

Disconnection of Service



Mike A. President



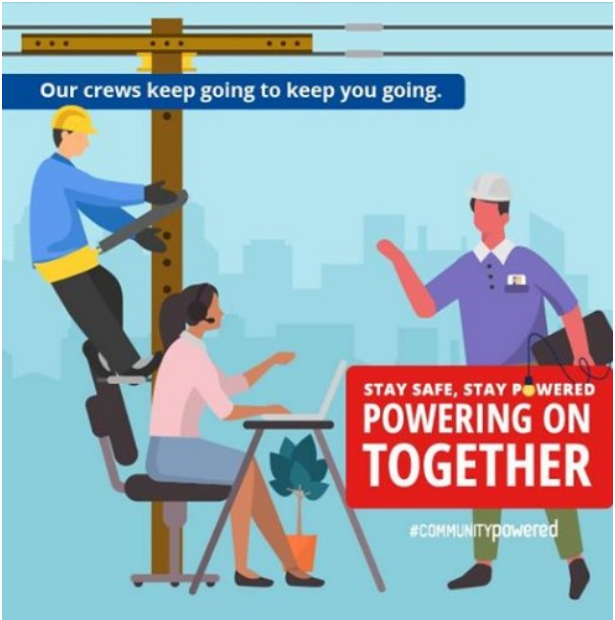
Tad J. Vice. President

The Brainerd Public Utilities (BPU) Commission met on June 30, 2020 and made the decision to no longer extend the Cold Weather Rule after July 15, 2020. Therefore, BPU will resume electric disconnects and water turn offs.

Disconnection notices are now being sent to delinquent customers. BPU has set the following guidelines:

- Customers, who are delinquent, will be allowed to make a payment arrangement to pay the past due amount. If necessary, the payment arrangement can be extended for six months.
- Current charges will have to be paid each month, along with the payment for the past due amount.
- The first payment will have to be paid by August 14, 2020, or your electric and/or water service will be turned off without any further notice.
- If a payment arrangement is not made or the past due amount is not paid, your utility services will be turned off without any further notice.
- If you fail to make the payment on your arrangement, your electric and/or water service will be turned off without any further notice.

IF YOUR ELECTRIC OR WATER SERVICE IS TURNED OFF, THE ENTIRE BALANCE OF YOUR UTILITY BILL WILL HAVE TO BE PAID BEFORE YOUR SERVICE(S) WILL BE TURNED BACK ON.




Water your lawn during the early morning or later evening time to reduce evaporation and to be more efficient with your water use.

WHAT DOES NOT GET MARKED

Private underground facilities, such as private utility lines and private distribution networks, do not get marked by facility operators. When a property owner or tenant has any type of private underground facility, they are responsible to locate those facilities or hire someone to locate them. *For more examples of private facilities please consult the [Gopher State One Call handbook](#).*

PRIVATE FACILITIES: WHAT DOES NOT GET MARKED

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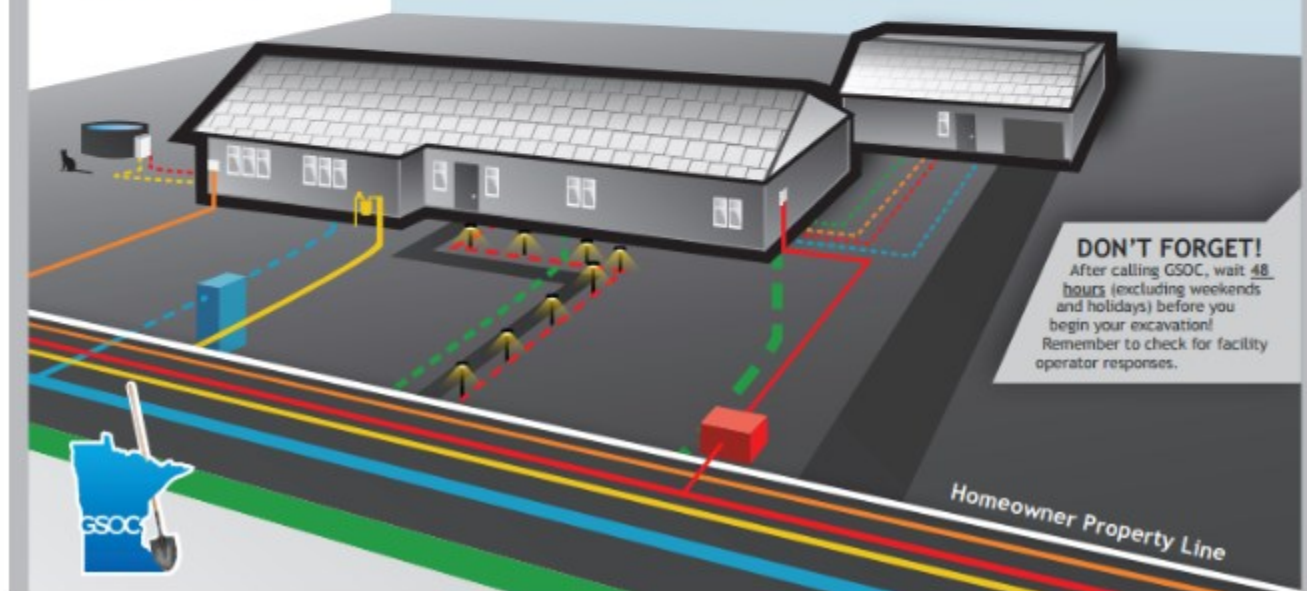
-  ELECTRIC
-  GAS, OIL, AND PROPANE
-  PHONE AND CABLE
-  WATER
-  SEWER

Customer-owned lines usually include any that serve outbuildings, hot tubs, security lighting, pools, and natural gas grills.

The free locating service available through Gopher State One Call (GSOC) applies **ONLY** to public facility operators. The diagram below shows a variety of utilities, some owned by the utility and some by the homeowner.

Those utilities marked by dotted lines are typically owned by the property owner. Those lines will **NOT** be marked by contacting GSOC. Private locating services will mark these for a fee.

For information on private locating companies
www.gopherstateonecall.org/about-gsoc/industry-directory



**Call Gopher State One at
1-800-252-1166
for water and electric locations
before digging.
All requests for locations
must be made by calling the above number
at least 48 hours
before digging begins.**

Call before you dig. The markings and flags could save your life.