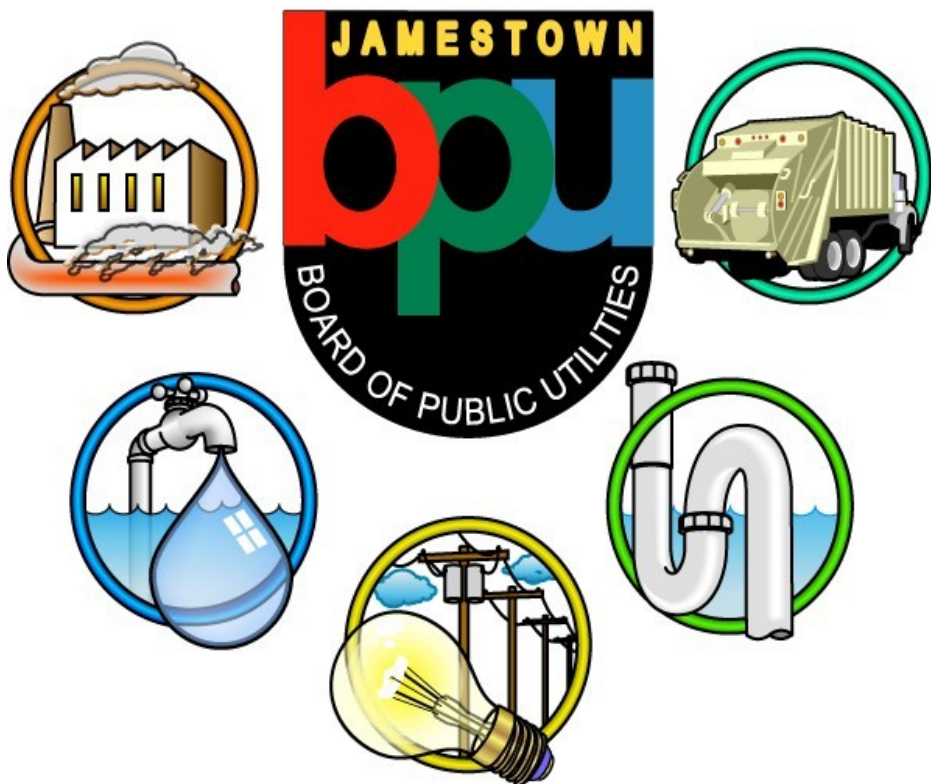


Jamestown, NY, Board of Public Utilities



CUSTOMER HANDBOOK

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WELCOME TO THE CITY OF JAMESTOWN, NY BOARD OF PUBLIC UTILITIES!



The Samuel Carlson Electric Generating Station (136 Steele Street) and the BPU Operations Center (92 Steele Street, Jamestown, NY)

This handbook is designed to introduce you to the City of Jamestown Board of Public Utilities and provide information concerning the BPU's many services. It contains several important telephone numbers, as well as critically important advice for various situations. Please keep this booklet handy so that you may use it for future reference. The Jamestown BPU wishes to thank its customers for their many years of support and promises many more years of quality service to the residents of the City of Jamestown and the surrounding communities.

The BPU is a municipally-owned utility, meaning that it is owned by the community where it resides. In fact, the BPU is the largest generating municipally-owned utility in New York State and is one of the most successful municipally-owned utilities in the country.

The mission of the Jamestown Board of Public Utilities is to provide environmentally sound, efficient, cost-effective electric, water, solid waste, wastewater and district heating/chilling services while actively encouraging the economic growth and development of its community.

The BPU is dedicated to serving the electric, water, wastewater, solid waste and district heating/cooling needs of the City of Jamestown, the Villages of Falconer, Celoron and Lakewood and parts of the Towns of Busti, Ellicott, Kiantone and North Harmony.

THE BPU BOARD

Established by the City Charter of 1923 as an independent city department, the Board is comprised of nine members, all of whom are residents of Jamestown. The Board includes two City Council representatives, the Mayor and the Director of Public Works (by virtue of their offices) and five citizens

appointed by the Mayor to terms of varying numbers of years. These citizens volunteer their time and expertise to set policy for the utility and advise the BPU staff. The Board elects its own Chairman and the Mayor is President of the Board, again, by virtue of the office.

BPU Board meetings are open to the public with time allotted for public comment at the beginning of each session. Meetings are held in the second floor Board Room of the BPU business offices, "D" Building, 92 Steele Street, Jamestown, at 12:30 noon on the fourth Tuesday of each month. Dates and times may vary and are available by calling (716) 661-1666 or by consulting the BPU website at www.jamestownbpu.com, where the meetings are listed under Meet the Board.

ABOUT THE BPU

The Jamestown Board of Public Utilities has five operating divisions - Electric, Water, District Heating and Cooling, Solid Waste and Wastewater. The Electric Division also owns and operates the Samuel A. Carlson Electric Generating Station located on Steele Street.

The City's first power plant began generating electricity in 1891. In 1923, the Electric Division of the Board of Public Utilities was officially granted a 23 square mile franchise territory by the Public Service Commission (PSC) of the State of New York including the City of Jamestown, the Villages of Celoron and Falconer, and parts of the Town of Ellicott. The PSC continues to regulate the electric utility and all electric rates are approved by the PSC after a formal application and hearing process. The present rates became effective August, 2010.

On September 11, 1940, the Jamestown BPU joined 40 other municipally-owned electric companies from all over the United States and its territories to form the American Public Power Association (APPA). The original purpose was to study the adequacy of electricity supply for national defense and to give attention to steps needed to meet the nation's power requirements.

Today, the Jamestown BPU is one of 2,200 not-for-profit, public power electric utilities in the United States. Public power means that you, as a consumer-owner, have a voice in how your utility is run through the council members and citizen volunteers that serve on the BPU Board of Directors.

The Water Division provides potable water to approximately 48,000 individuals in Jamestown, the Villages of Lakewood, Falconer and Celoron and the Towns of Ellicott, Busti and North Harmony. The water is obtained from two separate aquifers, the Conewango (four wells) and the Cassadaga (eight wells), each aquifer capable of providing 100% of the system's water needs.

In 1985, the BPU began the District Heating Division which today supplies 72 customers with superheated water, produced by co-generation at the Generating Station, to heat their buildings and provide domestic hot water. The water is transported through a closed loop underground piping distribution system to individual buildings where the customer's heat exchanger accepts the heat for use in the building. The process raises the over-all efficiency of the

power plant, reduces air pollution and offers efficiencies to business owners such as reduced boiler maintenance costs, reduced expenses for chemical treatment, reduced stack emissions assessments and frees up sizeable amounts of floor space previously taken by boilers.

In 1994, the City of Jamestown transferred the property and responsibility for operation of the City's Wastewater Division to the BPU. The system provides wastewater disposal to residences and businesses within the City limits and to the neighboring Towns of Ellicott, Kiantone, North Harmony and parts of Busti as well as the Village of Falconer through long-term contracts. The division also processes sewage sludge for the South and Center Chautauqua Lake Sewer District and leachate from the Chautauqua County Landfill at the BPU's Quaint Road, Falconer, Wastewater Treatment Plant.

Also in 1994, the City transferred control of the Solid Waste Division to the BPU. This division is responsible for the collection of the City's solid waste and recycling. Approximately fifteen employees collect and dispose of more than 11,000 tons of Solid Waste and 1,200 tons of recyclables annually. In addition, they conduct a city-wide spring and fall cleanup and manage the Fluvanna Avenue Yard Waste Disposal Site for the collection of city residents' brush.

The Board of Directors of the BPU employs a General Manager who oversees approximately 150 employees in all divisions including engineers, linemen, boiler operators, laborers, sanitation workers, wastewater treatment operators and business and customer service representatives.

The electric and water employees are represented by the International Brotherhood of Electrical Workers (IBEW) Local 459; the wastewater employees are represented by the IBEW Local 106 and the sanitation employees are represented by the Teamsters Local 264.

HOW TO CONTACT THE BPU

CUSTOMER SERVICE (7 A.M.- 5:30 P.M., MON.–FRI.): 661-1660

Our Customer Service Representatives will be glad to assist you with billing inquiries, establishing, transferring or disconnecting utility services and much more. The Customer Service office is located in the "D" building at 92 Steele Street in Jamestown and is open Monday through Friday from 7:00 a.m. to 5:30 p.m. The telephone number is 661-1660.

If possible, application for service should be made **in person** at the BPU Business Offices at 92 Steele Street. Customer Service personnel will assist you with completion of the application. The utility requires that you present two forms of identification, one of which should be a **photo ID**, in addition to proof of ownership or tenancy for new customers. Ideally, we would prefer your account information to be listed exactly as your information appears on your Social Security card.

EMERGENCIES (ALL TROUBLES, ALL HOURS): 661-1640

Dedicated personnel are on call nights, weekends, and holidays to respond to electric, sewer, water and district heating and cooling emergencies.

ELECTRIC EMERGENCIES (ALL HOURS): 661-1640

If the Power Goes Out...

First, look outside and see if the outage has included your neighbors. If it hasn't, the problem may be within your own home. Check your fuse box or circuit breaker panel to see if you can locate the problem. If the neighboring houses also are dark, look for trees or branches on the lines, downed wires, flashes of light, or any other signs of trouble. **DO NOT TOUCH OR ATTEMPT TO MOVE ANY ELECTRIC LINES** or trees or any other obstacles in contact with electric lines.

When an electrical outage occurs, please call the BPU at 661-1640. During or after a major storm, calling may take patience because many other people will also be trying to call. **IT IS NATURAL TO BE TEMPTED TO ASK HOW LONG THE POWER WILL BE OUT, BUT IT IS AN ALMOST IMPOSSIBLE QUESTION TO ANSWER.** Be assured we will get to you as quickly as possible. If you reach a voice mail, leave your name, address and telephone number. If you see or hear anything that will help us to identify the cause of the outage, please pass that information on to us as well. If you know the cause of the outage specifically, please let us know. We have to determine the cause of the outage before restoring power, therefore any information you can share with us can cut the outage time significantly. If your power was restored and then fails again, or if you are in one of those small pockets of dark houses when the rest of the neighborhood has had its power restored, please call again.

If you have access to the internet during an outage, check Jamestown Board of Public Utilities on **FACEBOOK** or tune into local radio stations for information that the BPU provides to them.

It is very wise to know where your main electrical panel is located. Label the individual circuits according to which rooms or appliances they serve. This will save time and effort if they close, isolating the circuit, and you have to reset them in the dark. Be sure also that you know where the main water shut-off-valve is and that it is operating properly. This may save you considerable trouble and expense in the future.

Also be sure to know where both your electric and water meters are located. If they are located inside the house, do not enclose them. If either is outside the house make sure they are accessible by meter readers should the need arise.

Always keep a flashlight and battery-operated radio on hand for emergencies. Tune your radio to local stations as we utilize them to give updates to the public as to the status of repairs.

When an outage occurs or lasts for an extended period of time, a heavy burden is placed on the system at the moment the power is restored. This high demand can cause an overload on the system and you could lose power once again. To prevent such an overload, unplug as many electronic items as possible which are very sensitive to surges created by testing, switching and repair procedures. Also, turn off the thermostat to electric heat when the power goes out and then readjust it to normal settings slowly (for about a half an hour) after the power is restored. Leave one light on to alert you as to when the power has been restored.

Make sure the surface elements on your electric range have been turned off and that other heat-producing appliances are off as well because, if left on, they can pose a serious fire hazard when the power is restored.

Resist the urge to open refrigerators and freezers during a prolonged

outage. Your refrigerator/freezer will remain cold for many hours before food products are spoiled or thawed.

SEWER EMERGENCIES (ALL HOURS): 661-1640

Sewer crews work diligently to provide the best service for our customers. They will respond promptly to sewer emergencies, such as sewer backups in homes, to assist the homeowner to determine the nature of the problem.

Homeowners are responsible for the sewer lines in their home and the sewer line in their yard to the point where it attaches to the main trunk line in the street.

WATER EMERGENCIES (ALL HOURS): 661-1640

Crews are prepared to attend quickly to water emergencies such as main breaks. If you experience low water pressure, discolored water or continually see a wet spot in the road or sidewalk area, this may indicate a water main break. Please call with this report and we will send a service person to investigate.

Roily or discolored water is water that has been stirred up inside the water main and now carries pieces of minerals and sediments. These deposits will settle down once the main is closed, usually taking about two to four hours for that to occur. Should you draw this roily water into your clothes washer, do NOT dry the clothes, instead wash them WHEN THE WATER HAS SETTLED using one of the commercial rust removers available at local grocery stores or from our Customer Service office.

DISTRICT HEATING & DISTRICT COOLING (ALL HOURS): 661-1640

An automated notification system is used to inform these customers of planned and emergency outages.

GARBAGE HOTLINE: 661-1651

The Garbage Hotline can help with everything from recycling and garbage pickup to questions regarding yard waste and large item/electronics pickup. Arrangements should be made in advance for large item or electronics pickup.

FLUVANNA AVENUE YARD WASTE SITE: 661-1651

This site is open weather permitting on Saturday from 9 a.m. to 1 p.m. and Wednesday from 4 p.m. to 7 p.m. from Spring (mid-May) to Fall (early November). Green waste from BPU City of Jamestown residential customers only is limited to land clearing debris, tree branches, grass, weeds, leaves and Christmas trees. Hours are seasonal, so call first to be sure the site is open.

SOUTH COUNTY TRANSFER STATION: 665-6894

The county transfer station, located on South Work Street at the corner of Third Avenue in Falconer, accepts a variety of items for recycling as well as garbage. Call 665-6894 for hours.

ELLERY LANDFILL: 985-4785

The landfill accepts garbage and recyclables. It also provides a Household Hazardous Waste Collection twice a year for county residents.

WEBSITE: www.jamestownbpu.com and FACEBOOK

Can't find it in the handbook? Try looking on our website! The site offers a variety of additional interesting information, including current news and virtual tours of our facilities. Almost every page of the website includes a link at the bottom to a **CONTACT US** form. Please submit your questions or comments to

us and your response should be received by you by the next business day. The BPU is on FACEBOOK with outage and water alerts, and other information.

PAYMENT OPTIONS

A payment (cash, check, or money order) is considered overdue 23 days after your utility bill is mailed to you. The due date is printed on the bill. If you pay after that date, penalties of 1.5% begin to accrue at that time. If you have any questions regarding your bill, contact the Customer Service office immediately at 661-1660. Currently, the BPU does not accept payment by credit or debit cards.

PAY BY MAIL: Board of Public Utilities
P.O. Box 700
92 Steele Street
Jamestown, NY 14702-0700

PAY IN PERSON: BPU Customer Service Office
92 Steele Street, Jamestown, NY
7 a.m. to 5:30 p.m., Monday through Friday

City Treasurer's Office
Jamestown City Hall, 1st Floor
9 a.m. to 4:30 p.m., Monday through Friday

Town of Ellicott Building
215 South Work Street, Falconer, NY
8:00 a.m. to 5:00 p.m., Monday through Friday

PAY BY DROP BOX LOCATIONS:

CHECKS ONLY!
BPU Office Building—glass enclosed area at the corner of
“D” building and driveway
City Hall Tracy Plaza Entrance
City Hall Police Station Entrance

PAY BY EASY PAY ELECTRONIC TRANSFER:

With Easy Pay Electronic Transfer, the amount of your bill can be automatically deducted from your checking account each month on its due date. Contact Customer Service at 661-1660 to enroll (you will need to provide a voided check for your bank account information) or sign up using our internet website at www.jamestownbpu.com. We will continue mailing you your regular monthly bill to keep you informed of payments posted and received, your energy use and costs, your meter information and the BPU News 'n Views newsletter.

BALANCED BILLING

The Balanced Billing Program makes managing your utility bills even easier! This payment method is available for all qualified customers and may be established at any time during the year. Customers are required to have been a resident for one year at the current address. The budget amount will be established at the time of enrollment and for 11 months of the year, you will make equal payments. The true-up month will be the one-year anniversary date of enrollment. At that time, the customer will pay shortages due the BPU or may

receive a check for overages or credit the overage to their account. No interest will accrue on overpayments. The BPU will monitor utility usage of balanced billing customers and suggest changes in the budgeted amount should it be significantly different than the historical data. If there is a rate increase mid-way during the customer's budget year, the budgeted amount will be increased by the percentage of the rate increase. Either party can request an adjustment at any time.

You may withdraw from the Balanced Billing option at any time, however, you may not re-enter the program for one year. If you miss two consecutive monthly payments, you will be removed from the program and the full amount owed will be due immediately, including all penalties. Re-enrollment will not be allowed for one year. Contact Customer Service at 661-1660 to request more information or to enroll.

CUSTOMER ASSISTANCE PROGRAM (CAP):

The BPU has established a Customer Assistance Program to aid residential customers who are not currently receiving any other form of public assistance.

A maximum \$150 per recipient per year can be applied for through the Salvation Army at 83 South Main Street, Jamestown. The Salvation Army processes all applications with input from the BPU regarding the customer's payment history. The customer must have made the past six utility payments (without assistance from the Home Energy Assistance Program) on time (not necessarily in full).

The fund is replenished through generous donations from foundations, benefactors and customers. Utility customers may check a box on their monthly utility bill stub indicating a donation or write the donation amount in the blank on the stub. The customer may then add the donation amount to their payment.

Customers using the Balanced Billing Program or the Easy Pay Program may simply indicate the amount they wish to donate and send a check directly in the return envelope enclosed with their bill to the utility.

Any group or individual may participate by bringing their donation to Customer Service at 92 Steele Street, to the City Treasurer or by sending a check made out to the BPU Customer Assistance Program to P.O. Box 700, Jamestown, NY 14702-0700.

ELECTRIC DIVISION

The Board of Public Utilities' Samuel A. Carlson Electric Generating Station is one of the oldest and most successful municipal power plants in the country. The City's first power plant began generating electricity in 1891 to provide power for 140 carbon arc lights to illuminate downtown streets. Located in downtown Jamestown on the banks of the Chadakoin River, the Generating Station has grown over the years to keep pace with community expansion. Today, the electric division serves the City of Jamestown, the Villages of Celoron and Falconer and portions of the Towns of Ellicott. This service territory encompasses a total area of 23 square miles, with an estimated population of about 48,000 and 19,281 electric meters. There are presently 12 substations, 2,646 transformers and 895 miles of primary distribution lines with 85 miles underground.

STREET LIGHTING

There are thousands of street lights in the BPU territory. If you are reporting a street light outage please call 661-1640 or 661-1660, extension 378, and **report the number of the utility pole** that holds the light. You may also report a street light outage by going to the BPU website at www.jamestownbpu.com, click on "electric", click on "Report a Street Light Outage" and send us the information. You always may report an outage at Customer Service.

If you think an additional street light needs to be installed in your neighborhood, there is a procedure in place through your City Council member. The Council member will give the request to the Public Safety Committee, who will follow its procedure to approve or disapprove the installation of the light.

OFF-STREET LIGHTING

Residential, commercial and industrial customers may contract with the BPU to install parking lot and security lighting for their home, business or office on existing BPU infrastructure. Inquire at Customer Service or call 661-1660.

TREE TRIMMING

Tree branches contacting electrical wires are one of the main reasons for power outages, not just in our community but all over the world. The Board of Public Utilities and the utility's contractor are working to trim trees throughout the BPU service territory. The BPU has identified trees that are sick or dying and marked them for removal. Tree trimming crews are trimming away branches in an attempt to minimize the number of electrical outages caused by limbs touching power lines. Please be assured that the trimming away from power lines is performed following guidelines established by tree specialists. The Parks Department is responsible for trimming not associated with power lines.

When a tree's branches come close to or actually touch utility power lines, a potentially hazardous situation is created. Trees and power lines can coexist and potential conflicts can be avoided by selecting and planting trees with size and growth characteristics appropriate to their location. Everyone should avoid planting trees under or near existing power lines.

To report tree limbs touching power lines, please call 661-1640 and BPU employees will be dispatched to investigate. The BPU personnel will determine if the limbs need to be removed and whose responsibility (the utility or the property owner) it is to remove them. The BPU does not usually remove trees and branches on individual homeowners' property.

QUESTIONS, PROBLEMS, APPEALS

Contact the Board of Public Utilities as soon as possible if you have any complaints, questions, or problems regarding your electric service. You are entitled to a prompt answer. The BPU Customer Service Office is located at 92 Steele Street, Jamestown, New York, or you may reach the BPU by telephone at 661-1660 or by mail at P.O. Box 700, Jamestown, NY 14702-0700. BPU office hours are: Monday through Friday, 7:00 a.m. to 5:30 p.m., closed on holidays. The staff will do all they can to assist you. You may also reach us via email through our website at www.jamestownbpu.com.

If you are not satisfied regarding your electric service problem, you may also write to the Office of Consumer Services, Public Service Commission (PSC), at Three Empire State Plaza, Albany, NY 12223, or call the PSC toll-free

HELPLINE at 1-800-342-3377. The HELPLINE is staffed from 8:30 a.m. to 4:00 p.m. on business days. Public Service Commission consumer representatives will investigate your electric service complaint and determine whether the BPU has acted properly.

The PSC also has a special emergency, toll-free HOTLINE for residential customers for matters concerning complaints regarding the connection or disconnection of electric service at 1-800-342-3355. It is staffed every business day 7:30 a.m. to 7:30 p.m.

If you call the PSC HELPLINE or HOTLINE after their regular hours of operation, you will be answered by a recording machine. A staff representative will call you back the following business day. If your call is answered by a recorder, be sure to give your area code along with your telephone number and your account number.

The BPU cannot turn off your electric service for your failure to pay the amount in question while your complaint is being considered by the Public Service Commission. All other amounts and bills are payable when rendered.

BILLING

The BPU uses actual automated meter readings to determine your monthly bill. Most months, our meters are read by radio impulse. There may be rare occasions to use estimated readings, such as severe weather, equipment failure or inability to access the meter. The BPU has a responsibility to supply electricity to you in a reliable manner and customers have the responsibility to pay their utility bills promptly.

ACCESS TO YOUR METER

The BPU reads your meter so that it can send you an accurate bill based on the amount of electricity you use. If the utility is unable to read a meter for four months in a row, the BPU will send you a notice requesting that you either provide the utility with a reading or make an appointment for a special reading. You can telephone your electric meter reading to the BPU or mail it on a meter reading card, or send it electronically through the website, www.jamestownbpu.com.

The PSC mandates that your meter *must* be read physically by our meter reader at least once a year. If you do not control access to your meter, please arrange with the building owner or manager to give our meter reader access. If we have made attempts to contact you and you haven't made an appointment or provided us with a meter reading, you or the individual who controls access to the meter may be subject to a charge of \$25.00.

BILLING ACCURACY

The BPU does everything it can to bill your account accurately. Occasionally, there can be an error; if you believe your meter reading is incorrect, you may call our Customer Service Department and request a reread.

Under certain circumstances, the utility may issue you an estimated bill if it cannot read your meter or if it appears that the reading may be wrong. The procedure the utility uses to calculate an estimated bill is approved by the Public Service Commission. Each estimated bill clearly states that it is based on an estimate. If, by using estimated bills, the BPU has understated the amount you owe by 50% of the actual usage or \$100 (whichever is greater), the utility must notify you of that fact in writing and you may make monthly payments on the difference.

You have a responsibility to report to the BPU if you notice a drop in your bill and have not had a corresponding drop in usage.

WHEN TO PAY

The BPU bill contains charges for electricity already used, so the bill is due and payable when received. A payment is considered overdue 23 days after the bill is mailed to you. The due date is printed on the bill. If you pay after that, you will have to pay a late payment charge. Late payment charges are 1.5% of the past-due amount and are assessed each month on any unpaid past-due balance. If you have any questions about your bill, contact the BPU Customer Service office right away. Please understand that your name must appear on the account in order for us to share any account information with you. The telephone number is 661-1660.

WHERE TO PAY

Most of our customers pay by mail, using the return envelope provided. You can also pay in person at the City Treasurer's office on the first floor of City Hall, Third Street, Jamestown; at the Town of Ellicott Building, 215 South Work Street, Falconer, or at the BPU Customer Service offices at 92 Steele Street. Drop boxes for payment of bills after hours are located at the Tracy Plaza entrance to City Hall, in the City Hall Police Department and in the glass-enclosed corner of the "D" building on 92 Steele Street.

On-line banking initiated through your own bank, may take from 5-10 business days for us to receive. Be sure to initiate such payments far enough in advance to prevent penalties from occurring.

PLEASE DO NOT LEAVE CASH IN DROP BOXES AND BE SURE TO INCLUDE YOUR BILL STUB WITH YOUR PAYMENT.

ELECTRIC DEPOSIT POLICY

The electric deposit amount is based on two times the average monthly bill for the previous twelve months. The Public Service Commission rules govern electric deposit policies as follows:

NEW CUSTOMERS

The BPU may charge a deposit for all residential electric customers who are seasonal or short-term customers (requesting less than one year of service).

EXISTING CUSTOMERS

Existing residential electric customers who have had their services disconnected for non-payment in the preceding six months; or who have accumulated two consecutive months of arrears without making reasonable payment; or have filed bankruptcy, may be charged a deposit by the BPU.

PUBLIC ASSISTANCE

If you receive public assistance such as Department of Social Services (DSS) benefits or Home Energy Assistance Program (HEAP), Supplemental Security Income (SSI) or additional state payments, the BPU cannot require you to pay an electric deposit.

DEPOSIT REQUEST

If you are required to post an electric deposit due to bankruptcy, the BPU will give you 20 days notice before the deposit becomes due.

REFUND

The BPU can hold a security deposit for the length of the bankruptcy. If you maintain a good payment record during that time, the utility will refund the deposit plus interest at a rate set by the PSC. The BPU will credit interest to your account on a yearly basis.

**FINAL TERMINATION NOTICE,
SERVICE TURN-OFF AND TURN-ON PROCEDURES AND
SPECIAL PROTECTIONS**

If you fail to pay overdue electric bills, the BPU may turn off your service only after it has given the required notice and offered you a deferred payment agreement for your overdue electric bills.

FINAL TERMINATION NOTICE

Before the BPU can turn off service for an overdue electric bill or deposit, the utility must send you a Final Termination Notice. The BPU does not send a Final Termination Notice until you have failed to pay a bill more than 23 days after it was mailed to you. Once you receive a Final Termination Notice, you have 15 more days in which to pay the bill, arrange for payment or contact the BPU about it before service can be turned off. If you think the BPU has made a mistake in your account, call Customer Service at 661-1660. The BPU will check your account and postpone turning off your service while it looks into the matter.

The BPU will offer you a deferred payment agreement for your electric bill at least five days before turn-off unless it is determined that you have the financial resources to pay the owed amount. If you sign a deferred payment agreement and comply with its terms, the utility cannot turn off service. If you are unable to reach an agreement with the Board of Public Utilities, the PSC staff will help you make such an agreement.

Unless you qualify for the special protections described in the section "Hardship Procedures" described further on, your services will be turned off if:

- You fail to pay the amount due as shown on the Final Termination Notice or
- You do not work out a deferred payment agreement.

TIME OF TERMINATION

The BPU may only turn off utility service for nonpayment between 8:00 a.m. and 4:00 p.m., Monday through Thursday. The BPU cannot turn off service on a holiday, the day before a holiday, any day the utility's business office is closed, or for a two-week period during the Christmas - New Year season. The BPU can turn off service without notice any time there are serious safety problems and the BPU will restore service as soon as the problem is corrected.

LANDLORD PROBLEMS

If you live in an apartment building or two-family house with your electric included in your rent and your landlord fails to pay the electric bills for

the building, you may be able to have the service kept on by joining with the other tenants to pay the current bill. You only have to pay current charges. The BPU will notify you if the landlord has failed to pay by posting notices on the building.

RECONNECTION OF SERVICE

If the BPU turns off your service, they will reconnect it within 24 hours:

- Once you have either paid the amount due, or signed a deferred payment agreement and made the down payment;
- When the PSC directs the BPU to reconnect service; or
- When you face a serious threat to your health or safety (as defined by the PSC).

If you receive public assistance, the BPU will restore your service after the utility receives a commitment of full payment from the social service agency helping you.

The BPU has the right to charge a fee of \$30.00 plus tax to turn service back on during normal work hours (8:00 a.m. to 4:00 p.m., Monday to Friday); or \$140.00 plus tax outside those hours and days.

DEFERRED PAYMENT AGREEMENT FOR ELECTRIC BILLS

If you have a financial problem that prevents you from paying your electric bills, the BPU will work with you to establish a deferred payment agreement. The agreement can be for as little as \$10 per month with no down payment, but must be fair and must be based on your ability to pay. The BPU may require you to make a down payment but it cannot be more than 15% of the amount owed or one-half your average monthly bill, whichever is greater. The balance owed after the down payment can be paid in equal payments of up to one half of your average monthly bill or one-tenth of the balance, whichever is greater, together with your current bills, over a period that you and the utility agree on. The agreement can be changed if you can show the BPU that there are significant changes in your financial condition beyond your control. If you have an existing payment agreement and you are not eligible for any further extensions on that agreement, failure to pay could result in the entire amount becoming due immediately.

If you cannot reach an agreement with the BPU, the PSC will help you. You may reach a PSC representative at HELPLINE number 1-800-342-3377.

HARDSHIP PROCEDURES

In accordance with Public Service Commission rules, the BPU will continue electric service if a person's health or safety is threatened by the lack of service. The BPU will also refer health or safety problems to the Department of Social Services. In the following hardship cases, the BPU will not turn off service:

MEDICAL HARDSHIP

If you or a family member are faced with a medical emergency, providing the BPU with a medical certificate from your doctor will continue emergency service for 30 days. To renew the certificate after 30 days, your doctor must explain in writing why you still need the emergency service. You will be required to provide financial information on a form to determine if you are eligible for a renewal. The BPU will NOT shut off your service during your health emergency ONLY IF YOU TURN IN A NEGATIVE FINANCIAL STATEMENT, but you are still responsible for eventually paying your bills.

LIFE SUPPORT CUSTOMERS

If you need utility service to operate a life-support device, your doctor’s medical certificate will remain in effect as long as the device is needed but you must inform the BPU every 12 months.

ELDERLY (62 OR OLDER), BLIND OR DISABLED

If you are 62 years of age or older, or blind, or disabled, and all those living with you are too, (or not over 18 years old), the BPU will make special attempts to maintain your utility service. The BPU will attempt to contact you at least 72 hours before turn-off is scheduled to try to work out a fair payment plan.

If arrangements cannot be made, the BPU will notify the Department of Social Services of the possible turn-off and will continue service for 15 days. If the BPU ultimately turns off service, they must, within 10 days after that, attempt to reach you and devise a plan for restoring service.

If you qualify for protection under this section, notify the BPU immediately.

COLD WEATHER PROTECTIONS

November 1 to the following April 15

If you pay the utility for your heat, the BPU cannot turn off your service until it has tried to determine if a serious problem with health or safety would result because of the service turn-off. The BPU will try to contact you by telephone or in person at least 72 hours before service turn-off is scheduled. The BPU will try to contact you during business hours, and again at the time of turn-off. If the BPU finds that service turn-off might cause serious harm to your health or safety, the utility must ask the Department of Social Services to investigate and the BPU must continue service for at least 15 business days.

For the cold weather protections, the BPU considers “heating” to include utility services needed to provide heat such as direct electric space heating and electric service needed to operate a furnace.

THIRD PARTY NOTIFICATION

All customers may choose either to have a joint account with another person or name a third party to be notified regarding service turn-off. A third party notice may keep your service from being turned off by mistake. To sign up for third party notification, please contact Customer Service at 661-1660. You may choose a relative, a friend, a member of the clergy or an agency (such as the Department of Social Services) to be a “third party” for copies of any Final Disconnect Notices we send to you because of overdue utility bills. We cannot discuss the details of your bill with the third party and they are not responsible for paying your bills; they will merely be informed that the bill is overdue. If you designate your account as a joint account and name a person to that account, the utility can discuss all aspects of your account with that person and they are equally responsible for payment of the balance of the bill.

Third party notification may also be used by landlords with your agreement.

Request the third party notification form from the BPU Customer Service office at 661-1660.

LIENS

Under the Jamestown City Charter, for properties in the City, and contracts with other municipalities, for properties outside of the City, all utility services which are not paid for will become a lien on the property served and, in most cases, will be placed on the tax bills for the property. Different rules apply according to the municipality in which the property is located, and utility service provided.

DIVERSION OF SERVICE

Important information for Tenants and Landlords

SHARED METER

A shared meter is any residential utility meter that is used *outside* a tenant's dwelling. As a residential customer, you are required to pay for the electric service used only in your apartment and for any area or equipment under your exclusive use and control. If there is a shared meter condition in your building, you may be paying for electric used by others.

If you think you may be affected by a shared meter condition, contact the BPU at 661-1660. The BPU is then required to inspect the building. To verify a shared meter condition, we will need access to your apartment and the owner or building manager's name, address and telephone number. It is the owner's responsibility to cooperate with our reasonable requests in providing access to the areas under the owner's control. If the owner does not provide the BPU with access to the dwelling, we are required to assume that a shared meter condition exists and to follow our normal procedures, which may result in placing the entire electric account in the owner's name.

If you are a tenant that receives the benefit of electricity through another tenant's meter, you will be billed for the service that is used in your apartment or dwelling after an appropriate investigation and determination by the BPU.

The Shared Meter Law (October 24, 1991, amended July 19, 1995) makes building owners responsible for electricity registered through a shared meter. If the BPU finds a shared meter condition, we will notify the owner and give them 120 days to eliminate it. The charges for all prior service provided through the shared meter will be allocated between the owner and the tenant(s). The tenant(s) will be billed for only that portion of electricity used by them. The owner will be billed for all other electricity used. In addition, the owner will be billed for all future electric service through the meter if the condition is not corrected within 120 days. The law also requires the BPU to bill the owner a 12-month assessment charge.

If the shared meter condition cannot be eliminated because of a legal impediment or excessive cost or if the amount of shared service is minimal, as defined by the Public Service Commission, a mutually acceptable written agreement may be reached between the owner and the tenant.

If there is a valid lease that was in effect prior to October 24, 1991, the tenant will be responsible to pay for service under the terms of the lease until it expires.

WATER DIVISION

The Water Division of the BPU has had a long and rich history. In the 1860s, Father Hart and his horse Larry served as Jamestown's first water works system. They delivered and sold barrels of water for 15 cents each to local homes. In 1873, the Trustees of the Village of Jamestown called for a "municipal" water works system. In 1923, the City Charter was revised and as part of that revision, the Board of Public Utilities was established to assume control and jurisdiction of the municipal water works system.

Today the utility provides over 48,000 people in the City, the Villages of Falconer, Lakewood and Celoron and parts of the Towns of Ellicott, Busti and North Harmony with high quality, safe drinking water that exceeds every federal and state standard. Jamestown's water source consists of eight artesian wells in the Cassadaga aquifer and four artesian wells in the Conewango aquifer. Aquifers are areas where enough ground water (water contained in the soil and rock material below the surface of the earth) exists to supply wells or springs. The Jamestown aquifers are "confined" or sandwiched between layers of relatively impermeable materials such as clay and shale. This condition allows our area to enjoy some of the purest and best tasting water in the country. Only the minimal amount of chemicals are added to the water for disinfection and tooth decay prevention.

Water service lines are normally buried four feet deep. Occasionally, we get a freeze that goes this deep. If this happens, service lines are in danger of freezing. Be sure your lines are protected with adequate insulation where they enter your home. If you think your service lines may be in danger of freezing, keep the water running in a stream the size of a pencil lead until the extreme cold has passed.

The water that is pumped to BPU customers is considered hard (contains minerals such as calcium and manganese) and ranges from 120 to 180 parts per million [ppm] usually 160 to 170 ppm or 10 grains of hardness).

In order to insure that your water is safe, we have 60 bacterial samples tested by the Chautauqua County Environmental Health Department every month. In addition to this, we test for several hundred chemicals as prescribed by the State of New York Department of Environmental Conservation and the Environmental Protection Agency (EPA). If you ever have any questions about your water, please refer to the Water Quality Reports posted on our website, www.jamestownbpu.com, or call our communications office at 661-1666.

For more information about our water system and tips on water conservation, please visit our website at www.jamestownbpu.com.

JAMESTOWN FLUSHES WATER MAINS TWICE A YEAR

Almost all of Jamestown's water pipes have a thin film of rust on the inside. Experience has shown that the thin film causes no problems but may at times result in the water appearing dirty. Minerals and sediment also tend to settle out of the water and rest at the bottom of the water mains. Buildup of this sediment can cause clogging of equipment as it passes through the water mains. In addition to cleansing the mains, flushing also allows the utility to achieve greater flows through its mains and provides a good opportunity for operators to perform valve and hydrant inspections for optimal fire protection.

To clean its water mains, Jamestown has a spring and fall flushing plan in place. Water Division crews work at night from 9 p.m. to 5 a.m. and systematically open hydrants allowing the water to run full force, flushing out sediments and minerals that have accumulated in the mains. When they remove all of this material from the walls of several hundred feet of a pipe and it comes out of a fire hydrant all at once, it looks worse than it really is. If you watch the workers do this, you will notice that the water clears up rather quickly.

The alternative to flushing would be the addition of rust-inhibiting chemicals to the water. The BPU has made a conscious effort not to add these chemicals as they would affect other water qualities such as taste, smell and mouth feel and, it would increase water distribution costs.

"Roily" or discolored water is water that has been stirred up inside the water main and now carries pieces of minerals and sediments. These deposits will settle down once the main is closed, usually taking about two to four hours for that to occur.

Should you draw this roily water into your clothes washer, do NOT dry the clothes, instead rewash them WHEN THE WATER HAS SETTLED using one of the commercial rust removers available at local grocery stores or in our Customer Service office.

Daily flushing locations are announced in the newspaper, on the radio, the television, on the BPU website., www.jamestownbpu.com, and on the Jamestown Board of Public Utilities FACEBOOK page.

WATER /WASTEWATER (SEWER)/GARBAGE/ DISTRICT HEATING AND COOLING DEPOSIT POLICIES

NEW CUSTOMERS

All new **non-residential customers** (commercial and industrial) will be required to pay a utility deposit for all applicable BPU utility services (water, wastewater, solid waste, district heating and cooling). **The deposit will be required before service will be established.** All other procedures will mirror those in place for electric, non-residential security deposits.

If you are a **new residential customer** without any history with the utility, you will be required to pay a deposit of \$100 unless you can provide a letter from your previous utility that all utility bills owed it were paid on time for the past 12 months. In the situation where the customer does not receive all three water, wastewater and solid waste services, the deposit is calculated as \$35 for Water, \$40 for Wastewater, and \$25 for Solid Waste, with a maximum total deposit of \$100. The deposit will be credited to the customer's current account if the customer has no disconnect notices for a period of 12 months.

Simple interest of 1.5% per year will be paid on deposits. The deposit will be returned in this case only if the account is closed.

Existing residential customers who have been disconnected will be treated as a new customer.

EXISTING NON-RESIDENTIAL CUSTOMERS

Existing **non-residential customers** (commercial, industrial, and public authorities) will be required to pay the utility deposit if such customer meets the Public Service Commission definition of *delinquent*. A delinquent customer has made a late payment on two or more occasions within the previous 12-month period. The utility deposit will be based on **twice** the customer's estimated average monthly usage for the applicable services.

Customers receiving public assistance CAN be required to pay a utility deposit.

DISTRICT HEATING AND DISTRICT COOLING DIVISION

The District Heating and District Cooling processes are environmentally friendly; save the customer considerable expense for boiler and air conditioner maintenance and chemical treatment; and free up a sizable amount of floor space in a building usually devoted to large boilers and air conditioning equipment.

The BPU is responsible for bringing district heating and district cooling just inside the customer's facility while the customer is responsible for making all retrofit arrangements with a private contractor. Area contractors have been very successful devising innovative ways to mesh new heating and cooling technologies with older architecture.

The BPU is always willing to work with customers interested in the installation of district heat or district cooling. Engineers are available to determine the logistics of installation. If you have any questions regarding district heat or district cooling or would like to consider installation, you are encouraged to call 661-1621.

DISTRICT HEATING

Jamestown's District Heating system works by diverting steam from the steam turbine generator at the Samuel A. Carlson Electric Generating Station and passing it through a heat exchanger, thermally heating the water in the system. In 2011, the BPU completed construction of a small building near the power plant to augment the production of heated water for the District Heat System by supplying a redundant source of heated water for the system.

The heated water is sent throughout the city to area customers. Customers use their own heat exchangers to draw energy from the water. The customers' water circulates in their buildings to provide domestic heat and heat for process needs. The water is then piped back to the plant, where the cycle begins once again.

The system is a closed loop system, so there is never a co-mingling of water between the customer's water and the piped water which is designed for a peak supply temperature of 250° F and a return temperature of 160° F.

The district heating system is made up of more than 15 miles of twin pipes insulated with polyurethane foam and polyethylene coated. It is also equipped with its own leak detection system.

As of 2011, there are 72 customers including businesses, industries, churches, schools, housing facilities and governmental and non-profit agencies

that benefit from district heat.

DISTRICT COOLING

District cooling was introduced to Jamestown in 2002. The chilled water plant was designed especially to serve the Jamestown Savings Bank Ice Arena and auxiliary spaces in the rink, such as classrooms and restaurants, as well as additional development occurring downtown. The equipment for the plant is located onsite at the Ice Arena, where water is chilled utilizing ice storage tanks and a plate frame heat exchanger. An ice-melting process cools the water that is then piped to buildings in the downtown Jamestown area. Each building has its own heat exchanger to draw energy from the chilled water in order to cool its own building.

District cooling reduces electrical demand on the BPU because the capacity of a central plant, such as the one serving the Ice Arena and downtown Jamestown, is less than the total capacity of individual chilling operations for each building. As a result of less electricity being used, operating costs are reduced for district cooling customers. Building costs are also lowered because chillers, cooling towers or roof top units are not necessary for those using district cooling.

SOLID WASTE DIVISION

WEEKLY GARBAGE PICKUP

During weekly garbage pickup, residents should place their garbage curbside no earlier than 6:00 p.m. the night before scheduled pickup. Along with weekly trash, every residential unit is allowed to discard one large item per week such as a small lamp. The item should weigh no more than 40 pounds and be easily handled by one person.

RECYCLING

The City of Jamestown is a **MANDATORY** recycling community. Recyclables are collected on the same day as regular garbage pickup. According to Local Law #1 of 1990, all residents must recycle the following items:

- 1) newspapers and inserts, magazines, catalogs and junk mail;
- 2) clear glass bottles;
- 3) metal food and beverage cans;
- 4) plastic bottles, jugs and containers.
- 5) corrugated cardboard should be broken down.

The BPU provides its customers annually with an easy-to-follow recycling calendar included in their December bill. The calendar also may be downloaded from www.jamestownbpu.com. Both the BPU website and FACEBOOK page list the recyclable of the week.

Please remember that caps and lids along with all food residue must be removed from recyclables. Labels do not have to be removed. Plastic, such as milk containers, may be crushed. All recyclables must be placed in the yellow recycling bins provided by the BPU. Additional yellow bins are available for purchase at the BPU Customer Service office at a cost of \$6.50 per bin.

Recycled paper products are made into new paper. Glass can be melted down many times and made into new glass jars as well as toys such as marbles. Metal cans can be melted down to be reused for new containers several times. Plastic can be melted for new plastic containers and for fibers to be used in carpeting.

By recycling used items, our industries utilize less energy and natural resources than if we were to make these items new each time.

LARGE ITEM AND ELECTRONICS PICKUP

If you are unable to take large items, such as chairs, mattresses or appliances to the landfill, the BPU offers the convenience of large item pickup. Simply call the Garbage Hotline at 661-1651 and arrange for a pickup time. There is a \$10.00 charge for pickup of one item plus \$2.00 for each additional item on the same pickup. Items containing Freon such as dehumidifiers or air conditioners will be assessed an additional charge to remove the coolant.

Electronics also now require a fee and an appointment for pickup. Televisions, computer monitors and microwaves are examples of electronics. Call the Garbage Hotline at 661-1651 to make an appointment.

SPRING & FALL CLEANUP

Twice a year the BPU holds a special cleanup along with its regular garbage pickup. Once in the spring and again in the fall, residents may place items such as clothes, dishes, glassware, pots, pans, toys, small appliances, carpet remnants, lawn furniture, etc. at the curb along with their garbage. Please keep in mind the utility will only accept items weighing less than 40 pounds that can be easily handled by one person. Check the website, local television, newspaper, newsletter and radio channels for further instructions and scheduled cleanup weeks. Residents are encouraged to dispose of these items weekly rather than store them for spring or fall cleanup weeks.

YARD WASTE

The BPU offers a unique and simple solution to yard waste. Yard waste bags are available for purchase at the Customer Service office. "D" building, (92 Steele Street), four for \$10.00. Residents then fill the bags with yard waste, either all four bags at once or one at a time, and call the Garbage Hotline at (716) 661-1651 before 4:00 p.m. on a Monday to arrange for Tuesday pickup. The fee for pickup is already included in the cost of the bags. If residents prefer to dispose of yard waste on their own, they may take it to the Fluvanna Avenue Yard Waste Site. The site is open Saturdays from 9 a.m. to 1p.m., May through November, weather permitting, and Wednesdays from 4 p.m. to 7 p.m., late spring through early fall. Please call the Garbage Hotline (661-1651) to check the operation schedule because the site is seasonal.

WASTEWATER DIVISION

Jamestown's first sewer treatment facility was built in the 1920s. Since then, it has grown tremendously into an advanced filtering and cleansing system. In 1994, the City of Jamestown designated responsibility for the city's wastewater treatment to the Board of Public Utilities. In 2000, the Wastewater Treatment Plant's certification was increased to support receiving and treating 12,000,000 gallons of sewage per day.

Every drop of sewage is thoroughly treated at the Wastewater Treatment Plant, before being put back into the Conewango Creek. All wastewater is screened, filtered and particles are settled out. It is treated with chemicals and bacteria to destroy the remaining harmful substances. In addition, the wastewater goes through a process of nitrification in rotating biological contactors. More than 93% of the suspended solids and oxygen-demanding matter is removed from Jamestown's raw sewage, along with 80% of

to clean our wastewater than to supply the water.

Between 2009-2011, the BPU's wastewater plant was upgraded, with the installation of two 14' high trickling filters, replacing older filters and retiring aged rotating biological contactors. In addition, with the assistance of a \$2.25 million federal America Recovery and Reinvestment Act grant, two 53 year old digester covers were replaced during a \$3.1 million project. This project included the addition of micro-turbines which permits the recovery and burning of methane gas as a result of the wastewater treatment process. The methane gas produces energy to offset the electrical and heating needs at the WWTP.

SMOKE TESTING

Jamestown's sewer system is made up of separate sanitary sewers maintained by the BPU and separate storm sewers maintained by the Jamestown Department of Public Works

Like the water mains, customers are responsible for the sewer line inside their home and from their house to where the service joins the BPU main. If a break or blockage (often caused by tree roots) occurs in this area, the homeowner or business owner is responsible for its repair.

Each year sewer crews conduct smoke testing in neighborhoods throughout the service territory. The testing helps the BPU identify areas of ground water inflow and infiltration ("I and I") into the sanitary sewer system. This enables service to be improved and sewage leaks may be avoided.

The chance that smoke will enter your building is very small. However, if smoke does enter your building, it indicates that sewer gas could also enter. The smoke used in the testing is non toxic and is in no way harmful to people or furnishings. It is odorless, leaves no residue and generally will disappear within a few minutes. However, BPU employees will be happy to help you ventilate your building if necessary.

BPU employees tag buildings prior to the day of smoke testing, and it is best that one vacate the home while the test is conducted.

If you see any smoke inside your building, please report it to the employees conducting the tests. If you have any questions regarding smoke testing, you may call the BPU at 661-1654 or BPU Communications at 661-1666.

In addition to smoke testing, the BPU Wastewater Division maintains an aggressive program to limit "I and I" by means such as:

- 1) identifying the exact locations of problems through customer surveys and video inspections;
- 2) undertaking corrective measures where needed, primarily by diverting roof drains and footer drains away from the sanitary sewer system;
- 3) working with the affected customers on immediate measures so they can purchase and install necessary materials to help prevent sewer backup;
- 4) working together with the Department of Public Works to identify, verify and correct any problems that may be found in the storm sewer system.

CONSERVATION OF ENERGY

Electricity is an elegant form of energy and its use needs to be protected for those things that only electricity can do such as powering computers and lighting lights. Therefore, each of us needs to be mindful of our electric usage and conserve electricity whenever possible so that it remains available whenever we call upon it.

To assist its customers in using electricity efficiently, the BPU in 2010 hired an Energy Efficiency Coordinator to develop and administrate programs. The BPU offers residential energy audits and rebates for energy efficiency changes made in the home; ENERGY STAR rebate programs for customer purchase of certain ENERGY STAR home products; and landlord rebate programs. The BPU also assists small commercial and businesses with rebates for replacement of lighting and engines.

Other programs exist at the BPU to promote energy efficiency. For information about such programs at the BPU, one may contact the BPU Energy Efficiency Coordinator at 661-1646 or check the BPU website: www.jamestownbpu.com.

WARNER DAM

The BPU operates the Warner Dam in accordance with an operating plan published by the Chautauqua County Department of Planning and Development and approved by the New York State Department of Environmental Conservation. The plan was last updated in 1980 through the efforts of the late John Luensman, the county's planning director at that time.

The primary purpose of the Warner Dam is to maintain the seasonal water elevation of Chautauqua Lake at a level which optimizes the recreational use of the lake. The intent of the plan is to attempt to maintain the water level as close as possible to an elevation of 1308 feet during the months of May through October. During the remaining months of the year, the goal of the plan is to lower the water level as far as possible to allow for maximum water storage volume needed to accommodate runoff from weather events and minimize the probability of shoreline and downstream flooding. The summer elevation of the lake is primarily dependent on the annual pattern of precipitation.

Jamestown Board of Public Utilities Telephone Numbers

Customer Service...661-1660

92 Steele Street, P.O. Box 700, Jamestown, NY

Office Hours: 7:00 A.M. to 5:30 P.M. Monday-Friday

**All Trouble Reports (All Hours)...
661-1640**

Garbage Hotline...661-1651

www.jamestownbpu.com

**“like” the Jamestown BPU on FACEBOOK
or follow us on TWITTER
for outage & water alerts**



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