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@ YOUR Service



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



Real People Saving Real Energy In Real Time

NEW



MYMETER™
ACCOUNT PROFILES

A free and easy tool to track
your energy use and save!



MYMETER™
ACCOUNT PROFILES

Introducing MYMETER™ from Brainerd Public Utilities

Conserve Energy! Save Money!

MYMETER™ translates complex consumption, weather and billing data into an intuitive graphical format that is available daily to Members.

MYMETER™ provides critical energy usage information to allow business and residential Members to manage and reduce energy costs in their homes and businesses.

MYMETER™ is conveniently accessed through the home page of the Brainerd Public Utilities Web site. Members can log into MYMETER™ with their account number name and email address.

Once logged in Members can:

- View a graphical representation of hourly, daily, and monthly usage.
- Compare monthly usage to others in your neighborhood and to the entire utility population.
- Take an “energy challenge” and set an energy saving goal. The challenge lasts 6 months and tracks Member’s results in both graphically and tabular fashion.

- Have the ability to set “markers” to note efficiency upgrades. For example, when buying a new appliance Members can mark the date and MYMETER™ will show how much energy is saved.
- Compare energy use fluctuations to changes in temperatures.



**Sign Up for MYMETER™ Today at
www.bpu.org**

Annual Notice to All Residential Customers Cold Weather Rule

The Cold Weather Rule is designed to protect people who may have trouble paying their electric bills in the winter.

The Minnesota Cold Weather Rule applies from October 15 to April 15. The rule, established by the Minnesota Public Utilities Commission, means that your utility cannot disconnect your residential electrical service during the winter **IF** the customer meets **ALL OF** the following requirements:



- The customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household.
- Utility disconnection would affect the customer's primary heat source.
- The customer has declared inability to pay on forms provided by the utility) Note: Customers receiving "any form of public assistance", including energy assistance, are deemed to have qualified for inability to pay status.)
- The household income of the customer is less than 50 percent of the state median income level, as documented by the customer to the utility.

If you have trouble paying your utility bill, local agencies may be able to provide payment assistance. The Minnesota Department of Human Services recommends you call the county in which you live.

IMPORTANT NOTICE

Brainerd Public Utilities (BPU) has had several calls from tenants that live in apartment buildings or a mobile home park, stating they have no power or have a water problem. Most of these calls occur after BPU's working hours. When BPU staff investigates the situation, it is often found that the problem is within the apartment or mobile home and is not BPU's responsibility to repair.

BPU is requesting landlords inform their tenants to call the landlord or maintenance person first, when they have an electrical or water issue, to determine whose responsibility it is. If BPU responds to calls that are not their responsibility to repair, the owner of the property will be billed for the costs that are incurred by BPU.

IMPORTANT NOTICE

Brainerd Public Utilities' (BPU) customers have recently been receiving letters in the mail from HomeServe USA Repair Management Corp. The letter tells homeowners they are responsible for maintenance and repairs of exterior water lines. The letter also lists a deadline to enroll by for coverage. **BPU is not affiliated with this company in any way.**

The Better Business Bureau (BBB) has been notified, by other utility customers in MN who have received this letter, and have investigated this company. The BBB is warning customers to review this letter carefully. The BBB makes it clear that homeowners are responsible for the water lines from the street to their meters, but reminds customers that enrolling in coverage with HomeServe is optional. HomeServe receives top marks from the BBB but has been found to have sent out mailings that are 'unfair and deceptive'.



IMPORTANT NOTICE For Military Personnel Effective August 1, 2007

Section 325E.028 of the Minnesota statutes pertaining to utility payment arrangements for military service personnel outlines their rights and responsibilities effective August 1, 2007. Minnesota's Municipal Electric Utilities must not disconnect the utility service of a residential customer if a member of the household has been issued orders into active duty, deployment, or change in duty station if a residential customer meets criteria set forth in this statute.

Application forms are available at Brainerd Public Utilities or on our Web site at www.bpu.org. If you would like a copy of this statute or an application sent in the mail, please contact BPU at 218-825-3200. An application received with out copies of income statements and proof of military orders overseas is considered incomplete, resulting in the possibility of no shut-off protection.



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

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.