

BRAINERD PUBLIC UTILITIES

POLICY 2005-10

Adopted 01/01/86

Revised 12/06/05

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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. **IT IS ALWAYS THE CUSTOMER'S RESPONSIBILITY TO PAY BILLS IN A TIMELY MANNER AND IN FULL UNLESS OTHERWISE AGREED.** 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 pay the amount owing.
- 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(s) will be disconnected.
- The customer may request a payment arrangement which will allow him/her to pay their delinquent amount over a three (3) month period. Current charges will also have to be paid by the due date each month. **Customers failing to make scheduled payments or current charges can be disconnected immediately.** BPU has the right to not allow a customer to make an arrangement.
- Once a customer has been disconnected for non-payment or not complying with the payment arrangement, the service(s) 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 for each service will also have to be paid. Reconnection of service(s) is only done during the regular business hours of 7:00 – 3:00 p.m., Monday- Friday.
- 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.
- All previously incurred bad debts to BPU must be paid in full or arrangements made (at the discretion of credit/collections rep) when applying for electric service or your account is subject to disconnection.

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.
- Initial certification shall prohibit disconnection of service for thirty (30) days. Certification may be renewed by the customer for an additional thirty (30) days by providing another certificate to BPU. IT IS THE CUSTOMER'S RESPONSIBILITY TO PROVIDE A NEW CERTIFICATE EVERY 30 DAYS. FAILURE TO RENEW THE CERTIFICATE ENTITLES BPU TO START DISCONNECTION PROCEDURES.
- 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 bill and keep the current charges paid.

DECEASED CUSTOMERS

When BPU discovers that a BPU customer is deceased, the utility service(s) will be disconnected 30 days after finding out of the death, if BPU is not notified by the executor of the estate; or if another person moves into the deceased's residence and does not transfer the utility bill into his/her name.

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.

TAMPERING WITH ELECTRIC METER

Stealing electricity is dangerous and against the law. Tampering with any electric facility, including the meter box and its seals is dangerous. Anyone who breaks the seal and tampers with the meter exposes him/herself to the risk of electrocution. Per BPU Policy No. 2003-4 BPU will administer a zero tolerance program for unauthorized use of utility meters. BPU has the authority to bring civil or criminal action per MN Statute 325E.026.