



Watt's News

Official Newsletter of Brainerd Public Utilities, PO Box 373, Brainerd, MN 56401

November 2008
Volume 21, No 11

On-Line Billing Payment is Convenient

Making on-line credit card payments to pay your utility bill is available to BPU customers. You access this service by going to our web site:

1. www.bpu.org
2. Go to Customer Service
3. Select Paying Online/View Bill
4. First time users, click on **Registration Page** link, otherwise all returning users may simply login with your e-mail and password.
5. First time users need to select the **Add An Account** link for your user profile.

Returning users may click on **Pay Utility Bill On-Line** and follow the instructions provided. This is a FREE service. This system only allows you to pay your current balance. You also have the option to view your utility account. If you have any questions, please call Scott at 825-3205.



Frozen and/or Broken Water Meters

It is BPU Policy if a water meter freezes and breaks, BPU will replace it the first time. If it happens again, the customer is responsible and will be billed the cost of a new meter.

Fee for Check Readings and Test/Change Meters

If a BPU customer requests BPU to check the reading of their electric and/or water meter, there will be a \$25 fee for this service if it is requested more than one time, by the customer, within a 12 month period.

In the event a BPU customer requests their electric and/or water meter to be tested and changed more than once in a three (3) year period, the customer will be charged a \$25 fee. If the meter test indicates that the meter is not accurate, the meter will be repaired or replaced, and the \$25 fee will be returned to the customer.

Reconnect Fees for Delinquent Accounts that have been Disconnected

Brainerd Public Utilities will charge the following reconnection fees when an account has been disconnected for a non-payment delinquent bill.

Weekdays 7:00 a.m. through 3:00 p.m.	\$ 50.00
Weekdays 3:00 p.m. through 7:00 a.m.	\$150.00
Weekends and Holidays, all hours	\$150.00

Business Office Hours
7:00 a.m.—3:30 p.m.
218-829-8726

Repair/Service Operations Office Hours
7:00 a.m.—3:30 p.m.
218-829-2193

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 completed, filed, and work inspected by our inspector. If you need the form or have any questions, please contact BPU at **825-3210** or **829-2193**.

BEFORE DIGGING: Call Gopher State One Call 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.



HeatShare



Some of your neighbors will be cold this winter

YOU CAN MAKE A DIFFERENCE

Join your neighbors who care by giving to HeatShare.

HeatShare is a voluntary program administered by The Salvation Army. When you give you are helping warm the lives of the elderly, disabled, and others who have nowhere else to turn. It helps the needy survive our long winter by providing funds for heating bills and heating related repairs. HeatShare is a last resort for many who have no other resources available to see them through the winter.

Who is eligible for HeatShare?

- ⇒ Seniors with low incomes and no alternate source of help.
- ⇒ Disabled people whose physical capabilities limit their ability to maintain income to adequately cover energy bills.
- ⇒ People who have had unexpected emergencies within the last 12 months and as a result cannot pay for household energy costs.
- ⇒ People who meet income guidelines and have received or applied for all other possible public funds.

Who supports HeatShare?

You, neighbors, friends, people in big cities, people in small towns, and businesses all help by sending a tax deductible contribution with the form provided below.

HeatShare is one way a small amount can help in a big way.

**COLD Warm
HANDS Hearts.**

YES! I want to contribute to HeatShare!

I am making a one-time contribution of: \$ _____

Name: _____ Address: _____

City/State/Zip: _____ Account Number: _____

Signature: _____



Please make check payable to HeatShare & enclose this form with your utility payment in the enclosed envelope.

Thank you for your generous tax deductible contribution!

