

News and Views

Visit us at: www.jamestownbpu.com

Customer Newsletter

City of Jamestown, NY, Board of Public Utilities

January, 2023



Dedicated to Crews Who Take Care of Our Roads by an Anonymous Donor

Thanks to Axiom & to An Anonymous Donor for Support of the Johnson/BPU Good Neighbor Fund.

Axiom and an anonymous donor are our Johnson BPU/Good Neighbors of the Month for January, 2023!

These Good Neighbors are helping by donating to the John Alfred & Oscar Johnson Memorial Trust/BPU Good Neighbor Fund, to assist customers in hardship situations that prevent them from paying utility bills.

Customers who pay BPU bills regularly, who receive no Social Services assistance for utility bills and who experience a sudden hardship such as a car wreck or house fire, may be eligible for help through the fund. Social Security and HEAP recipients may apply.

If you think that you qualify, contact the Salvation Army at 716-664-4108 to make an appointment. The Salvation Army will verify the hardship quickly and then contact the BPU to validate the payment history. The process is brief and easy.

Companies interested in participating as a Good Neighbor of the Month may contact BPU Communications Coordinator Becky Robbins by e-mail: brobbins@jamestownbpu.com or by phone at 716-661-1680 weekdays.

BPU Yard Waste Stickers For the 2023-2024 Seasons Are Available Now in our BPU Customer Service Office.



Solid Waste customers are eligible to receive one free sticker per account.

2023 Yard Waste Site hours:
7 a.m.—1 p.m. Saturdays
April 8-November 11
4-7 p.m. Wednesdays
May 3-September 27

Help for Unpaid Utility Bills, Apply Now

Don't wait to get help if you are unable to pay your BPU bill. Apply now to take advantage of programs offered to assist you.



First, contact our Customer Service Office at 716-661-1660 to ask for a **payment agreement**. A payment agreement can help you gradually catch up on your bill and avoid service shut-off. Our representatives will work with you to develop a plan that will help you get caught up on your payments.

The New York State (NYS) Low Income Household Water Assistance Program (LIHWAP) is a water and sewer emergency assistance program funded through federal resources. Benefits depend on the amount of unpaid water and sewer bills owed, the size of your household and your household income. The home must include a U.S. citizen or U.S. national.

LIHWAP may be applied to online at <https://otda.ny.gov/> LIHWAP. Ask for help at our Customer Service Office if needed.

If you heat with electric, you are eligible for the **Home Energy Assistance Program (HEAP)**. If gas is your primary heat source but you need electric to run your furnace, you may qualify. Call 716-753-4385 or 716-661-8103.

If you normally pay your BPU bill, don't receive government help to pay your utility bill, and encounter an unexpected problem that prevents you from paying your bill, you could qualify for the **Johnson/BPU Good Neighbor Fund**. Hardships may include events such as a car wreck, a house fire or sudden loss of your job.

Call the Salvation Army at 716-664-4108 to see if you qualify for help. This program requires a quick, simple application, started by calling the Salvation Army.

El 2023 calendario del reciclaje de BPU español está disponible para el uso.

The 2023 BPU Spanish recycling calendar is available.

The 2023 BPU Spanish recycling calendar is available at BPU Customer Service, 92 Steele Street.

Customers may request copies of the Spanish recycling calendar at BPU Customer Service, by calling the Garbage Hotline at 661-1651, Communications at 661-1680 or by accessing the www.jamestownbpu.com website. Copies also are available at the City Hall lobby, the James Prendergast Library, Chautauqua Opportunities, St. Susan Center and at the East Side YMCA.

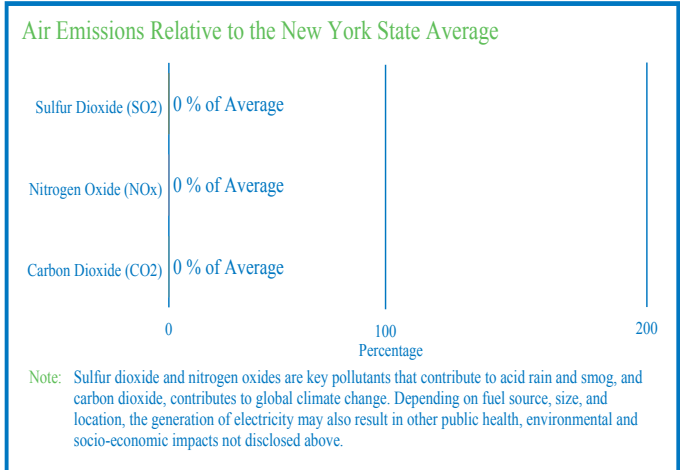
El 2023 calendario del reciclaje de BPU español está disponible para el uso. Los clientes pueden solicitar copias en español del calendario en Servicio de atención al cliente de BPU, llamando 661-1651, 661-1680 o conseguir acceso al sitio web www.jamestownbpu.com. Las copias están también disponibles en el vestíbulo de Municipalidad, la Biblioteca James Prendergast, Chautauqua Opportunities, St. Susan Center y en el East Side YMCA, 727 E. Second Street.

To request a 2023 Large Print Recycling Calendar, call 661-1651, 661-1680 or 661-1660.

Para solicitar un Calendario de Reciclaje de Letras Ampliadas de 2023, llame al (716)661-1651, (716)661-1680 o (716)661-1660.



Fuel Sources	
Hydroelectric	98 %
Wind	2 %
Total	100 %
<small>(Total may vary slightly from 100% due to rounding)</small>	



This label displays information on the electricity provided to all customers of this entity. If necessary, product specific labels can be generated by the entity.

Although this label is a 2021 publication, it was provided to the BPU in late 2022 & is required to be printed for our customers.

Request Various BPU Services 24 Hours a Day Instead of Making Phone Calls



Request BPU services by signing into our customer portal at www.jamestownbpu.com. Click on the green “My Account” tile on our homepage & see your customer page, complete with a list of forms immediately under the house icon.

Request Garbage Department services such as large item or electronic special collection appointments, extra trash pick-up from an assigned container, recycling bin replacement and yard waste bag collection appointments. You may apply online for an added garbage container, a recycling calendar or an alternate-sized garbage container. Short term recycling exemption forms may be submitted online as well.


Landlords will appreciate completing an owner never off form through the portal. Forms may be completed, authorizing property managers access to renter accounts.

Companies interested in information about business development in the BPU territory may also find a request form that can be completed and submitted online.

As time progresses, more forms will be added to our portal to save our customers time in requesting BPU assistance.

If you have an idea for an online form you would like to see made available on our website, call Communications at (716)661-1680.

MAKE 2023 THE YEAR YOU LEARN TO PAY BPU BILLS FROM THE CONVENIENCE OF HOME!



With winter winds howling, make this new year the time when you take advantage of the BPU’s varied ways to pay your bill, without having to venture out in the snow and cold weather.

These methods acknowledge your payment immediately, just as when you receive a receipt in our Customer Service Office.


In addition, these online methods allow you to pay with credit card, debit card and e-check. It’s so easy!

Online and texting options are simple ways to pay. Sign up at www.jamestownbpu.com by clicking on the green “My Account” tile on our homepage. Once registered with a payment method, you may select:

- Pay by Text:** Receive a text informing you of the amount owed & requesting your approval to pay. A simple “okay” is all you need to text back; you’ll receive an immediate acknowledgment text that the bill is paid.
- AutoPay:** Receive an email informing you that your bill has been paid by your chosen payment method and in what amount.
- Paperless Billing:** Receive an email informing you that the bill is owed and in what amount. You choose how you pay your bill at that time. You also can make a one-time online payment.
- Telephone Payments:** Although not an online payment method, you may use your credit or debit card or an e-check to pay. Simply call 716-661-1660 & select option 3 to pay. You may select Spanish language options by phone.

Our www.jamestownbpu.com website includes a Google Translate button on the homepage. The entire site may be translated to Spanish and many other languages by clicking the button.

Water Customer Leaving Home for the Winter? Read This Piece before You Leave!



BPU water customers leaving home for the winter or for an extended period of time, may want to take the BPU recommendation that you or your plumber drain your residence or other building before you travel.

You also could call the BPU Customer Service Office at (716)661-1660 and request an appointment to have your water meter removed. You or your representative must be present when the meter is disconnected.

While you’re away, it’s also wise to ask a friend or neighbor to check inside your home occasionally to avoid any water damage that might not appear until you are back in the house. For instance, a dripping spigot or running toilet could cause a large water bill to accumulate. Worse, an indoor pipe could burst and flood your home when no one is there to see it happen and stop it. In this instance, there would be a high water bill in addition to the damage caused by unchecked water.

Plan ahead before you leave to save you the expense & frustration of discovering water damage to your property and high water bills when you return in the spring.