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Your November billing will include a form for contributing to your local Salvation Army HeatShare program.

Help us make HeatShare a continued success. Through donations provided by you, our customers, HeatShare is a last resort for many, who have no other resources available, to see them through our long winter, by providing funds for heating bills and heating related repairs.

Your donation, no matter how small, will help us make this another successful year for HeatShare.

Trouble with Winter Utility Bills

BPU will work with you if you fall behind or are unable to make a payment in full.

We will help you set up a payment arrangement which allows a maximum of three (3) installment payments over a ninety (90) day period to pay past due amounts once you receive a disconnect notice.

In addition, a customer needs to keep current bills paid during this arrangement period.

Failure to keep a payment arrangement can result in immediate disconnection.

The following agencies may also be able to help you pay your utility bill:

- LUTHERAN SOCIAL SERVICE..829-5000
- CROW WING COUNTY
SOCIAL SERVICES.....824-1250
- SALVATION ARMY.....829-1120



Make Your Life Easier with Our Payment Options

- Credit card payment with your Visa or MasterCard
- On-line payments (www.bpu.org)
- Direct payment plan (application available on our web-site)
- Drop your payment in one of our drop boxes located at the following locations:
 1. The corner of 7th and Laurel Street.
 2. Outside the Senior Citizen's Center at 803 Kingwood Street.
 3. Outside the East Brainerd Mall at the Dollar Store entrance.
 4. Outside our business office at 8027 Highland Scenic Road.



Medical Conditions

BPU shall not discontinue electric service if such action will aggravate an existing serious illness of any person who is a permanent resident of the premise where service is rendered IF the customer complies with the following requirements regarding such illness.

- The illness must be certified to BPU by a registered physician on BPU's Physician's Certification of Illness Form. The form must be filled out completely.
- Initial certification by the physician may be made by telephone if the completed form is forwarded to the utility within five days. The form has to be renewed every 30 days.
- The customer cannot use their illness as a way not to pay their utility bill. The customer will be required to make a payment arrangement to pay their past due bills.

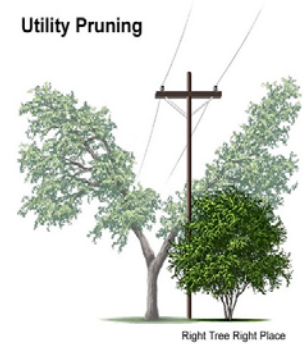


- Close vents and doors in unused rooms.
- On sunny days, open draperies and blinds to let in the sun's warmth.
- Close draperies and blinds at night to insulate against cold air outside.
- If you have storm windows, be sure they are installed during the heating season.
- Set thermostats between 65° and 70° during the winter, and to 58° when away from the house for four or more hours. For homes with elderly people or children, warmer temperatures are recommended.
- For greater temperature control, use a programmable or setback thermostat. Change or clean furnace filters once a month during heating season.
- Have your furnace or boiler tuned by a qualified technician once a year. The improved efficiency could save you as much as \$100 per year in heating costs. Plus, your furnace is one-third less likely to break down.

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.

Utility Pruning



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 at 218-829-2193.

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.

Electric Heating Sales Tax Exemption Form

This is to certify that the main source of heat for my home (**more than 50 percent**) is furnished by permanently installed electric heating (not portable) and I, therefore, am eligible for the electric heating sales tax exemption as provided by Minnesota state law. This is for the billing months of November through April.

Please complete this form and return it with your monthly utility payment, if you have not previously notified BPU in the past AND if you qualify.

BPU Account Number: _____ **Customer Phone # ()** _____

Customer Name: _____

Customer Address: _____ **Brd, MN 56401**

Customer Signature: _____ **Date:** ____/____/20____

