

Business & Repair Office  
7:00 am-3:30 pm

Business Number ▼  
829-8726  
Repair Number ▼  
829-2193

# Brainerd Public Utilities

December 2019 | Vol. 31 | No. 12

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

## UTILITY PAYMENTS RECEIVED BY PHONE: 829-8726, Option 3

Brainerd Public Utility customers can now pay their utility bill through an automated payment system.

When you call to make your payment, you will be transferred to an automated voice prompt that will direct you through a menu to process your payment quickly and efficiently by using a checking account, credit card, or debit card.

**PLEASE NOTE:** You will need to know your BPU account number to use the automated system.

## "FLUSHABLE" BATHROOM WIPES

Just because you can flush it doesn't mean you should.

Popular bathroom wipes-pre-moistened towelettes that are often advertised as flushable—are being blamed for creating clogs and backups in the sewer systems. To help eliminate these backups, please dispose of these wipes by placing them in the trash can instead of flushing them down the toilet.



Wipes are not the only thing clogging systems; fats, oils, grease, rags, and paper are the top five things that should not be flushed down the toilet.

## UPDATE PHONE NUMBERS

When possible, BPU has phones answered by staff 24 hours a day, however during large power outages, our automated phone handling system takes over. We also use an automated phone messaging system when we have planned power outages.

Updated phone numbers help us reach you, our customers.



### VERBIAGE THAT CUSTOMERS HEAR WHEN CALLING AUTOMATED SYSTEM

Welcome to BPU automated utility bill payment system

BPU accepts payments from VISA, MasterCard or electronic checks

Please enter 1<sup>st</sup> set of digits of your (BPU) account number before 1st dash - when complete press # key

Enter 2<sup>nd</sup> set of digits of account number between the dashes - when complete press # key

Now enter last 2 digits of account number after the 2<sup>nd</sup> dash - when complete press # key

System repeats account number and then says if correct press 1 or press 2 to re-enter

Enter billing zip code followed by # key

If correct press 1 or 2 to re-enter

Enter 10 digit day time telephone number (System repeats telephone number to customer)

If correct press 1 or 2 to re-enter number

Amount Due is \$ \_\_\_\_\_ Your due date is \_\_\_\_\_

Press 1 for credit cards – Press 2 for debit cards with Visa & MasterCard logo – Press 3 for electronic ck

System will ask customer to enter card information or if they press 3 it will ask for routing number and account no of checking account.

Enter amount you want to pay. Use \* key for decimal point

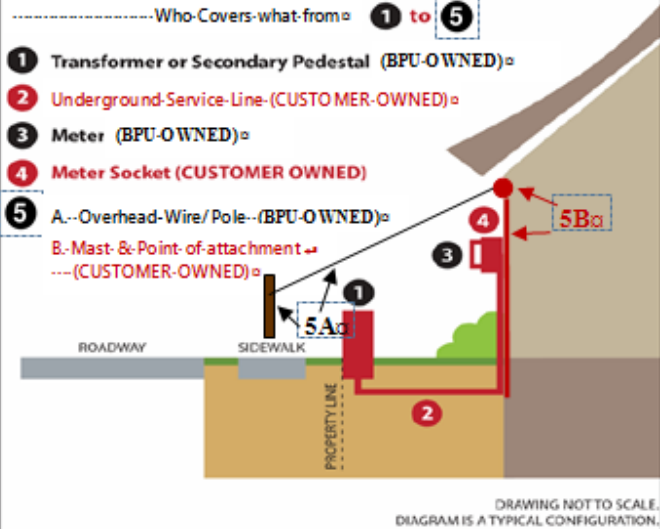
## GOPHER STATE ONE

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

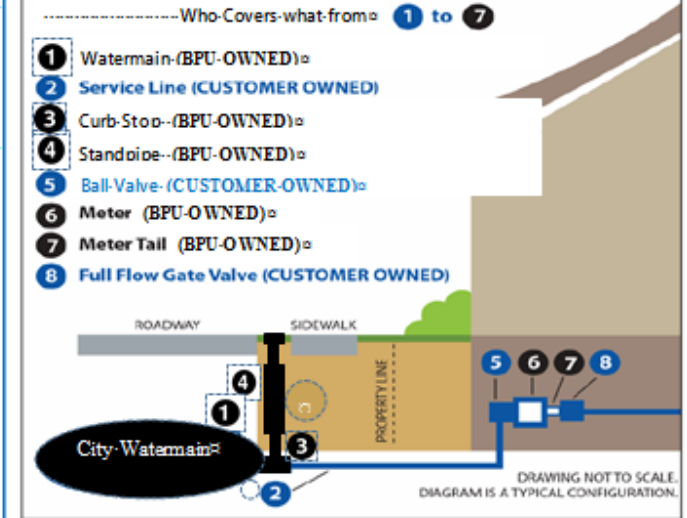
When we have a current telephone number we can also let you know when we see that you have water or electric consumption that is higher than normal, or other miscellaneous emergency situations. Please call us with your updated home and cell numbers.



## Underground and Overhead Electric Service



## Residential Water Service - 3/4" or smaller



## Direct Payment Plan

We are pleased to offer you the **Direct Payment Plan** for utility payments. With this plan your utility bill payment can be made automatically from your checking account, savings account, Visa or MasterCard.

### The Direct Payment Plan will help you in several ways:

- Saves time – fewer checks to write.
- No late payments. Your payment is always on time, even if you're on vacation or out of town, helping to maintain good credit.
- Saves postage.
- Easy to sign up for, easy to cancel.
- No late payment charges.

### Here's how the Direct Payment Plan works:

- You will continue to receive your monthly bill each month, allowing you to review the charges.
- Your payment will be automatically deducted on the due date of your bill.
- Payments can be made from your checking account, savings account, Visa or MasterCard.

To take advantage of this service, complete the bottom of this form & return it to Brainerd Public Utilities, PO Box 373, Brainerd, MN 56401.

### AUTHORIZATION FOR DIRECT PAYMENT

I authorize Brainerd Public Utilities and the financial institution named below to make automatic payments from the account I have specified on this authorization form. I understand that this authority is to remain in effect until cancelled in writing by myself, Brainerd Public Utilities, or the financial institution designated. If utilizing direct payment from a checking account I have attached a voided check showing my account number and routing transit/ABA number.

Brainerd Public Utility Account number as it appears on my utility bill \_\_\_\_\_

Customer's Name \_\_\_\_\_ Phone # \_\_\_\_\_

Customer's Address \_\_\_\_\_

Account type: Checking  Savings  Visa  Master Card

Bank Account # \_\_\_\_\_ Routing Transit/ABA # \_\_\_\_\_

Credit Card # \_\_\_\_\_ Expiration date: \_\_\_\_\_ Security code: \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Contact Kara at Brainerd Public Utilities with any questions: PO Box 373, Brainerd, MN 56401, or 218-825-3201.

**WRITTEN 30 DAY NOTICE NEEDED TO BE TAKEN OFF BANK DRAFT PAYMENT**

Direct Payment