



BRAINERD PUBLIC UTILITIES

8027 Highland Scenic Rd • P.O. Box 373 • Brainerd, Minnesota 56401
Business Office: 218.829.8726 ■ *Repair Service:* 218.829.2193
www.bpu.org

Utility Service Turn On Fee

BPU_POL_2007-11

Latest Revision/Effective Date: March 31, 2026

Original Adoption Date: October 30, 2007

I. Purpose

The purpose of this policy is to outline the utility service turn on fee and when it is applied on account.

II. Scope

This policy applies to all customers with a service connection.

III. Definitions

Customer: The individual or entity listed on the utility account responsible for payment of utility services, including tenants, property owners, or authorized representatives.

Property Owner: The legal owner of record for the residence or commercial property receiving utility service. The property owner may be held responsible for charges if no active customer account exists or in accordance with Brainerd Public Utilities (BPU) policies.

Utility Service Turn-Off (Disconnection): The intentional shutoff of service at a residence or business at the request of the customer or property owner, excluding shutoffs initiated by BPU for nonpayment, maintenance, or emergency purposes.

Utility Service Restoration (Turn-On): The reactivation of a service following a requested disconnection. Restoration occurs only after all applicable conditions, including payment requirements, are satisfied.

Turn-On Fee (Service Reconnection Fee): A charge assessed by BPU for restoring utility service after a customer-requested disconnection. The fee amount shall be established in and governed by BPU's current fee schedule.

Fee Schedule: The official, Board-approved listing of rates, fees, and charges established by BPU for services provided, as amended from time to time.

IV. Policy Statement

When a customer requests their service be turned off at a residence or business, the customer or owner of the property will be charged a fee in accordance with BPU's fee schedule when the service is turned back on.

The fee will be billed to the customer on their monthly bill; however, BPU reserves the right to require payment before the service is restored.

V. Procedures

Staff will bill the turn on fee in accordance with the fee schedule.

VI. Roles and Responsibilities

The Administrative Assistant/Dispatcher, Operations Manager, Electric Crew Chief, or Water Distribution Crew Chief will inform Billing Specialist of necessary charges per the fee schedule when the service order is prepared.

VII. Compliance and References

To meet Commission guidance.

VIII. Associated Forms and Attachments

None.

IX. Review and Update Schedule

This policy will be reviewed bi-annually.

X. Approval and Authority

The Public Utilities Commission is responsible for approving this policy and providing governance oversight.