

The BPU Offers Subsidized Energy Audits to All BPU Residential Electric Customers



The BPU offers two types of home energy audits to its **electric residential customers**, with the BPU paying part of the cost of the audit. With the Level Two Audit, weatheriza-

tion changes made as a result of the audit, may mean weatherization rebates for the property owner who makes the changes.

With either type of audit, the customer will receive \$50 worth of directly installed energy efficiency improvements at the time of the audit.

LEVEL ONE AUDIT:

A Level One Audit is intended for apartments and newer or remodeled homes and is available to all residential customers. To receive a Level One Audit, customers are not required to own the property.

The total value of the audit is \$150. The BPU will pay \$100 of the cost, while the customer pays \$50.

The Level One Audit evaluates energy usage of products such as clothes dryers, refrigerators, freezers, hot water tanks, lighting and more.

LEVEL TWO AUDIT:

To receive a Level Two Audit, customers are required to own the property to be audited. The total value of the audit is \$300. The BPU will pay \$200, while the customer pays \$100.

LEVEL TWO AUDIT:

A Level Two Audit will include all of the Level One Audit services as well as the following:

Computerized evaluation of the building envelope with a blower door test

Infrared technology evaluation of wall insulation; hands-on inspection of attic insulation and ventilation

Combustion efficiency test on furnaces and hot water tanks

WEATHERIZATION REBATES:

Changes made as a result of the Level Two Audit qualifies the customer for rebates covering 25% of the weatherization improvements with a \$1,000 maximum limit per audit and only one audit allowed per structure.

In addition, the Federal government currently offers up to \$1,500 in tax credits for weatherization upgrades — another good reason to sign up for a BPU audit NOW!

Requirements for BPU Weatherization Rebates:

Level Two Audit completed in past 24 months

Improvements performed and invoiced by a Building Performance Institute (BPI) certified contractor

Freeze/Thaw Cycle May Cause Water Main Breaks and Discolored Water



The winter freeze/thaw cycle can result in water main breaks and discolored water. BPU employees already have repaired 28 main breaks between November, 2009, and January 20, 2010, compared to 23 in the same time period a year ago.

Water main breaks may be observed by water seeping to the surface, snow or ice melted around the area where water leaks from underground and, sometimes, by gushing water. Customers who discover main breaks are requested to call the BPU Trouble Report number, at any hour, at 661-1640, to alert repair crews who are on call 24 hours a day.

As winter temperatures rise and fall, the ground shifts, sometimes shearing pipe, depending on the conditions of the ground.

Ground with shale causes more trouble for pipes than ground containing gravel, because gravel is a material that can move around the pipes and not cause breakage. Age of the pipe is another factor in underground water pipe damage.

Water main breaks may inconvenience customers because, generally, water service in the immediate area must be turned off for the repair time. Once water service is restored, the direction of the water in the pipe changes, stirring and discoloring the water for 12-24 hours in neighboring residential areas.

Discolored water alerts are reported to area radio stations to inform the public.

HOW TO PARTICIPATE IN AN AUDIT:

Call or E-Mail BPU Energy Efficiency Coordinator Dan Reynolds: 661-1646 or dreynolds@jamestownbpu.com



A blower door (pictured left), made of a tarp-like material, is attached to an entry door, to evaluate the "building envelope."

A fan in the blower door measures the current air flow of a building compared to safe/efficient air flow. As part of the process, the fan pulls new air into the building through cracks around windows and doors, identifying where air is leaking into the building.

The blower door is part of the BPU's subsidized Level Two Energy Audit.

Why the 2010 Census Is Important to All of Us: Be Counted!



A correct count of our residents through the 2010 Census is important to Jamestown and our community's future. When your Census form arrives in the mail, please complete it!

Millions of Federal and State funding are at stake for our region because Census numbers are used in the grant process. A clerical error in Census 2000 lowered Jamestown's population enough (by 254 people) to lose more than \$2 million in aid over a ten-year period. This error was corrected but highlights the importance of completing your Census form.

The Census also determines the number of representatives in the House of Representatives. Between 1980-2000, NYS lost ten Congressional seats!

**Water Meter Replacement
in the Asheville/Lakewood Water District**



BPU water meters in Asheville and Lakewood are being replaced with new water meters that will provide the ability to read meters in a more efficient manner. There is no charge to the customer for the meter replacement.

The BPU service technician will need access to customer basements to make the change. Water will be turned off for approximately 30 minutes while the meter is replaced.

Water customers whose meters need upgraded will be contacted by letter on BPU stationary, requesting calls for appointments to undertake the work.

**Get Help from the CAP Fund:
(Customer Assistance Program Fund)**



If you need help paying your BPU utility bill and receive no public assistance, you may be eligible for help from CAP,

the BPU's Customer Assistance Fund.

The CAP Fund's purpose is to help customers who receive no public assistance, who may have trouble paying their utility bills for one reason or another. Examples would be a serious illness or job layoff. Customers who qualify can be assisted up to \$100 a year toward their BPU bills.

HOW TO APPLY:

Stop at the Salvation Army, 83 N. Main Street, Brooklyn Square. The Salvation Army qualifies people for CAP. The payments are made directly to the BPU after the "okay" from the Salvation Army.

WHO PROVIDES THE MONEY:

Customers and private citizens contribute to the CAP Fund. The CAP Fund is not funded by the BPU.

Checks made out to the BPU CAP Fund may be mailed or brought to Customer Service. The donation also may be added onto a BPU bill payment, while checking the CAP Fund box on the pay stub.

A gift total is provided to CAP Fund "check off" donors on the last billing statement of the year.

Balanced Billing and Easy Pay, Services for Customers



Take the worry out of budgeting for utility bills with BPU customer service programs such as Balanced Billing and Easy Pay.

With Balanced Billing, qualified customers pay a monthly budgeted amount, established when you enroll in the program. You make equal payments for 11 months. At the anniversary of enrollment, you may receive a check or credit for any overages paid to the account **or** you will pay the BPU for underpayments. No interest accrues. Balanced Billing may be established at any time. Applications are available at BPU Customer Service.

Easy Pay (EZ Pay) allows the customer to have the utility payment amount automatically deducted from a checking account each month on the due date. The customer continues to receive a monthly billing statement, showing how much will be deducted from the account each month and information such as energy use, costs and meter information.

As with Balanced Billing, Easy Pay accounts may be established at BPU Customer Service. A voided check for the bank account will be needed. You may also enroll in Easy Pay on-line at www.jamestownbpu.com.

BPU Customer Service is located at 92 Steele Street, Jamestown. Hours include 7 a.m. — 5:30 p.m., Monday through Friday.



**FIX A LEAK WEEK
March 15-21:
Save Water & Money on Your Bill**

Did you know that an American home can waste, on average, 11,000 gallons of water each year due to running toilets, dripping faucets and other household leaks? That amount of wasted water is enough to fill a backyard swimming pool! Do *you* want to pay for that unused water?

The amount of water leaked from U.S. homes could exceed more than 1 trillion gallons a year. That's equivalent to the combined annual water use of Los Angeles, Chicago and Miami.

"Fix a Leak" week has been set by the Environmental Protection Agency in March to remind us to save water and dollars spent on water by fixing leaks! When we save water, we also save the energy costs of heating and cleaning the water.

A good way to check for leaks is to examine your home's winter water usage. It is likely that you have a serious leak problem if winter water use exceeds 12,000 gallons a month for a household of four. Another method to check for leaks is to check your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, you probably have a leak.

One way to find if you have a leaky toilet is to place a drop of food coloring in the toilet tank. If the color shows up in the bowl without flushing, you have a leak. (Make sure to flush immediately after this experiment to avoid staining the tank).



A showerhead leaking at 10 drops per minute wastes more than 500 gallons a year, *enough water to wash 60 loads of dishes in a dishwasher*. A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year—*enough to flush an efficient toilet for 6 months!* Most leaks can be fixed easily and at low cost. **For instructions on how to fix a leak, go to www.epa.gov/watersense/water-efficiency.**

**Phantom Power May Be 10% of
of Your Electric Bill**



Phantom power (also known as vampire power or idle current) is the electricity used by appliances when they aren't in use.

Many electronic devices, appliances and gadgets draw power even when they're switched off or not in use, just by being plugged in. While the amount of power wasted may not *seem* like much, according to Planetgreen.discovery.com, it may represent 10% of your annual electric bill - almost one month of your yearly electric bill!

Consider wasted power from your cell phone charger, television, computer monitor, microwave and cable box.

While it may be difficult to crawl around and unplug an item when you're not using it, it is easy to plug appliances into power strips. Turning off one power strip for combined items such as a television and dvd player, will save energy and money on your BPU electric bill.

Electric bills rise with the cost of coal, natural gas, National Grid transportation costs and charges by the New York Independent System Operator. Save money this winter by conserving with tips from Energy Depot for Homes at www.jamestownbpu.com.

