



BRAINERD PUBLIC UTILITIES

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Reconnection of Utility Services

BPU_POL_2016-20

Latest Revision/Effective Date: September 29, 2026

Original Adoption Date: January 24, 2017

I. Purpose

To establish clear, consistent operational and financial requirements for restoring utility services to a customer after disconnection has occurred due to non-payment of a utility bill.

II. Scope

This policy applies to all residential and commercial customers of Brainerd Public Utilities (BPU) and remains in effect for all 12 months of the calendar year.

III. Definitions

AMI: Advanced Metering Infrastructure; technology utilizing smart meters that allows remote meter reading and remote connection/disconnection capability via the business office utility software.

Disconnect Notice: The official written notice sent to a customer indicating that utility services are subject to termination due to past-due balances.

Reconnect Fee: The standard administrative and operational fee assessed for restoring a disconnected service, as regulated by BPU Policy No. 2005-10.

IV. Policy Statement

To have utility services restored after a customer has been disconnected for non-payment, the customer must settle their account requirements by the designated cutoff time. Payment must be made directly to the BPU Business Office by 3:00 PM, Monday through Friday, to get service(s) reconnected on the same day. For payments received after 3:00 PM, service(s) may not be reconnected until the following business day.

V. Procedures

1. **Payment Verification:** Prior to authorizing any service restoration, the customer is required to pay the full amount shown on the Disconnect Notice plus the applicable reconnect fee(s) for each service disconnected.

Payment needs to be made with a money order, by credit card or with cash. Checks will not be accepted for reconnection of services.

2. Electric Service Reconnection: Once the required payment is processed by 3:00 PM, authorization will be sent to restore power. Reconnection will be executed through Advanced Metering Infrastructure (AMI) remote disconnect/reconnect capabilities.
3. Water Service Reconnection: Once the required payment is processed by 3:00 PM, a field crew will be dispatched to manually restore the physical water connection.
4. Late Payments: Payments received after the 3:00 PM deadline will be queued for reconnection on the next consecutive business day.

VI. Roles and Responsibilities

BPU Business Office

Responsible for verifying account balances, accepting payments for the amounts shown on Disconnect Notices, collecting fees, and initiating same-day reconnection workflows before 3:00 PM.

BPU Field Staff

Responsible for dispatching and physically turning services back on when notified before cutoff and maintaining the integrity of AMI network routing.

VII. Compliance and References

In accordance with Policy No. 2005-10 Disconnection of Utility Services.

VIII. Associated Forms and Attachments

Delinquency notification letters and Disconnection Notices generated following nonpayment of billing cycles.

IX. Review and Update Schedule

This policy will be reviewed at the time of a law change or Commission direction.

X. Approval and Authority

The Brainerd Public Utilities Commission initially approved this policy on January 24, 2017, with latest revision approval on September 29, 2026.