



# Watt's News

September 2007  
Volume 20, No 9

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



## 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's account **is current** for the billing period **immediately prior to October 15th** or the customer has entered into a payment schedule and is reasonably current with payments under the schedule.
- 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.



## *Watt's Weather*

### **Total Precipitation**

August 2007 2.22 "

August 2006 3.64 "

### **Average**

### **Temperatures**

August 2007 Hi 79 Lo 54

August 2006 Hi 79 Lo 55

### **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](mailto:EMAIL@BPU.ORG)

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

## **Did You Know?**

You may qualify for help with heat and electric bills through your local

Energy Assistance Program

Call Lutheran Social Service at

829-5000

for more information

Eligibility is based on monthly

income — assets are not counted



**\*\*Beginning this year, the EAP grant can only be applied to electric charges.**



**Water/Sewer charges will be the customers responsibility to pay each month.**

# **BRAINERD PUBLIC UTILITIES POLICY 2005-10**

Adopted 01/01/86

Revised 12/06/05

## **DISCONNECTION OF SERVICE**

### **DISCONNECTION FOR NON-PAYMENT OF BILL**

A customer's account is considered delinquent if the current charges are not paid to Brainerd Public Utilities (BPU) by the due date of the bill. The following procedures will be followed if the bill is not paid in full each month:

The customer will be notified by regular mail that he/she is delinquent. The customer will be given five (5) business days after the date of mailing to either pay the delinquent amount owing or, call and make payment arrangements. A payment arrangement will allow the customer to pay their delinquent amount over a three (3) month period. Current charges also have to be paid by the due date each month. Customers failing to make scheduled payments or current charges can be disconnected immediately.

**IT IS ALWAYS THE CUSTOMER'S RESPONSIBILITY TO PAY BILLS IN A TIMELY MANNER AND IN FULL UNLESS OTHERWISE AGREED.**

If the customer does not respond to the delinquent notice he/she will receive a disconnection notice delivered by regular mail. The disconnection date will be scheduled for five (5) business days after the date of mailing the disconnection notice. If the disconnection notice is for a rental property, a copy of the notice will be sent to the landlord.

If the customer does not pay the amount due on the disconnection notice in full or make payment arrangements by the disconnect date, their service will be disconnected.

Once a customer has been disconnected for non-payment or not complying with the payment arrangement, the service will not be reconnected until the customer pays all the account charges in full. This includes current charges and a deposit if one has not been paid previously or if the paid deposit is not sufficient. A reconnection fee will also have to be paid. During the hours of 7:00 a.m. – 3:00 p.m. the fee is \$40 and after 3:00 p.m. and on weekends and holidays, the fee is \$150.

**PAYMENT FOR ACCOUNTS THAT ARE ON THE DISCONNECTION LIST EACH WEEK MUST BE MADE WITH CASH, MONEY ORDER, OR CREDIT CARD. NO CHECKS WILL BE ACCEPTED.**

### **DISCONNECTION OF SERVICE WITHOUT NOTICE**

BPU may disconnect service to any customer without further notice for the following reasons:

In the event of unauthorized use, theft of power, and/or tampering (see Policy 2003-4) with BPU's equipment.

In the event that a condition has been determined to be hazardous to the customer or other customers of BPU, BPU's equipment, or to the general public.

When a customer is in violation of municipal, state, or national electric codes.

When a customer has not complied with the requirements for application for service.

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**N**OTICE: 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.

**B**EFORE 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.