

**BRAINERD PUBLIC UTILITIES
POLICY 2014-17
January 27, 2015**

FEE FOR FROZEN WATER LINES

Brainerd Public Utilities (BPU) will charge residential/business customers a \$150 fee if BPU staff has been to the residence/business the first time to thaw frozen water lines, informed the BPU customer to run his/her water to avoid further freeze ups, the customer neglects to follow the instructions given by BPU staff; and BPU has to make a return trip to the residence/business to thaw water lines for the second time.

The \$150 charge will appear on the BPU customer's next month's utility bill.