



BRAINERD PUBLIC UTILITIES

@ Your Service

October 2017
Vol: 28, No: 10

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

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.

All Electrical Work

performed in the City of Brainerd requires a "Request for Electrical Inspection" form to be filed with the State of Minnesota.

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

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. Automated phone system available 24 hours-829-8726.
- On-line payments (www.bpu.org).
- Direct payment plan (application available on our web-site).

1. The corner of 7th & 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.

Welcome to the all new MyMeter. Energy awareness & tracking makes it easy to understand your home or business. www.bpu.org > Customer Service > MyMeter

Data & alerts where you are

Alerts and meter data are accessible across lots of different devices and our mobile alert system keeps you up-to-date even when you're on the road.

Track & compare your usage

Track your usage against weather conditions and see how you compare to your own usage from previous years.



Energy Challenge

Set an energy savings goal and track your progress over time.

Customizable markers

Track important events and monitor associated energy changes with handy markers. Using markers helps the system know how and when to provide important alerts.

Tree Trimming & Shrubs by Transformers

Tree trimming requests will be put on a list to be done during the winter months. Trees that interfere with Brainerd Public Utilities' (BPU) power lines, with the exception of service wires to residences or buildings, will be trimmed or removed depending on the circumstances.

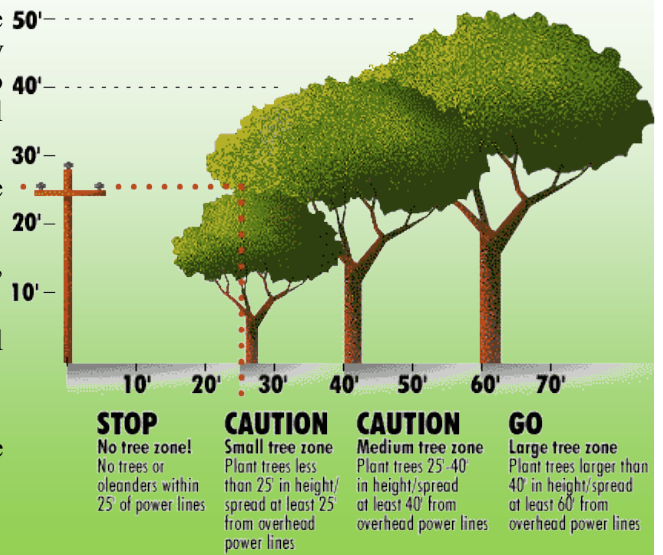
Trimming or removal of trees on private property is the property owner's responsibility. BPU will temporarily remove and replace the property owner's service wires to accommodate the tree trimming or removal during normal business hours.

BPU requires 24 hours notification to temporarily remove the service wires.

If you would like to be put on the winter tree trimming list, Please call the repair office, at (218) 829-2193.

In addition, please keep shrubs and structures 12 feet from all sides of transformers, junction boxes, and/or any BPU Utility box. We need room to work safely on these devices.

Obstructions may be damaged or removed during service restoration or maintenance and will not be replaced.



SECURITY LIGHTING

BPU offers a security lighting program. Security lighting illuminates possible safety hazards to make your property safe at night, and protects your home or business by discouraging vandalism, theft, and burglary.

Security lighting is available to residential, commercial and industrial customers. BPU maintains the security light.

This service is offered for a monthly fee of \$12.00 plus tax per security light. Call us today to sign up for this program at 829-2193.

HEATSHARE

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, click on "other & Adobe", then click on "Heat Share". Or go to <http://salvationarmynorth.org/programs-that-help/basic-needs/heatshare/>

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.**

BPU Account Number: _____ Customer Phone # _____

Customer Name: _____

Customer Address: _____ Brd, MN 56401

Customer Signature: _____

Date: ____/____/2017

