

July 2011  
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# @ YOUR Service



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

## WATER EFFICIENT LAWN WATERING PRACTICES

Summer lawn watering creates large demands on local water utilities. These water efficient lawn watering practices can help maintain a beautiful yard and conserve valuable water supplies.

### GENERAL INFORMATION

- Adjust sprinklers to water only grass areas and not impervious surfaces such as streets, driveways and walkways.
- Mow grass to a height of 2 to 3 inches. Taller grass shades the roots and soil surface, which helps reduce the amount of water that is lost to evaporation.
- Use sprinklers that spray low large drops vs. high fine ones.
- Use shut off nozzles on hoses and repair leaky hoses and fittings.

### WHEN TO WATER

- About one inch of water per week (including precipitation) is adequate for maintaining a healthy lawn.
- Don't use a fixed schedule for lawn watering. Apply water only when it is needed. Over watering can promote diseases and affect the health of the lawn.
- A simple test for determining if grass needs water is to walk on the lawn and if you leave foot prints, it may be time to water the lawn.
- A good soaking once or twice a week is better than watering every day. Allowing the soil to dry between watering will allow the roots to grow to greater depths and help make turf more drought tolerant.

### BEST TIMES FOR LAWN WATERING

- Water during the cool part of the day to minimize water lost to evaporation. Early morning hours (4 a.m. to 8 a.m.) are the best, and the peak water consumption hours (4 p.m. to 9 p.m.) should be avoided.
- Avoid watering during midday hours when it is hot and sunny to prevent scalding the turf.
- Watering at night is not recommended because the lawn stays wet for a long period of time which can promote diseases and affect the health of your lawn.

## Here is a List of Phone Numbers to Help You Get the Answers You Are Looking For

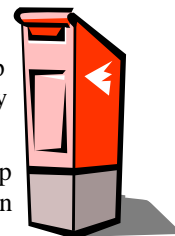
Questions on billing statements, or other billing questions	825-3207
Moving in or out of a rental, or selling/purchasing a home or questions about a deposit	825-3200
Want to pay using a credit card (Visa or MasterCard)	825-3201
Set up a payment arrangement	825-3223
<b>Business Office</b>	<b>829-8726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

## DROP BOXES

Brainerd Public Utilities has four payment drop boxes for your convenience.

These payments are picked up daily at 7:00 a.m. Monday through Friday.

There is no need to place a stamp on your payment when placed in these drop boxes.



The drop boxes are located at:

1. 8027 Highland Scenic Road (Our Business Office).
2. The Corner of 7th & Laurel Street.
3. Senior Citizen Center at 803 Kingwood Street.
4. East Brainerd Mall in front of the Dollar Tree Store.

**Watt's Weather**  
**Total Precipitation**  
 June 2011 3.20"  
 June 2010 4.36"  
**Average Temperatures**  
 June 2011 Hi 72 Lo 52  
 June 2010 Hi 74 Lo 57

## Wastewater Collection

Each month on your utility bill, you are charged a wastewater collection charge. This charge is added to your bill on behalf of the City of Brainerd to help cover the City's wastewater collection costs. You are charged \$1.00 per 1,000 gallons of water that you use each month. If you have any questions regarding this charge, please call the City Engineer's Office at 828-2309.

## You Will Be Amazed How Far a Dollar Will Take You!

Don't let high gas prices keep you home. Brainerd's "Express Route" bus service offers affordable transportation to all of your favorite destinations. With newly added pickups and drop offs along the route, taking the bus in Brainerd has never been more easy or convenient. Call 825-7433 for additional information or visit us at [brainerdcitybus.com](http://brainerdcitybus.com). See you on the Bus!

# BRAINERD PUBLIC UTILITIES

## POLICY 2008-14

### Identity Theft Prevention Program Procedures

This program is intended to identify red flags, pursuant to the Federal Trade Commission's Red Flag Rule which implements Section 114 of the Fair and Accurate Credit Transactions Act of 2003, that will alert BPU employees when new or existing accounts are opened using false information; protect against the establishment of false accounts; methods to ensure existing accounts were not opened using false information; and measure to respond to such events.

- New accounts opened in person
- New accounts opened via telephone
- New accounts opened via fax
- Existing account information accessed in person
- Existing account information accessed via telephone
- Existing account information accessed via web site

BPU adopts the following red flags to detect potential fraud. These are not intended to be all-inclusive and other suspicious activity may be investigated as necessary.

#### New Customers

- Fraud or active duty alerts included with consumer reports
- Notice of credit freeze provided by consumer reporting agency
- Notice of address discrepancy provided by consumer reporting agency
- Inconsistent activity patterns indicated by consumer reports such as
  - \* Recent and significant increase in volume of inquiries
  - \* Unusual number of recent credit applications
  - \* A material change in use of credit
  - \* Accounts closed for cause or abuse
  - \* Identification documents appear to be altered
  - \* Photo and physical description do not match appearance of applicant
  - \* Other information is inconsistent with information provided by applicant
  - \* Other information provided by applicant is inconsistent with information on file
  - \* Application appears altered or destroyed and reassembled
  - \* Personal information provided by applicant does not match other sources of information (e.g. credit reports, SSN not issued or listed as deceased)
  - \* Lack of correlation between the SSN range and date of birth
  - \* Information provided is associated with known fraudulent activity (e.g. address or phone number provided is same as that of a fraudulent application)
  - \* Information commonly associated with fraudulent activity is provided by applicant (e.g. address that is a mail drop or prison, non-working phone number or associated with answering service/pager)
  - \* SSN, address, or telephone number is the same as that of other customer at BPU

- \* Customer fails to provide all information that is requested on application
- \* Personal information provided is inconsistent with information on file for a customer
- \* Applicant cannot provide information requested beyond what could commonly be found in a purse or wallet
- \* Identity theft is reported or discovered

#### Existing Customers

- Verify the identification of customers if they request information (in person, via telephone, via fax, via email)
- Verify the validity of requests to change billing address
- Verify changes in banking information given for billing and payment purposes

#### Response to Red Flags

Any employee that may suspect fraud or detect a red flag will implement the following response as applicable.

- Ask applicant for additional documentation
- Any BPU employee who becomes aware of a suspected or actual fraudulent use of a customer or potential customer's identity must notify the Accounting Supervisor or Finance Director.
- Notify law enforcement - BPU will notify the Brainerd Police Department of any attempted or actual identity theft.
- Do not open the account
- Close the account
- Do not attempt to collect against the account, but notify authorities

BPU COMMISSIONERS	
The following list is BPU's Commission members who are available for questions or to help you communicate better with Brainerd Public Utilities. They would like to help you in any way possible, so please give them a call!	
<b>William Wroolie</b>	829-5421
<b>Donald Sievek</b>	829-4867
<b>Donald Stang</b>	829-9292
<b>Don Samuelson</b>	829-4898
<b>Mark O'Day</b>	829-3228

#### REMINDER

Do not plant trees, shrubs, etc within 10 feet of electrical transformers and/or junction boxes. Thank you.

**B**EFORE 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.

**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**

**N**OTICE: 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.