



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

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

Financial Assistance

The uncertainty around the COVID-19 pandemic creates financial instability for many Minnesotans. Minnesota has financial assistance programs, resources, and information for those seeking to manage payments and provide for themselves and their families during this uncertainty.

The following resources are available if you, your family, or someone you know needs economic assistance. Find more information about income assistance from the [Department of Human Resources](#):

- **Bridge to Benefits**. This web-based screening tool can help you identify if you're eligible for public works programs, including SNAP, WIC, School Meal Program, Mn Health Care Programs, Energy Assistance, & Child Care Assistance.
- **ApplyMN**. This web application can connect you with state and county services to help meet your and your family's basic needs. Use it to apply for [cash assistance](#), [Supplemental Nutrition Assistance Program \(SNAP\) benefits](#), [child care assistance](#), and Emergency Assistance. Call 651-431-4000 for questions.
- **Emergency Assistance**. Your household may be eligible for assistance to cover emergency needs, such as help paying rent or utility bills. Contact your [county or tribal human services agency](#) to learn about availability, eligibility, and how to apply.
- **Community Action Agencies**. This site gathers local, state, federal, and private resources that can help individuals and families with low incomes.
- **COVID-19 Financial Assistance for Veterans**. A variety of grants and resources are **available** for veterans and their spouses, who are affected by the COVID-19 pandemic.



For more information online. <https://mn.gov/covid19/for-minnesotans/get-help/financial.jsp>

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.

mymeter

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.



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.



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 Email _____

Customer Name: _____

Customer Address: _____ Brd, MN 56401

Customer Signature: _____ Date: ____/____/2020