



BRAINERD PUBLIC UTILITIES

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Access to Premises to Service/Repair Utility Meters

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Latest Revision/Effective Date: March, 31, 2026

Original Adoption Date: November 24, 2009

I. Purpose

The purpose of this policy is to outline the rights Brainerd Public Utilities (BPU) has to equipment within the customers premises.

II. Scope

This policy applies to all customers with BPU equipment within their premises.

III. Definitions

Access: The entry by BPU personnel onto a customer's property, residence, or business, at reasonable times, for purposes related to the operation, maintenance, inspection, reading, repair, or replacement of utility-owned equipment, or for other activities necessary to administer service.

Reasonable Times: Hours that are customary for business operations, generally during normal working hours, unless otherwise required due to operational needs, customer coordination, or emergency conditions.

Customer: The property owner, tenant, or account holder who receives utility service from BPU and is responsible for compliance with applicable policies, ordinances, and service requirements.

Residence or Business: Any structure or premises, whether residential, commercial, or industrial, that is connected to and receives service from BPU.

Utility Meter: A device owned by BPU used to measure consumption for billing and operational purposes, including all associated components, connections, and appurtenances.

Inspection: The examination of a meter or related infrastructure to verify accuracy, condition, compliance, or proper operation.

Repair: The act of correcting, fixing, or restoring a meter or associated equipment to proper working condition.

Replacement: The removal and installation of a meter or associated equipment when it is no longer functional, accurate, or compliant with BPU standards.

Notice: A written or electronic communication issued by BPU to the customer identifying the need for access, the purpose of entry, and a specified timeframe for response or coordination.

Due Date: The date specified in the notice by which the customer must respond or make arrangements with BPU to provide access or resolve the identified issue.

Access Arrangement: A mutually agreed upon date and time between the customer and BPU to allow entry for the stated purpose.

Service Turn Off: The discontinuation of service by BPU due to the customer's failure to provide required access or comply with the notice, in accordance with applicable policies and regulations.

Applicable Charges: Fees or costs assessed to the customer related to service turn off, restoration, additional visits, or other actions, as established in the BPU approved fee schedule.

Fee Schedule: The officially adopted schedule of rates and charges approved by the Commission, which establishes the costs associated with services, penalties, and administrative actions.

Other Reasonably Necessary Purposes: Activities determined by BPU to be required for the safe, reliable, and compliant delivery of service, including but not limited to system maintenance, investigation of irregular usage, verification of service conditions, or response to potential hazards.

IV. Policy Statement

BPU has the right to access a customer's residence or business at reasonable times, whether it is for the reading, inspection, repairing and/or replacing of a utility meter; or for some other purpose reasonably necessary for the proper administration of the utility service.

A notice will be sent to the customer stating the reason why BPU needs to have access to the utility meter. If the customer does not respond back by the due date on the notice, to make arrangements with BPU to correct the problem, BPU has the right to turn the service off until access is gained any applicable charges will be billed in accordance with the approved fee schedule.

V. Procedures

Customers will be notified of the need to enter the premises via a door hangar, phone call, e-notice delivery, or a combination there of, to schedule an appointment with utility staff to enter the premises for the work that needs to be performed.

Once permission is gained multiple staff will enter the premises to perform the necessary work.

VI. Roles and Responsibilities

Staff will work with the administrative assistant/dispatch to schedule times with the customer to access the premises as needed.

VII. Compliance and References

See MN §7820.31.

VIII. Associated Forms and Attachments

Door hangars as applicable.

IX. Review and Update Schedule

This policy will be reviewed at the time of a law change under Minnesota states or as needed based on changes in City ordinance, code, or metering upgrades.

X. Approval and Authority

The Brainerd Public Utilities Commission approved this policy on March 31, 2026.