



BRAINERD PUBLIC UTILITIES @ Your Service

April 2016
Vol: 28, No: 04

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

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.

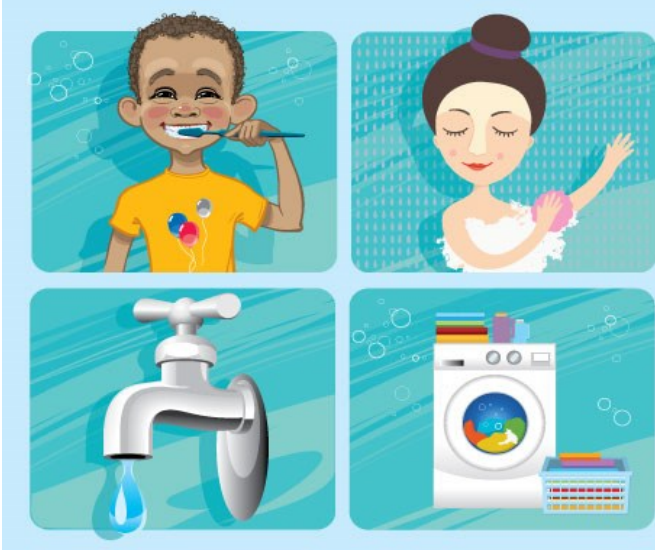
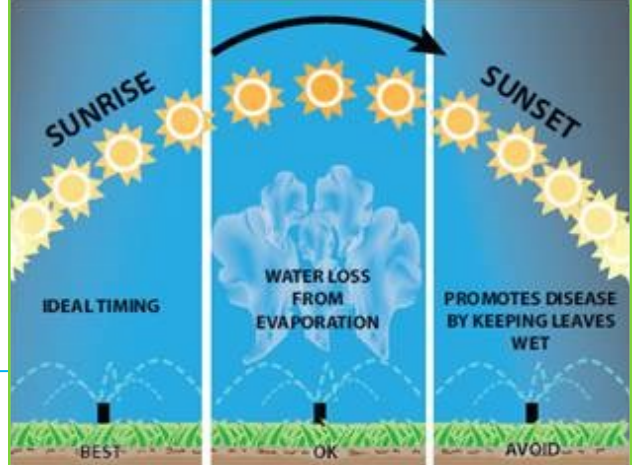
All Electrical Work performed in the City of Brainerd requires a "Request for Electrical Inspection" form to be filed with the **State of Minnesota**.

Summer Sprinkling Credit ▼▼

Summer is coming and for all our residential customers who like to keep their lawns lush and green, and their gardens plentiful, BPU summer sprinkling rates will soon be in effect.

The sprinkling rate will begin after your meters have been read in May. This credit is applied to your sewer charges (waste treatment and waste collection) on the bills you receive in June, July, August, & September.

For the above months, your sewer charges will be billed on the monthly average water consumption of your bill from November, December & January.



Four Tips to Help Conserve Water Indoors

- Turn off faucet while brushing teeth.
- Take shorter showers.
- Fix leaks in faucets, showerheads and toilets.
- Only wash full loads.

UTILITY PAYMENTS RECEIVED BY PHONE ▼▼



Beginning April 1, 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.

SCAM TACTICS

The following information will help you identify tactics scammers use and gain a better understanding of our actual business processes.

Scammers:	Brainerd Public Utilities:
Tell intended victims their account is past due and they must pay using a prepaid debit card , such as a Green Dot card.	Provides many options for payment; we NEVER REQUIRE the use of a prepaid debit card, such as a Green Dot card.
Threaten to turn off power if a payment is not made immediately.	Sends disconnection notices by U.S. mail before turning off power. If you are uncertain of your account status, you may check it using the My Account feature on our website or call us at our standard customer service phone numbers.
May call on nights and weekends.	Contacts customers Monday through Friday only – not on weekends. Business & residential customers are contacted from 7 a.m. – 3:30 p.m. (CST).
Claim that the customer has overpaid their energy bill and need to provide a personal bank account or credit card number to facilitate a refund.	Will apply overpayments to a customer's billing account allowing the credit balance to cover future utility charges. Refunds of overpayments are typically only made by mailing a check to the customer's address on file. We will not call a customer to ask for bank account or credit card information for the purpose of providing a refund.

If you feel like there is any possibility that you are dealing with an impersonator, hang up immediately and call Brainerd Public Utilities at the number below to verify the status of your account.

To check the status of your BPU account,
call (218) 829-8726



Donate Your Stuff.

Help Us Build Homes. Change Lives Together.

We accept appliances, cabinets, furniture, building materials, lighting and more! All donations are **tax deductible!**

100% of the profits from the ReStore support Lakes Area Habitat for Humanity. Your ReStore is located at 1110 Wright Street in Brainerd, across from the Armory. Come shop, donate, reuse and celebrate with us!

Lakes Area
Habitat for Humanity
ReStore

Building Houses, Building Hope in Cass, Crow Wing and Hubbard Counties

REDUCE REUSE RECYCLE

Phone: 218-454-8517 • www.lakesareahabitat.org
info@lakesareahabitat.org • Hours: W-Th-F 9:30-5:30 Sat 9:30-1:00

