

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

COVID-19 Utilities Core Response



Brainerd Public Utilities (BPU) continues to be committed to provide safe and reliable electric, water, and wastewater services during the COVID-19 pandemic. As part of our commitment to keeping our customers and employees safe from the spread of the coronavirus, BPU still has limited access to our buildings. We have found that we can still serve our customers with their needs by using our drive thru window, which is open 7:00 am – 3:30 pm, Monday through Friday.

The BPU Commission knows that some customers are facing financial hardship through this challenging time, so they have chosen to extend the Cold Weather Rule through July 15 for residential customers. Also, there are no penalties being charged during this time for all our customers. BPU has suspended electric disconnects and water shut offs, but we encourage you to stay up to date with your payments, to avoid building up a large balance that will make it harder to pay off once disconnection of service resumes. If you are unable to pay your bill, please call 825-3223 to make a payment arrangement.

Delinquent notices will be sent to inform people what they are past due. If you should receive one, please contact the following agencies to see if they can help pay the electric portion of your bill.

- Lutheran Social Services – 829-5000
- Salvation Army – 829-1120
- Bridges of Hope – 825-7682
- Crow Wing Social Services – 824-1250
- St. Vincent De Paul – 218-656-0345

As a reminder, we encourage our customers to make their payments by:

- using our four drop boxes throughout Brainerd (Please do NOT use cash)
- online through our website, www.bpu.org
- calling 829-8726, option 3 to make an automated payment 24 hours a day



Call Gopher State One at 1-800-252-1166 for water and electric locations before digging. All requests for locations must be made by calling the above number at least 48 hours before digging begins.

BOTTOM LINE Flushable Doesn't Mean Flushable

What can flushable wipes do?

- They clog pumps and pipe and can cause blockage
- They cause sewer overflows (Expensive to repair this damage)
- They can cause sewer backups into homes

Why is this happening?

- Improper labeling and false advertising of the word "Flushable"
- Companies blame consumers
- Many wipes that are flushed anyway

Planting Reminder

Please do NOT plant trees, shrubs, etc. within 10 feet of electrical transformers and/or junction boxes.



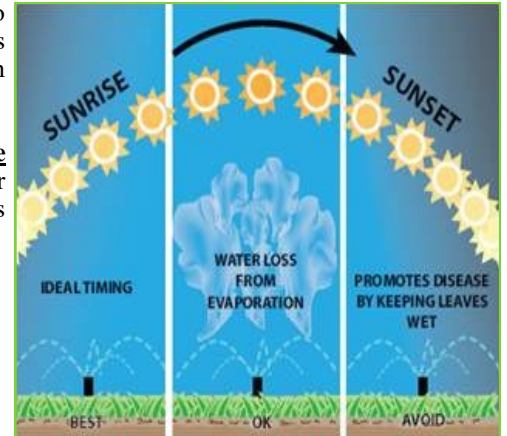
Summer Sprinkling Credit



Summer is coming and for all our residential customers who like to keep their lawns lush and green, and their gardens plentiful, BPU summer sprinkling rates will soon be in effect.

The sprinkling rate will begin after your meters have been read in May. This credit is applied to your sewer charges (waste treatment and waste collection) on the bills you receive in June, July, August, & September.

For the above months, your sewer charges will be billed on the monthly average water consumption of your bill from November, December & January.



Brainerd Public Utilities Automatic Bill Pay

Sign up for automatic bill pay and have your BPU bill automatically deducted from your checking, savings, Visa or MasterCard each month.

Automatic bill pay saves time, worry, aggravation, and money. You no longer have to worry about writing the check, mailing your payment, or driving to the BPU office to pay the bill, which will save money on postage and/or fuel. You never have to go out in bad weather to pay your bill, nor do you have to worry about your payment getting lost in the mail. The bill will always be paid on time, so you never incur late charges.

You will continue to receive your utility bill each month allowing to you to review your charges. The payment will be automatically deducted from your account on the due date of your bill.

AUTHORIZATION FOR AUTOMATIC BILL PAY

I authorize Brainerd Public Utilities (BPU) 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.

BPU Account number as it appears on my utility bill _____

Customer's Name _____ Phone # _____

Customer's Address _____

Checking/Savings Account

OR

Credit Card

Checking [] Savings []

Name on Acct _____

Bank Name _____

Bank Account # _____

Bank Routing # _____

Routing Number Account Number

22222222 000 111 555 4027

Visa [] MasterCard []

Cardholder Name _____

Account # _____

Expiration date: _____

If utilizing direct payment from a checking account I have attached a voided check showing my account number and routing transit/ABA number.

Signature _____ Date _____

Contact BPU with any questions at 218-825-3201. Return completed form to Brainerd Public Utilities, PO Box 373, Brainerd, MN 56401