



# BRAINERD PUBLIC UTILITIES

## @ Your Service

March 2017  
Vol: 29, No: 03

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

**Business & Repair Office Hours**  
7:00 a.m.—3:30 p.m.  
**Business Number:**  
829-8726  
**Repair Number:**  
829-2193  
**Emergency 24 hour service 365 days a year:**  
218-829-2193

EMAIL@BPU.ORG  
[WWW.BPU.ORG](http://WWW.BPU.ORG)  
**Facebook:**  
Brainerd Public Utilities



Call **Gopher State One** at 1-800-252-1166 for water & electric locations before digging.

All requests for locations must be made by calling the above toll free number at least 48 hours before digging begins.

All Electrical Work performed in the City of Brainerd requires a "Request for Electrical Inspection" form to be filed with the **State of Minnesota**.

### DID YOU KNOW ?

**BPU's bill from Minnesota Power (MP) this month was \$1,108,800.**

**Hydro benefit for January was \$125,000, which was almost 11% savings on our MP bill.**

## Utility Payments **Received By Phone: 829-8726 ▼**

Brainerd Public Utility customers will now pay their utility bill through an automated payment system.



When you call to make your payment, you will be transferred to an automated voice prompt that will direct you through a menu to process your payment quickly and efficiently by using a checking account, credit card, or debit card.

### PLEASE NOTE:

You will need to know your **BPU account number** to use the automated system.

#### VERBIAGE THAT CUSTOMERS HEAR WHEN CALLING AUTOMATED SYSTEM

Welcome to BPU automated utility bill payment system  
BPU accepts payments from VISA, MasterCard or electronic checks  
Please enter 1<sup>st</sup> set of digits of your (BPU) account number before 1st dash - when complete press # key  
Enter 2<sup>nd</sup> set of digits of account number between the dashes - when complete press # key  
Now enter last 2 digits of account number after the 2<sup>nd</sup> dash - when complete press # key  
System repeats account number and then says if correct press 1 or press 2 to re-enter  
Enter billing zip code followed by # key  
If correct press 1 or 2 to re-enter  
Enter 10 digit day time telephone number (System repeats telephone number to customer)  
If correct press 1 or 2 to re-enter number  
Amount Due is \$ \_\_\_\_ Your due date is \_\_\_\_  
Press 1 for credit cards – Press 2 for debit cards with Visa & MasterCard logo – Press 3 for electronic ck  
System will ask customer to enter card information or if they press 3 it will ask for routing number and account no of checking account.  
Enter amount you want to pay. Use \* key for decimal point

### BRAINERD PUBLIC UTILITIES

POLICY 2008-15 Adopted 12/30/08

#### NON-SUFFICIENT FUND CHECKS AND ACH PAYMENTS

If a check made payable to Brainerd Public Utilities (BPU) is returned for non-sufficient funds (NSF) or the account has been closed, or if a customer has their utility bill paid by ACH, and notification is sent for non-sufficient funds or the account has been closed, the following procedures will take place.

- BPU will send a notice, by regular mail, to the check issuer when a check or ACH is returned for NSF from a financial institution. The notice shall contain language of MN Statute 609.535 pertaining to issuance of dishonored checks.
- Restitution has to be made within five (5) business days and must be paid by money order or cash. There will also be an additional \$30 service charge. There are no arrangements allowed when a NSF check is received.
- If restitution is not made within the required time, the electric service will be disconnected at the service address where the check was issued. Before the service will be reconnected, the NSF check, \$30 service charge, entire balance of account, a deposit, if one has not been previously paid, and a reconnect fee will have to be paid.
- If more than two (2) checks or ACHs are returned to BPU within a twelve (12) month period, all future utility payments will have to be paid by money order or cash. However, if a customer signs up for the automatic bill payment plan in lieu of paying the required utility deposit, and an ACH or recurring credit card is returned to BPU within the first twelve (12) months of service, the customer will automatically be taken off bank pay and will have to pay the required utility deposit, along with the other required charges.



Customers have the responsibility of informing BPU of any phone number changes/updates.  
Call 829-8726 today to make sure we have a current phone number for you.



# 2017 Fluorescent Bulb Recycling Program ►

Brainerd Public Utilities makes bulb recycling as easy as a trip to your local hardware store. And, we'll even help pay the recycling fee. Here's how it works:

- Take your used bulbs\*, and one coupon per bulb, to:

### Brainerd Ace Hardware ▼

214 West Washington Street

### Brainerd Batteries Plus ▼

923 Washington Street

- Each coupon gives you 50 cents off the recycling fee for each qualifying bulb you recycle.
- During 2017, Brainerd Public Utilities will redeem up to 10 coupons per household or a small business that is a BPU customer.



## Bulb Recycling Is Good For The Environment, & It's The Law ►

Used fluorescent and high-intensity discharge (HID) lamps require special care because they contain a small amount of mercury. Because mercury is harmful to the environment, Minnesota law prohibits the disposal of fluorescent bulbs in household garbage.

Although fluorescent bulbs may require special care after they've burned out, they'll last up to 10 times longer than incandescent bulbs, and they use 75 percent less energy. With today's improved lighting technology, you can get the same warm quality of light as regular bulbs.

- \* Circular fluorescent tubes
- \* U-bend fluorescent tubes
- \* Compact fluorescent bulbs
- \* High-intensity discharge lamps

 <p><b>Brainerd Public Utilities</b></p> <p><b>50¢ Off Fluorescent Bulb Recycling</b></p> <p>Name _____</p> <p>Address _____</p> <p>City _____</p> <p>State <u>Minnesota</u> Zip _____</p> <p><i>Coupon expires 12/31/17. Limit one coupon per bulb. Coupon valid only when completed.</i></p>	 <p><b>Brainerd Public Utilities</b></p> <p><b>50¢ Off Fluorescent Bulb Recycling</b></p> <p>Name _____</p> <p>Address _____</p> <p>City _____</p> <p>State <u>Minnesota</u> Zip _____</p> <p><i>Coupon expires 12/31/17. Limit one coupon per bulb. Coupon valid only when completed.</i></p>
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