

@ your



SERVICE

JULY 2014 VOLUME 26, NUMBER 07

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

BPU PHONE NUMBERS >>>

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
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

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!	
William Wroolie	218-330-9504
Donald Samuelson	829-4898
Lucy Nesheim	829-4600
Donald Sievek	829-4867
Mark O'Day	829-3228

DROP BOXES >>>

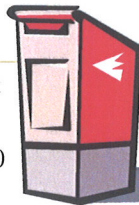
Brainerd Public Utilities has four payment drop boxes for your convenience.

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:

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



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 maintain the City's wastewater collection system.

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**.



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.

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, in the repair office, at 829-2193.

REMINDER-Please do not plant trees, shrubs, etc within 10 feet of electrical transformers and/or junction boxes. Thank you!

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.

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

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.

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. Customer can be charged additional utility deposit.
- * 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

