

Electricity - Water - Wastewater - Hydro

April 2026

**National Lineman Appreciation Day on April 18th**  
honors the men and women who work around the clock to keep the power going. If the power is on where you are reading this article, you likely have a lineman to thank.

**Notice of Payment Processing Fees**

Brainerd Public Utilities Commission has voted unanimously to implement a 3.50% processing fee for payments made by credit and debit card.

This fee is assessed by our payment processor and is intended to cover the cost of providing this convenient payment option. BPU does not retain any portion of this fee.

To avoid the processing fee, customers may continue to make payments by using cash, check, or electronic bank draft (ACH).

Additionally, E-checks will be a flat fee of \$1.95 per transaction.

We appreciate your understanding. If you have any questions, please contact our office at 218-825-8726.

**Important Reminder Call Before You Dig!**

Planning to dig on your property? Remember, many utility lines are buried underground and aren't visible. Before you start, call Gopher State One @ 800-252-1166 to request marking of any hidden lines

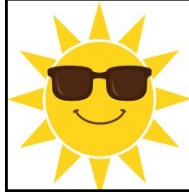


**BPU PHONE CONTACT NUMBER**

Moving in or out of a rental, or selling/purchasing a home or questions about a deposit	1-218-825-3200
Want to pay using a credit card (visa/MasterCard)	1-866-262-7653
Business/Billing Office	1-218-829-8726
Delinquent/Payment Arrangements	1-218-825-3223
Repair Office Maintenance of Utilities, power outages, water emergencies, trees in the lines, etc.	1-218-829-2193

Customers have the responsibility of informing BPU of any phone number changes /updates.

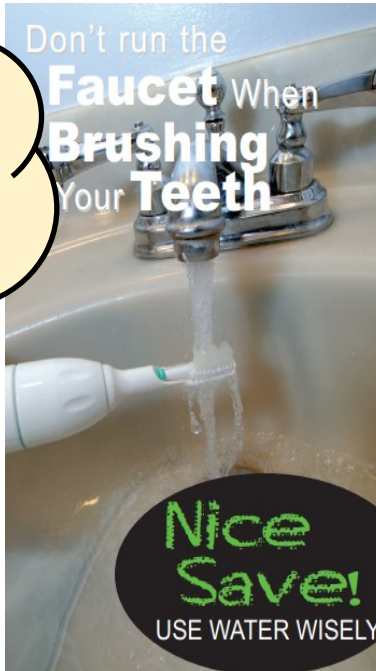
Call 218-825-3200 to make sure we have a current phone number for you.



### What not to flush

Paper towels, disposable diapers, flushable wet wipes, and feminine products cause many problems in the property owner's service as well as in the City main.

These products do not deteriorate quickly. They become lodged in portions of the service and main, causing sewer backups. These products should be disposed of in the garbage.



EPA estimates that the average U.S. citizen wastes 2 gallons daily on oral hygiene. That might amount to 600 million gallons daily! Don't run the faucet when you aren't using it. That's a 'nice save' for Minnesota's water future. It's important for each of us to save water, every day. Shutting off the faucet will help with water conservation. For more easy tips to save water in Minnesota, visit: [www.mrwa.com](http://www.mrwa.com).

- Brushing teeth uses 2 gallons (tap on).
- Hand washing uses 2 gallons (tap on).
- Tub bathing uses 40 gallons (full).
- Showering uses 5 gallons per minute.
- Toilet flushing uses 5-7 gallons.
- Shaving uses 3-5 gallons (tap on).

Unused running water is like connecting a drain to your tap; wasting water!

Minnesota Rural Water Association \* 800-367-6792

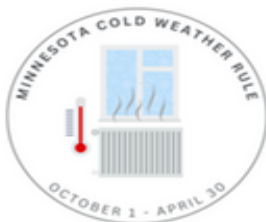
### MOVING?

Please notify our office at least one day in advance by calling 218-825-3200.

We also ask that you provide us with a forwarding address for your final bill.

If you are selling your property, you must provide us with the new owner's name before we can close your account. If you are an existing customer

moving to another residence within our service area, you will need to complete a new application and submit all required documentation. The application for service is available on our website at [www.bpu.org](http://www.bpu.org).



### Cold Weather Rule ends April 30

Minnesota's Cold Weather Rule (CWR) protections end April 30. After this date, customers with past-due balances who are not on a payment arrangement may be subject to disconnect. Utilities may resume shutoffs for nonpayment, making it important to act now.

#### What to know and do:

- Disconnection risk: Service may be shut off for nonpayment after April 30 if no new payment arrangement is in place.
- Assistance available: The Energy Assistance Program, including help with current bills and crisis funds for past-due balances – accepts applications through May 31. Please contact Lutheran Social Services at 218-829-5000 to apply.