

BRAINERD PUBLIC UTILITIES

Business Number: 829-8726 @ Your Service Repair Number: 829-2193



Electricity—Water—Wastewater—Hydro—Electricity—Water—Wastewater—Hydro—Electricity—Water—Wastewater—Hydro—Electricity—Water—Hydro

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 CTY SOCIAL SERVICES

824-1250

SALVATION ARMY

829-1120



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 and commercial 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.



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.

You can make a credit card payment with your Visa or MasterCard. Automated phone system available 24 hours.
829-8726

All Electrical Work

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



Gopher State One

Call Gopher State One at 1-800-252-1166 for water & electric locations 48 hours before digging begins.



American Public Power Association



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.



MyMeter provides critical energy usage information to allow both commercial and residential customers to manage and reduce energy costs in their homes and businesses.

MyMeter delivers energy information via a simple and intuitive interface. This makes it easy for you to see how factors, such as outside temperature, occupancy, and equipment use impact your usage patterns.

In addition to electric usage, MyMeter tracks water use, allowing you to see your daily water consumption. You can set markers, so if an abnormal amount of water use is detected by your meter, you can be notified of a possible leak, which can ultimately save you from receiving a high water bill.

MyMeter is conveniently accessed through the home page of BPU's website at www.bpu.org. Customers can log into MyMeter with their account number, name and email address.

You can make BPU On-line payments at www.bpu.org



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:** ____/____/2019