

## Blooming Prairie Public Utilities

### Billing Policy

All customers applying for service must complete and sign an application for service and provide valid identification

Meter deposits are required for all renters and contract for deed customers. The standard meter deposit is \$175 and must be paid before services will be started. Commercial customers are required to make a deposit of equal to two months peak usage. BPPU may require a larger deposit at our discretion when a customer has been identified as a credit risk. Deposits are held in a savings account earning interest annually. The interest rate is the current rate set by the MN Department of Commerce. Deposits will be applied to the customer's final bill with the remaining amount refunded.

Meters are read between the 18<sup>th</sup> – 21<sup>st</sup> of each month. Meters must be accessible to staff to read or a meter tag must be filled out and returned to the office. BPPU will have the right of access to the customers' premises at reasonable times for purpose of installing, reading, inspecting or repairing any meter, devices and other equipment used in connection with furnishing of any or all service or for the purpose of removing its property and for all other proper purposes.

Bills should be received by the 1<sup>st</sup> of each month and are due on the 10<sup>th</sup> of the month. Payments must be received by the 10<sup>th</sup> of the month to be considered paid on time. After the 10<sup>th</sup>, a 10% penalty will be added to any unpaid water and electric charges. Payments can be made in cash, check or credit card. We offer a drop box and online payment website for your convenience.

Delinquent notices are mailed on the 11<sup>th</sup> of the month listing the amount due and the disconnect date. Payments must be received at the BPPU office before the listed disconnect date to avoid disconnection. A \$20 collection fee will be added if field staff is sent to the customer's home or business for disconnection and they choose to pay the bill at that time to avoid disconnection. Reconnections during business hours of 7:30 AM – 4:00 PM (Monday – Friday) will be \$40. Reconnections after hours, weekends or holidays will be \$100. Services will be restored when the total balance plus reconnect fees are paid in full.

If an occupant has been disconnected for non-payment of utilities and another occupant applies for service at the same residence, a valid rental agreement or proof of ownership for the new tenant and valid identification must be provided before the service is restored along with a completed service application.

There will be a \$30 charge for any check that is returned to us due to insufficient funds. This includes online payments that are returned. Such checks must be replaced with cash only for the face amount of the check.

|                             | Residential Electric Rate | Residential Water Rate | Residential Sewer Rate | Commercial Electric Rate | Commercial Demand Rate | Commercial Water Rate | Commercial Sewer Rate |
|-----------------------------|---------------------------|------------------------|------------------------|--------------------------|------------------------|-----------------------|-----------------------|
| Base charge:                | 18.00/month               | 27.00/month            | 49.23/month            | 25.00/month              | 10.25/demand kW        | 23.00/month           | 64.53/month           |
| All usage:                  | .1380/kWh                 |                        | 4.2625/1000 gal.       |                          | .0980/kWh              |                       | 4.2625/1000 gal.      |
| First 2000 kWh              |                           |                        |                        | .1360/kWh                |                        |                       |                       |
| Excess over 2,000 kWh       |                           |                        |                        | .1310/kWh                |                        |                       |                       |
|                             |                           |                        |                        |                          |                        |                       |                       |
| Maximum charge:             |                           |                        | 75.00/month            |                          |                        |                       |                       |
| First 50,000 gallons:       |                           | 4.75/1000 gal.         |                        |                          |                        | 4.25/1000 gal.        |                       |
| Excess over 50,000 gallons: |                           | 2.75/1000 gal.         |                        |                          |                        | 2.75/1000 gal.        |                       |

## **Notice of Privacy Practices**

**This notice describes how private information about you may be used and disclosed and how you can get access to this information. Please review it carefully.**

You have privacy rights under the Minnesota Government Data Practices Act (MGDPA). This law protects your privacy, but also lets us give information about you to others if a law requires it. We collect this information in order to start a file on your service account with us. It also helps us: to tell you apart from other people with the same or similar name; to collect money from other agencies, such as SEMCAC or Human Services, if they should pay for your services; to be able to contact you in the event of a problem with your service. Generally, the law does not say you have to give us this information. However, without the information, we may not be able to help you obtain necessary services. We may give the information about you to the following agencies, if they need it for investigations or to help you or help us help you.

- Appropriate city employees who have a bona fide need for the data
- MN Department of Human Services or anyone under contract with the MN Department of Human Services
- Anyone under contract with the MN Department of Commerce in the administration of the LIHEAP program
- Employees or volunteers of any welfare agency who need the information to do their jobs
- County attorney, attorney general or other law enforcement officials
- Guardian, conservator or person who has power of attorney for you
- Others who may pay for your services
- A Third Party if a Third Party Notification is on file in our office
- Credit Bureaus or Collection Agencies, if you do not pay fees you owe to us for services
- Anyone else to whom the law says we can give the information

You may ask if we have any information about you and get copies. You may have to pay for the copies. You may give other people permission to see and have copies of private information about you. Unless we get special written permission from you, we will only use your information for the purposes listed on this form. You may question (in writing) the accuracy or completeness of any information we have about you.

## **TENNESSEN WARNING**

You are being asked to provide the Utilities with your social security number on the attached Application for Utility Service. Your social security number is private data pursuant to Minnesota Statutes Section 13.355. Private data is information which generally cannot be given to the public but can be given to the subject of the data.

The reason that the Utilities is requesting that you provide it with your social security number is to allow the Utilities to be able to file a claim with the Minnesota Department of Revenue in order to recapture any delinquent utility amounts through tax refunds. The Utilities will only take this action in the event that your utility account becomes delinquent and it does not receive payment from you.

You are not required to supply this information and you may still receive utility services in the event that you do not provide it.

The Minnesota Public Utilities Commission regulates this utility and is available for mediation upon written request.

MN Public Utilities Commission, 121 7<sup>th</sup> Place East, Suite 350 St Paul, MN 55101-2147 Phone 651-296-7124