



BRAINERD PUBLIC UTILITIES

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Application for Service

BPU_POL_2005-08

Latest Revision/Effective Date: April 28, 2026

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I. Purpose

This policy establishes best practices and consistent treatment for applications of service.

II. Scope

This policy establishes the requirements and conditions under which customers may initiate, maintain, or re-establish utility service with Brainerd Public Utilities (BPU). It applies to all residential and commercial applicants and customers seeking electric and/or water service within BPU's service territory.

The policy defines application requirements, documentation standards, payment obligations, and account responsibilities necessary to receive service. It also outlines the conditions under which service may be denied, delayed, or disconnected due to non-compliance.

This policy governs all new service requests, transfers of service, reconnections, and situations involving outstanding balances or rental properties. Failure to comply with the requirements set forth in this policy may result in denial or disconnection of service and may subject the customer to additional administrative or legal action.

III. Definitions

Applicant: An individual or business entity that submits a request to establish, transfer, or re-establish utility service with Brainerd Public Utilities (BPU).

Customer: An individual or business entity that has an active utility service account with BPU and is responsible for all charges and compliance with applicable policies.

Utility Service Application: The official form required to request initiation, transfer, or reconnection of electric and/or water service, which must be completed in full and submitted with all required documentation. One of two formats: residential or commercial dependent on applicant need.

Valid Photo Identification: A government-issued identification document that

includes a photograph, such as a driver's license, state identification card, or passport, used to verify the identity of the applicant.

Lease Agreement: A signed legal document between a landlord and tenant that establishes occupancy of a rental property and is used to verify residency and account responsibility.

Account Holder: The individual or entity in whose name the utility service account is established and who is financially responsible for all charges associated with the account. The account holder is the primary individual responsible for charges associated with the utility use.

Unauthorized Use of Service: The use of utility service without an approved application, without fulfilling policy requirements, or after service has been disconnected, which may result in immediate disconnection and/or legal action.

Reconnection: The restoration of utility service following a disconnection, which may require completion of a new application, payment of outstanding balances, and payment of applicable fees.

Outstanding Balance: Any unpaid charges, fees, or past-due amounts owed to BPU by an applicant or customer, including prior bad debt.

Payment Arrangement: An approved agreement between BPU and a customer to satisfy an outstanding balance over time under specified terms and conditions, subject to approval by the Credit & Collections Representative.

Fee Schedule: The official listing of charges approved by BPU for services, including but not limited to reconnection fees, meter replacement costs, and other administrative or service-related fees.

Service Territory: The geographic area in which BPU provides electric and/or water utility services.

Disconnection of Service: The termination of utility service due to non-compliance with policy requirements, non-payment, or unauthorized use, in accordance with applicable regulations and procedures.

IV. Policy Statement

The provision for customers to receive utility service from BPU shall be contingent upon the customer complying with the following policy requirements. These policy requirements can be amended when deemed necessary in the future.

- All applications for utility service must be completed in full and filed at BPU's business office.
- A new application for service may be required to re-establish a disconnected service.
- A new application for service will be required for any change of residence or business.
- All previously incurred bad debts to BPU must be paid in full or arrangements made (at the discretion of credit/collections rep) before a new application for service will be accepted.

- If renting a residence, the utility service will remain in the landlord's name until BPU has received the tenant's completed application for service, a copy of their driver's license or photo ID, and a copy of the signed rental lease.
- All names listed on lease that are not dependents of the main applicant must be included on the Utility Billing Application and will be noted on account.
- If an occupant listed on the lease moves out, a copy of an updated lease or a lease addendum reflecting the change in occupancy is required.

Any customer that does not comply with the above list of requirements will be considered an unauthorized user of BPU's utility service and subject to immediate disconnection of service without further notice and/or legal action.

V. Procedures

Business Office Support: Business Office Support serves as the primary point of contact for customers and is responsible for the intake, review, and verification of all utility service applications. Key responsibilities include:

1. Provide the appropriate application and ensure all required fields are completed.
2. Verify all required documentation, including valid photo identification and lease agreements where applicable, and confirm consistency with the application.
3. For rental properties, confirm the lease is valid and that all non-dependent occupants are included on the application.
4. Upon completion of verification, document, scan, and route the application to the Billing Representative.
5. Communicate service requirements, applicable fees, and next steps to the customer, and refer balance or payment arrangement questions to the Credit & Collections Representative.

Billing Representative: The Billing Representative is responsible for account creation and service initiation following receipt of a fully verified application. Key responsibilities include:

1. Perform a final review for completeness from a system-entry perspective.
2. Establish the account in the billing system and apply all applicable fees per the approved fee schedule.
3. Coordinate with the Credit & Collections Representative if prior service history or outstanding balances exist.
4. Initiate service connection or reconnection once eligibility is confirmed.
5. Ensure all documentation is linked to the account and maintain accurate records and notes.

Credit & Collections Representative: The Credit & Collections Representative is responsible for determining service eligibility based on account history and payment status. Key responsibilities include:

1. Review account history for outstanding balances or prior bad debt.
2. Require full payment of outstanding balances or approve payment arrangements in accordance with established guidelines.
3. Document all payment arrangements within the customer account.
4. Communicate account clearance or restrictions to the Billing Representative.
5. Identify unauthorized use of service, initiate disconnection procedures when necessary, and coordinate escalated collection or legal actions with management.

Reconnection and Service Restoration: Reconnection or restoration of service requires coordination across all roles to ensure all conditions are met. Required steps include:

1. Confirm a verified application is on file and all documentation has been accepted.
2. Verify outstanding balances are resolved or approved arrangements are in place.
3. Confirm all applicable fees have been paid.
4. Billing Representative initiates reconnection.
5. Business Office Support communicates timing and next steps to the customer.

Exceptions and Escalation: Any deviation from these procedures requires supervisory approval. Situations involving disputes, complex account history, or repeated non-compliance must be escalated to management for review and direction.

VI. Roles and Responsibilities

Business Office Support

Business Office Support serves as the primary point of contact for customers and is responsible for the intake and verification of all utility service applications. This position ensures that applications are fully completed and that all required documentation, including valid photo identification and lease agreements where applicable, is received and verified for accuracy and consistency. Business Office Support confirms that all non-dependent occupants listed on a lease are included on the application, answers general questions regarding service requirements and fees, and ensures customers understand the steps required to establish service. Once verification is complete, all materials are properly documented, scanned, and routed to the Billing Representative for account creation.

Billing Representative

The Billing Representative is responsible for establishing and maintaining customer accounts following receipt of a fully verified application from Business Office Support. This includes reviewing submitted materials for completeness from a system-entry perspective, creating the account within the billing system, and applying all applicable fees in accordance with the utility's fee schedule. The Billing Representative coordinates with the Credit & Collections Representative to confirm eligibility when prior account history or outstanding balances exist and initiates service connection or reconnection once all requirements have been satisfied. This role also ensures that all

documentation is properly linked to the account and that accurate records and notes are maintained.

Credit & Collections Representative

The Credit & Collections Representative is responsible for reviewing customer account history to identify outstanding balances or prior bad debt and determining eligibility for new or re-established service based on payment status. This position has the authority to require full payment or approve payment arrangements in accordance with established guidelines and documents all agreements within the customer account. The Credit & Collections Representative communicates account clearance or restrictions to the Billing Representative, supports enforcement of the policy by identifying unauthorized use of service, and initiates disconnection procedures when necessary. This role also coordinates escalated collection efforts or legal actions with management when appropriate.

VII. Compliance and References

Not applicable

VIII. Associated Forms and Attachments

Residential and Commercial Service Applications accompany this policy.

IX. Review and Update Schedule

This policy will be reviewed on an as needed basis.

The policy was first adopted in December of 2005 and revised on April 28, 2026.

X. Approval and Authority

The BPU Commission approves this policy.