

CUSTOMER SERVICE UPDATES

Balanced Billing

We thank you for your participation in this program. We also thank you for your patience and cooperation in working out some of the quirks any new program presents. As a result of your comments and suggestions, we will be showing ACTUAL and BUDGET usage by units of consumption rather than in dollar amounts (see example below).

Your continued comments and suggestions are welcome in our efforts to make your bill and our services as easily understood as possible.

Messages:	Billing Date:	10/08/2004
• Billing period from:	08/30/2004 to 09/29/2004	
• To avoid 1.5% late charge, pay by 11/01/2004		
• BALANCED BILLING SUMMARY: TRUE UP MONTH: JUNE		
The detail below represents an accumulation of 05 month (s) on your current Balanced Billing Program		
	ACTUAL	BUDGET
ELECTRIC	3230 KWh	5940 KWh
WATER	13 units	15 units
WASTEWATER	13 units	15 units
SOLID WASTE	3 units	3 units
		BALANCE
		\$6.55 CR
		\$7.66
		\$10.04
		\$9.75
• Make checks payable to Jamestown City Treasurer, PO Box 700, Jamestown, New York 14702-0700		
NOTE: The balance column reflects the total amount you have paid for utilities through last month, it does not include what you are being charged for this month.		
SAMPLE		

EASY PAYMENT PLAN ENROLLMENT

The BPU Easy Payment Plan electronic transfer allows you to pay your utility bill each month with little or no effort. Sign up for the convenience of having your bill deducted automatically from your checking account each month.

We'll send you a statement as usual with a reminder that the bill will be deducted from your account on its due date. This will remind you to deduct it from your checking account. The transaction will appear each month on your bank statement.

Easy Pay customers should call 661-1665 immediately if you think there is a discrepancy in your bill.

Simply fill out the form below and return it with a voided check or deposit slip.

You must notify Scott Bensink at 661-1665 if you change banks or account numbers or if you wish to cancel or change this service. Initial enrollment may take 4 to 6 weeks to begin.

AUTHORIZATION FOR BPU ELECTRONIC PAYMENT

I authorize the Jamestown BPU to initiate debit entries from my checking account at the bank listed below.

PLEASE PRINT

NAME _____

ADDRESS _____

DAYTIME PHONE _____

BPU ACCOUNT # _____

BANK NAME _____

BANK ACCOUNT NUMBER _____

PLEASE ATTACH VOIDED CHECK OR DEPOSIT SLIP AND MAIL WITH YOUR PAYMENT AND STUB OR SEND DIRECTLY TO:

BOARD OF PUBLIC UTILITIES
P.O. Box 700
JAMESTOWN, NY 14702-0700
C/O SCOTT BENSINK

Please allow 4 to 6 weeks for service to begin.

Service Sign up

New or transferring customers: If you are coming in to sign up for service, the following documents are helpful in the process:

- Driver's License (or another form of photo identification)
- Social Security Card or Birth Certificate
- Rent receipt or ownership papers

The better prepared you are when you appear to sign up for service, the faster we can serve you.

The NYS Public Service Commission allows us **FIVE** (5) business days to initiate service, so the sooner you notify the BPU, the quicker we can respond to your needs.

If you have prior unpaid bills, be prepared to pay those bills or sign a deferred payment agreement, before new service can be initiated.

HEAP (Home Energy Assistance Program)

HEAP season is fast approaching and the BPU wants to remind recipients of the following:

- Authorizations must be called into the BPU by the source of HEAP funds
- Funds do not appear as a credit to you on your account until received by the BPU
- HEAP appointments do not stop disconnect procedures.

Payment Tips

Mailed payments:

- Your payment must reach the BPU offices on or before the due date of your bill; post marks are NOT honored
- Include your BPU stub with your payment
- Write your BPU account number on your check or money order
- If using an on-line bank check, allow time for bank processing and mailing to assure it reaches the BPU in a timely manner

Counter OR Drop Box payments:

- Make sure you have your BPU bill with you
- If at all possible, DO NOT put payment in the drop box on the bill due date or day BEFORE disconnection.
- The BPU is open from 7:00 to 5:30 for your convenience. Please enter and pay at the counter to assure your service is not disconnected.

We are working diligently to improve the recording and timely posting of your payments.

Past Due Bills/Service Disconnection

This is our LEAST favorite responsibility.

- Please don't wait to pay or make payment arrangements until **AFTER** your services have been disconnected.
- Disconnection and reconnection fees are VERY costly to you.
- Call and make arrangements well ahead and we will try to work with you to develop an affordable pay strategy.

BPU CLEAN COAL PROJECT SCOPING SESSIONS

November 18, 2004

Love School Cafeteria 2-5 pm

Washington Middle School Auditorium 7-9 pm

All are welcome to ask questions and receive information regarding the proposed power plant.

If unable to attend, please send your comments/questions BEFORE November 30 to the

Board of Public Utilities, Sue Jones, PO Box 700
Jamestown, NY 14702-0700 or call 661-1666

WE LIKE YOUR TYPE!

Join us at our

Red Cross Blood Drive

December 9 from 10 am to 3 pm

BPU offices - 92 Steele Street

Light Lunch will be provided

Drop-ins welcome or

call 661-1666 for an appointment

ATTITUDE IS EVERYTHING!

A word from the JSPPC Facilitator, Russ Linden

Jamestown's strategic planning effort continues to delight and amaze me. During the two and a half years I've been working with Jamestown's leaders, I've been so impressed by the commitment and devotion that they have to the community. This strategic planning effort is working on both short term and long term goals, and showing a number of successes, as this report card demonstrates. One of the successes, that is impossible to measure but very real, is improving attitudes within the community.

When I began working with the JSPPC and the Mayor, they told me that they thought the city's biggest need was to improve attitudes. They knew that the economy was critical, that we need to improve downtown, hold taxes steady and add parking. But they knew something else: that with the right attitudes, we could meet those other needs.

One way to improve attitudes is to shine a light on Jamestown citizens who are making heroic contributions to the community. We are doing this through an initiative called the **Point of Pride** campaign. This effort, led by people from the Chamber of Commerce, Post Journal, WJTN/SE 93, and Time Warner Cable, identifies members of the community who have "gone above and beyond" in their service to others. These aren't the people we learn about everyday in the media. They don't do their good deeds for publicity, they do them for the best reason of all: to serve others.

**COMMUNITY ATTITUDE ACTION TEAM
POINT OF PRIDE CAMPAIGN**

The Community Attitude Initiative Committee has coordinated the **Point of Pride** effort. A task force of local media leaders has joined forces to implement this program. Members of the Jamestown Area Chamber of Commerce, Post Journal, WJTN/SE 93 and Time Warner Cable have been meeting regularly to roll out this project. The Point of Pride focuses on the positive side of our community. It includes stories about ordinary people and those who do good things to help improve the quality of life in Jamestown. Recent Award Winners include:

Ralph Alincic - for his dedication as an employee of the City of Jamestown Parks Department as manifested by his cooperative spirit and untiring efforts to maintain Bergman Park as a multi-purpose recreational facility for use by all people

Barbara Lashbrook - for her dedication to her friends and neighbors every day. During a recent Hotel Jamestown fire Ms. Lashbrook, who is a double amputee confined to a wheelchair, was very heroic in assisting her neighbors to safety.

Tom McFall - for his dedication and devotion to the youth hockey program. Through clinics, camps and leagues he has spent numerous hours teaching children the gift of skating and hockey. He has been playing hockey from a very early age and loves to share his passion and love for the sport with children and adults. Originally from Buffalo, McFall has made Jamestown his home with his wife Vicki and their two daughters.

ChautauquaWORKS COMMITS \$10,000 TOWARDS EDUCATIONAL PROGRAM

ChautauquaWORKS announced its recent commitment of \$10,000 towards the innovative educational program that provides youth from our community with financial and tutoring support to help them receive a college education. The Chautauqua Educational Opportunity (CEO) Program provides youth with the assistance they need to complete the first two years of their college education at Jamestown Community College (JCC). High school teachers and guidance counselors at Jamestown High School identify motivated students who have special, challenging circumstances in their lives, yet have the potential to succeed in college. These students are encouraged and assisted to be successful in their high school studies and to eventually enroll at JCC. At JCC, CEO students are provided with tuition assistance as well as mentoring and assistance with other life issues that make success in college difficult. They are also encouraged to participate in work experience. The ultimate goal of the CEO program is for participating students to attain an associate's degree from JCC. The CEO program was started through the Jamestown Strategic Planning & Partnerships Commission in 1999.

COORDINATION & EFFECTIVE GOVERNMENT ACTION TEAM

The Action team has seen significant progress since the last published report card. The Finance Department and the Department of Development have each established an Advisory group which is laying the foundation for intra-and interdepartmental measurable improvements. The Advisory groups each have a facilitator to help with the mechanics of results based metrics. A sub-committee comprised of the Mayor, the City Council President, two council members (each representing their perspective parties) and a facilitator with extensive skills in results based planning and performance planning have been working together to align the City goals, established earlier this year by the Mayor, City Council and the City Department Heads, with appropriate strategies and accountabilities. It is a very long, arduous process of identification, tactics, strategy, best practices, timelines, and people. It is an education process that is very new to most, a thoughtful blend of human resources and financial resources with the ultimate consideration of its customer. In this case, the customer being the community of Jamestown. While we did not meet the deadline of December 2003, the Action Team is confident that the extended efforts this year will bring forth a successful comprehensive results based program.

Adopt & Implement Results Based Government



The JSPPC would like to thank the Board of Public Utilities (BPU) for their continued cooperation and commitment to the planning and implementation efforts being put forth by the Commission and its partners. The BPU is a member and financial supporter of the Commission.

APPEARANCE OF THE CITY ACTION TEAM

Garden Project - Corner East Third & Pine Streets



Lighting & Sidewalks (BPU) - N Main from 6th Street to 2nd Street



Trash Receptacles & Benches-Phase 1



New Downtown Banners - Design Complete- Fund-raiser in December 2004.



Painting of the Wintergarden Theatre



Bunbury Theatre Park



Urban Design Plan - RFP completed, proposals received, funding being secured. City is lead agency.



HOUSING ACTION TASK FORCE

The Jamestown City Council Housing Committee has assumed the lead on most issues previously addressed by the task team.

The Home Ownership Fair has been postponed until the Spring of 2005.



FUNDING ACTION TEAM

The Funding Action Team raised funding to hire a governmental advocate for Jamestown. Below is the advocate's update on the activities that have been taking place over the last few months.

Education and communication efforts are continuing with both the Congressional and New York State Legislators and staff to identify funding opportunities for existing and emerging priorities identified by the SPC. This ongoing communications effort has provided legislators and staff with a better understanding of the challenges, opportunities and priorities of the community and its residents and has facilitated the collaborative development of strategies to secure funding and policy goals in the upcoming Congressional and State legislative sessions.

Continued support for successes in this Congressional session, particularly the transportation dollars earmarked for the revitalization of the Erie-Lackawanna Train Station in the federal transportation appropriation and Highway reauthorization bills will be continued until the consideration of these bills is completed.

Analysis of the election results, post-election communications with the newly elected State and Federal members and the development and implementation of strategies to maximize the federal and state funding options for the communities will be the priorities for the remainder of this year.

DEVELOPMENT & JOBS ACTION TEAM

The Economic Development Team successfully completed its goals, culminating with the implementation of a coordinated marketing effort utilizing the expertise of the Buffalo Niagara Enterprise and the implementation of an Advisory Group composed of representation from a wide variety of stakeholders within city, county, and private organizations.

The marketing effort has focused upon the creation and development of a Tool Kit of important economic and demographic information, which will greatly enhance and increase our ability to efficiently and expediently respond to prospect inquiries as well as enable us to proactively recruit new business to our community. This effort has also focused on identifying a variety of existing buildings, which will meet the criteria of the interested emerging prospects and the evaluation of these locations to identify those areas, which need to be addressed in order to make them ready for occupation.

The Advisory Group has also begun to develop and assist in the assembly of green space to provide shovel-ready land within the service territory of our BPU which with its competitive advantage of low cost electric and redundancy as we pursue those business segments whose expansion and site selection relies heavily upon locations with low cost utilities.

CEO Program - Student Transition to JCC

2002-03 Cohort = 11 students 4 Graduates/1 Transfer



2003-04 Cohort = 10 students 7 Returned for Year 2



2004-05 Cohort = 9 students \$1000.00 Per Student Per Year



The JSPPC would like to thank Arnove Publishing for the donation of the Report Card logos.



BEGINNING



FULL-STRIDE



COMPLETED