

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](http://WWW.BPU.ORG)

**Facebook:**  
Brainerd Public Utilities

### 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



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.



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.

You can donate online at [www.bpu.org](http://www.bpu.org), click on “other & Adobe”, then click on “Heat Share”. Or go to <http://salvationarmynorth.org/programs-that-help/basic-needs/heatshare/>

### 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.

### Payment Options >>>

- Credit card payment with your Visa or MasterCard
- On-line payments ([www.bpu.org](http://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.



## BPU Receives Honors at State Wide Conference>>>

Brainerd Public Utilities (BPU) recently received numerous honors at the Minnesota Municipal Utilities Association (MMUA) annual summer conference, held Aug. 17-19 at Breezy Point.

BPU received the MMUA System Innovation Award. Todd Wicklund, BPU Finance Director, received the Distinguished Service Award, and Trent Hawkinson, Electric Line Supervisor, was named MMUA Rising Star.

Wicklund has made outstanding contributions to BPU, and also promotes leadership development as a Firstline Supervision instructor at Central Lakes College, where he uses his accounting skills to teach and enhance the skills of future MMUA leaders.

BPU was also honored for its purchase of a dam and hydropower facility located on the Mississippi River. The hydro plant is the first electric generation facility owned by BPU and will provide nearly 10 percent of the utility's energy requirements on a normal day.



Shortly after purchasing the hydro facility, Hawkinson stepped into the BPU Line Supervisor's position

He went right to work making upgrades for both production and safety. The same summer, BPU upgraded its water plant/central station electrical system and also wellhouses with new motors, pumps, controls and voltage upgrades. He also continued to handle the ongoing customer and contractor questions.

He is presently working on implementing a geographic information system and an advanced metering infrastructure system. He chairs for the utility the BPU safety committee and serves on the MMUA safety committee, heavily involved with the MMUA Training Center and Job Training & Safety program.

Also of note, BPU Commissioner Bill Wroolie presided over the MMUA conference, and completed his term as MMUA president at its conclusion.

### 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:** \_\_\_\_/\_\_\_\_/2015

