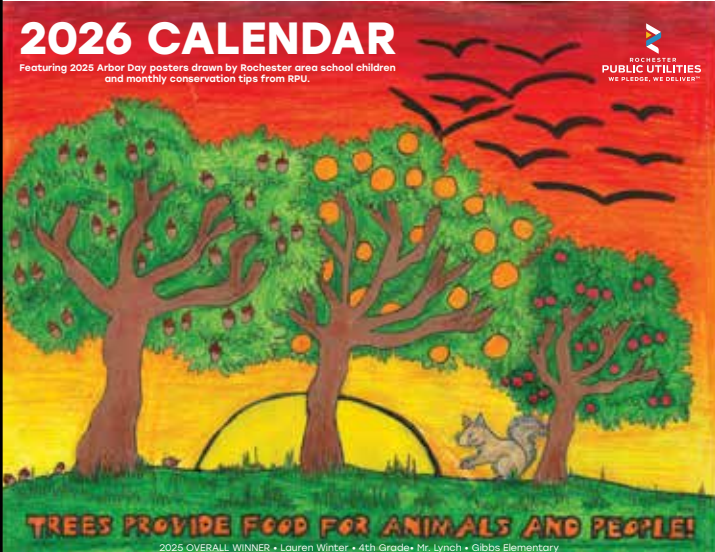
- 1 **CALL** RPU before you leave to make sure your contact information is up to date. If there is a question regarding your bill or usage changes, RPU may need to contact you.
- 2 **TELL** RPU how long you will be away. When you contact RPU, our Customer Care team will note your account with the period of time that you will be away.
- 3 **ADD** a backup contact on your account. Adding a backup contact of someone in the Rochester area can help you in the case of a utility emergency. Their name and phone number must be on your account, and they must be noted as an authorized person on your account.
- 4 **ENSURE** your RPU bill is forwarded to your winter location or consider using online billing for convenience. Having your bill forwarded to your winter location is as easy as calling RPU Customer Care at **507-280-1500** to provide them with your winter address. An even easier option is online billing. You can sign up through the RPU Connect app or online portal to get your bill by email, view usage, and pay securely anytime, anywhere.

**Annual Arbor Day Celebration**
Learn more: www.rpu.org > Education & Environment



Come in to the RPU Service Center and
**PICK UP YOUR FREE
RPU 2026 CALENDAR!**
Limit one per customer, while supplies last.

2026 CALENDAR
Featuring 2025 Arbor Day posters drawn by Rochester area school children and monthly conservation tips from RPU.

**TREES PROVIDE FOOD FOR ANIMALS AND PEOPLE!**
2025 OVERALL WINNER • Lauren Winter • 4th Grade • Mr. Lynch • Gibbs Elementary



Having your bill forwarded to your winter location is as easy as calling RPU Customer Care at **507-280-1500** to provide them with your winter address. We can ensure any correspondence will reach you while you are away. If you would prefer to receive your bill via email, simply create a user account on the RPU Connect app or online portal.



Meet RPU's New Marketing & Energy Services Support Specialist

Rochester Public Utilities is excited to welcome Lydia Gillis into a new role! After spending the summer as an intern with RPU, Lydia has joined the team as a Marketing & Energy Services Support Specialist.

Lydia graduated from Kasson-Mantorville High School in 2021 and earned her degree in Environmental Studies and Geography with a concentration in Geographic Information Systems (GIS) from Gustavus Adolphus College. During her summer internship with RPU's GIS team, she learned valuable mapping software and gained a behind-the-scenes look at how the City of Rochester provides energy, water, and educational programs.

In her new position, Lydia is eager to support programs that encourage residents and businesses to invest in energy-efficient technologies. "I was interested in this department because of the substantial role it plays in making Rochester a more sustainable place," she explained. She's also looking forward to meeting customers at events, including RPU's annual Arbor Day Celebration.

"I highly recommend college students consider the internship program—it's an exceptional experience!"



One of Lydia's most memorable experiences outside of RPU was studying and mapping glaciers in Ecuador's Andes Mountains—a reflection of her love for both the environment and adventure. Now, she's excited to bring that same energy and passion to serving RPU customers.



NEW

Customer Portal Launching Soon

RPU is preparing to launch a new customer portal that will make it easier than ever to manage your utility account. Designed with convenience and flexibility in mind, the portal will give customers more ways to access information and tools.

With the new customer portal, you'll be able to:

View current and past bills online

Start, stop, or transfer service directly in the portal

Check your payment history

Enroll in donation program

Sign up for autopay and eBill with a simplified process

Receive outage alerts

Pay multiple accounts in a single transaction

Download detailed usage data

Set up threshold notifications to get alerts when your usage reaches limits you choose

Track and compare your electric and water usage with graphing tools

Watch for more updates on when the new customer portal becomes available. Current customers will receive an email with instructions so they can access the new portal. A new mobile app will also be available and will need to be downloaded once the portal is live.



You Asked, We Answered: Why is my water rusty, reddish, or discolored?

Each quarter, we hear directly from you through our customer survey. This section highlights some of the most common questions and comments we receive and gives you answers, updates, and insights straight from the RPU team.

One of the top questions we've received recently is: Why does my water sometimes look rusty, reddish, or discolored?

THE SHORT ANSWER:

Naturally occurring minerals in our groundwater supply, such as iron and manganese, can sometimes cause temporary discoloration. While it may look unpleasant, the water remains safe to drink and continues to meet all federal Safe Drinking Water Act standards. Occasionally, maintenance work or hydrant flushing can also stir up these naturally occurring minerals, leading to brief discoloration. RPU conducts regular water main flushing each year to help reduce iron-related concerns for our customers.

HERE'S SOME BACKGROUND:

- Rochester's water comes from the Jordan aquifer, a common source for many Minnesota communities.
- The water consistently meets all primary drinking water standards but naturally contains higher levels of iron and manganese.
- As water travels through the distribution system, these minerals can oxidize, which may cause rusty or reddish discoloration.
- Sometimes routine maintenance or hydrant flushing can stir up naturally occurring sediment in the water system, causing temporary discoloration.
- RPU does not currently filter groundwater to remove iron and manganese before distribution.
- RPU continues to conduct water main flushing each year to reduce the number of iron-related concerns for our customers.

WHAT YOU CAN DO IF YOU NOTICE DISCOLORED WATER:

- Run cold water from a faucet, preferably a bathtub or outdoor spigot, for 5 to 10 minutes to help flush your pipes.
- If the water begins to clear, continue running it until it runs clean.
- If discoloration does not clear after 10–15 minutes, turn off the water and wait 30–60 minutes before trying again.
- The water is safe to use but avoid doing laundry or using hot water until it clears to prevent possible staining.
- If the water remains discolored after several flushes or lasts longer than a few hours, contact RPU Customer Care at **507-280-1500** for assistance.

WHAT WE'RE DOING FOR THE FUTURE: RPU is developing a Water System Master Plan to evaluate new water sources and treatment options. Because the Jordan aquifer may be nearing its maximum sustainable yield, the plan will look at:

- Other groundwater formations and potential surface water sources
- Enhanced treatment technologies, including iron and manganese removal

The Master Plan is scheduled for substantial completion by December 2026 and will help guide Rochester's water supply and treatment decisions for the future.

For more details on water quality, see our Annual Water Quality Report, which summarizes the results of the more than 3,000 water quality tests we conduct each year: rpu.org/education-environment/water-quality.php



FROM THE DESK OF THE GENERAL MANAGER:

Investing Today for Rochester's Energy Future

At RPU, our commitment to you is built on five priorities: **reliability, rates, responsibility, relationships, and reputation.** Every decision we make is guided by these values to keep your utilities reliable, affordable, and sustainable.

This fall, the RPU Board reaffirmed its commitment to reach 100% net renewable electricity by 2030. In our recent customer survey, you told us that this goal should be pursued with balance. Seven out of ten customers supported the 100% net renewable energy goal. In pursuing that goal, six out of ten preferred a more gradual approach that protects rates and reliability while also honoring our environmental responsibilities. The Board's direction reflects this balance by moving forward with needed early investments while allowing time in the next decade to make future decisions as costs and technologies evolve.

In 2026 and 2027, we will be making rate adjustments in both water and electric service. For the average residential customer, this will mean about \$2 per month for water and \$6 per month for electric.

These investments will help us:

- Replace aging water infrastructure to ensure safe, dependable service.
- Strengthen the electric grid and improve reliability.
- Expand renewable energy resources while federal incentives are available.
- Continue modernizing technology to better serve you.

In the survey, our customers emphasized reliability and fair rates were the top priorities, and that relationships, responsibility, and reputation matter in how we listen, lead, and serve.

Thank you for trusting us to power and protect Rochester's water and energy future.

Sincerely,



Tim McCollough
General Manager,
Rochester Public Utilities



CONSERVE & SAVE™ Rebates

Learn more: www.rpu.org > Rebates & Programs



FREE Holiday Light Recycling

Bring your old holiday string lights and decorations into the RPU Service Center lobby (4000 East River Road NE) and drop them in the designated bins.

NOT ACCEPTED:

- Appliance cords
- Battery packs
- CFL lights
- Cord adapters
- Electric cords
- Plastic rope lights
- Telephone cords



Ends Friday, January 30, 2026.



Neighborhood Energy Challenge

Learn more: www.rpu.org > Education Opportunities



MINNESOTA
ENERGY
RESOURCES

ROCHESTER
PUBLIC UTILITIES
WE PLANNED, WE DELIVERED

**Attend our Free Energy Efficiency Workshop
and Qualify for a \$75 Home Energy Audit.**

Saturday, November 15 • 10-11 a.m.

Free Childcare Provided

Call to register: 888-734-6365



One of our **CONSERVE & \$AVE™** programs.



RPU Crews Earn Top Honors at State Competitions

RPU employees recently showcased their expertise and teamwork at two statewide competitions, bringing home top honors.

At the 8th Annual Minnesota Lineworkers Rodeo in Marshall, RPU linemen competed in events designed to test the skills they use every day to keep Rochester's electric system safe and reliable.

Hunter Gleason earned *1st Place Overall (Journeyman)*, with strong finishes in the Obstacle Course, Arrestor Changeout, and Hurtman Rescue events. Spencer DeFrang earned *1st Place Overall (Apprentice)*, also placing in multiple events. Landon Meier earned *1st Place finishes* in both the Arrestor Changeout and Hurtman Rescue events.

At the Minnesota American Water Works Association (AWWA) Annual Conference in Duluth, RPU's Zach Struckmann and Alex Gerken won the Hydrant Hysteria competition, which challenges crews to take apart and rebuild a hydrant under pressure. Their impressive time of one minute and 18 seconds set a new state record and qualified them for the national competition in Washington, D.C. next June.

These results highlight the skill, dedication, and commitment of RPU's electric and water crews.



Hydrant Hysteria Competition winners, Zach Struckmann and Alex Gerken

IMPORTANT UPDATE ! IMPORTANT UPDATE ! IMPORTANT UPDATE ! IMPORTANT UPDATE ! IMPORTANT UPDATE ! IMPORTANT UPDATE

Important Update: Rebate Process Changing in 2026

In an effort to reduce check fraud, starting in 2026, rebates of \$500 or less will be applied directly to your bill for a faster, safer experience.



CONSERVE & SAVE™ Rebates

Learn more: www.rpu.org > Rebates & Programs



Celebrate with Savings!

BUY ENERGY EFFICIENT HOLIDAY LIGHTS OR DECORATIONS & APPLY FOR A REBATE:

1. Purchase new LED holiday plug-in (not battery or solar operated) lights and decorations by December 31, 2025.	2. Complete this page and submit it to RPU: • by March 31, 2026 • with original sales receipt • with packaging showing the LED logo and number of lights per string (one package per type)	3. Rebate is limited to 50% of LED string or package cost, tax excluded, up to maximum amounts listed below.
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Customer Name _____

Mailing Address _____

City _____

State _____

Zip _____

Installation Address (if different from above) _____

City _____

State _____

Zip _____

Contact Phone # (with area code) _____

☐ Home

☐ Cell

☐ Other: _____

Account # _____

☐ Residential

☐ Commercial

A Date Purchased (MM/DD/2025)	B Lamp Size	C # of Lamps per String	D Cost per Package	E Qty of Packages	F Total Cost of Packages (D X E)	G Rebate Amount	H Total Rebate (F X G) (up to max amounts*)	I OFFICE USE ONLY
____/____/2025	☐ Mini ☐ Other		\$		\$	50%	\$	\$
____/____/2025	☐ Mini ☐ Other		\$		\$	50%	\$	\$
____/____/2025	☐ Mini ☐ Other		\$		\$	50%	\$	\$
____/____/2025	☐ Mini ☐ Other		\$		\$	50%	\$	\$
____/____/2025	☐ Mini ☐ Other		\$		\$	50%	\$	\$
GRAND TOTAL REBATE:							\$	\$

*** Rebate is 50% of string or package cost (tax excluded), up to maximum amounts listed below:**

# of Lamps	Maximum Rebate per String
less than 99	\$3.00
100 - 199	\$6.00
200 - 299	\$9.00
300 or more	\$12.00

Recipient must be an electric customer of Rochester Public Utilities.

Valid only on purchases made by December 31, 2025.

All Utility Rebate terms and conditions apply.

Complete this page and submit it to:

Rochester Public Utilities

Attn: Rebate Processing

4000 E River Rd NE

Rochester, MN 55906-2813

507-280-1500

www.rpu.org

rebates@rpu.org

**GRAND
TOTAL
REBATE:**

(Rebates under \$75 will be applied to your account.)

**OFFICE
USE ONLY:**

ID# _____

DATE Received _____

Date Processed _____



PRESORTED
STANDARD
U.S. POSTAGE PAID
ROCHESTER, MN
PERMIT NO. 4

4000 East River Road NE
Rochester, MN 55906
507-280-1500
www.rpu.org



Neighborly

RPU Plugged In is designed
and printed locally in Rochester.



Social Media:

 @rochesterpublicutilities

 @RPUOutages

 Rochester Public Utilities

 blog.rpu.org

 RPU TV

 Rochester Public Utilities

RPU Service Center Hours:

Monday - Friday (8am - 4:30pm)

Customer Care By Phone:

Monday - Friday (8am - 5pm)

507-280-1500

Toll-Free: 800-778-3421

Electric Emergency:

507-280-9191 (24 hrs)

Water Emergency:

507-280-1500 (8am - 5pm)

507-280-9191 (5pm - 8am)

RPU Holiday Closure Dates

November 11
Veterans Day

November 27
Thanksgiving

November 28
Thanksgiving

December 24
Christmas Eve

December 25
Christmas Day

January 1
New Year's Day



ROCHESTER Is Your Home Ready for an Upgrade?

Receive guidance for a resilient,
comfortable, and healthy home.



Join our **free** virtual webinar series:



**Hot Stuff: Electrifying Water Heating,
Cooking, and Clothes Drying**
November 20, 6:00 p.m.–7:30 p.m.

www.electrifyeverythingmn.org/events
612-389-9892



Rochester Public Utilities partners with the City of Rochester and Center for
Energy and Environment to bring Electrify Everything MN to our community.