

February 2012
Volume 25, No 02



your Service



Electricity—Water—Wastewater—Electricity—Water—Wastewater—Electricity—Water—Wastewater—Electricity—Water—Wastewater—Electricity—

Questions?

Here is a list of phone numbers to help you get the answers you are looking for.

Questions on billing statements, deposits or other billing questions	825-3207
Moving in or out of a rental, Or selling/purchasing a home	825-3200
Want to pay using a credit card (Visa or MasterCard)	825-3201
Set up a payment arrangement	825-3223
Business office	829-8726
Maintenance of utilities, power outages, water leak emergencies, wiring permits, trees in the lines, etc	829-2193
Repair Office	829-2193

The following is **BPU's Commission members** who are also available for questions or to help you communicate better with Brainerd Public Utilities.

Mark O'Day	829-3228
Donald Sievek	829-4867
Don Samuelson	829-4898
Donald Stang	829-9292
William Wroolie	829-5421

We would like to help you in any way possible, please give us a call.

Thank you from your BPU staff and commissioners!

How Much Does It Cost To Operate Your Electrical

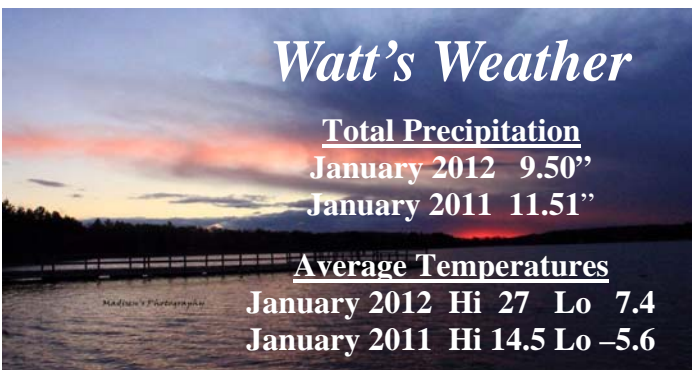
* Based on \$0.0604 per kilowatt - hour

Appliances	Average kWhs Monthly	Approximate Cost
Freezer (Frost Free)	150	\$9.06
Freezer (Standard)	100	\$6.04
Microwave Oven	20	\$1.20
Clothes Dryer	125	\$7.55
Iron	12	\$0.72
Automatic Washer	15	\$0.90
Water Heater (Family of 4)	500	\$30.20
Electric Frying Pan	20	\$1.20
Blender	1	\$0.06
Coffee Maker	10	\$0.60
Dishwasher	100	\$6.04
Toaster	3	\$0.18
Garbage Disposal	2	\$0.12
Television Set	80	\$4.83
Electric Blanket	15	\$0.90
Waterbed Heater	90	\$5.43
Hair Dryer	10	\$0.60
Humidifier	30	\$1.81
Dehumidifier	200	\$12.08
Electric Range	150	\$9.06
Refrigerator (Frost Free)	200	\$12.08
Refrigerator (Standard)	150	\$9.06

Watt's Weather

Total Precipitation
January 2012 9.50"
January 2011 11.51"

Average Temperatures
January 2012 Hi 27 Lo 7.4
January 2011 Hi 14.5 Lo -5.6



TREE TRIMMING

Tree trimming requests will be put on a list to be done during the winter months. Trees that interfere with Brainerd Public Utilities' (BPU) power lines, with the exception of service wires to residences or buildings, will be trimmed or removed depending on the circumstances.

Utility Pruning



Trimming or removal of trees on private property is the property owner's responsibility. BPU will

temporarily remove and replace the property owner's service wires to accommodate the tree trimming or removal during normal business hours.

BPU requires 24 hours notification to temporarily remove the service wires.

If you would like to be put on the winter tree trimming list, call Kelly at 218-829-2193.

Online Bank Pay

Several BPU customers pay their utility bills each month through online banking. Please remember to have the correct account number listed on the check, so your payment is posted correctly. Each time a customer moves, their BPU account also changes.

NOTICE: All electrical work performed in the City of Brainerd requires a "Request for Electrical Inspection" form to be filed, and work inspected by our inspector. Please call **825-3210** or **829-2193** for more information.

Business & Repair Office Hours

7:00 a.m.—3:30 p.m.

Business: 829-8726

Repair: 829-2193

Emergency 24 hour service 365 days a year: 218-829-2193

EMAIL@BPU.ORG WWW.BPU.ORG

BRAINERD PUBLIC UTILITIES CUSTOMER DEPOSITS

CUSTOMERS SUBJECT TO A DEPOSIT

To establish credit with Brainerd Public Utilities (BPU), a deposit may be required at the time of application for service. A deposit will be required from customers for the following reasons:

A utility credit reference is not returned to the BPU business office within 10 days from the date of application for service.

A utility credit reference indicates a less than favorable credit history. A favorable credit history would indicate no more than one (1) penalty can be charged to an account within a 12 month period. No delinquent notices or disconnection notices can be issued and the account cannot have any NSF checks.

Any customer that was a previous BPU customer and left a bad debt or had an unfavorable credit history.

Any customer who has filed bankruptcy while being a customer of BPU.

Any customer who is disconnected for non-payment of bill.

Any customer who has an existing deposit that is not sufficient and/or has not established a good credit history while being served by BPU.

DEPOSIT AMOUNT

Residential Customers - The deposit will equal a two (2) month average billing based on the previous 12 months of bills. If there is no previous year's billing available, there will be an estimate made based on an account of similar size to establish an average monthly bill and then doubled to satisfy the required deposit. A minimum deposit of \$50 will be required.

Commercial Customers - The deposit will equal the highest monthly bill charged for the previous 12 months, rounded to the nearest ten (10) dollars. If there is no previous year's billing available, there will be an estimate made based on an account of similar size to establish an estimated highest monthly billing which will then be considered the required deposit. A minimum deposit of \$100 will be required.

Deposits for new customers will be billed with their first monthly bill. Exceptions include being disconnected for non-payment of a customer's utility bill or having a bad debt with BPU. The deposit will then have to be paid before utility service is allowed.

WAIVING A DEPOSIT

A deposit will be waived if the customer chooses to have his/her utility bill paid by automatic bank pay or a recurring credit card payment. However, if BPU receives an ACH return from the bank or a payment is declined from a credit card company for non-sufficient funds, a deposit will be automatically charged to his/her account.

INTEREST ON DEPOSITS

All deposits will earn interest at a rate that is set by the MN Department of Commerce each year in December [MN Statute 325E.02(b)]. Interest will be credited to the customer's account annually in December and/or when a customer moves and a final billing is done.

REFUNDING OF DEPOSITS

All customers who have paid their bill on time and in full for at least 11 of 12 consecutive months will have their deposit refunded. The deposit will be refunded to only the main applicant on the account. Deposits and any accrued interest are credited to the customer's account on the 15th of each month. When a customer moves out of their residence and a final billing is done, the deposit will be applied to their final bill. If the customer's final bill is less than their deposit, the remaining balance will be mailed to them. Any refund less than \$5 will not be returned to the customer.

TRANSFER OF DEPOSITS

A deposit can be transferred from one person to another residing at the same service location by coming into BPU and filling out a Deposit Transfer form.

BEFORE DIGGING: Call Gopher State One at **1-800-252-1166** for water and electric locations. All requests for locations must be made by calling the above toll free number at least **48 hours** before digging begins.