

News and Views

Visit us at: www.jamestownbpu.com

Customer Newsletter

City of Jamestown, NY, Board of Public Utilities

February, 2023

Sign up for Notify Me on the green button in the upper right corner of our www.jamestownbpu.com homepage. Receive texts or emails about outages, water events, garbage/recycling, bidding & more.



LUTHERAN
Life well lived. Every

Our thanks to Lutheran, our Good Neighbor of the Month for the organization's contribution to our Johnson/BPU Good Neighbor Fund to help customers who are unable to pay BPU bills for hardship reasons.

Customers who pay BPU bills on a regular basis, who receive no social services aid for utilities and who experience unexpected troubles such as a house fire, car accident, job loss or illness may qualify for this fund. Social Security and HEAP recipients may request the help.

If you think you qualify, call the Salvation Army at (716)664-4108. More details are available in our BPU Customer Service Office or on our website at www.jamestownbpu.com.

Should your business want to donate as a Good Neighbor of the Month, with logos in this newsletter, on our website and on our social media pages, contact BPU Communications Coordinator Becky Robbins at (716)661-1680.

Take Steps to Avoid Frozen Water Pipes This Winter

Our Jamestown area winter temperatures can vary from mild to frigid & back again, raising the question of how to avoid frozen water pipes in your home or business. Here are some tips to prevent frozen, bursting water pipes this winter:



Keep garage doors closed if there are water lines in your garage.

Open kitchen & bathroom cabinet doors to allow warmer air to circulate around the plumbing—especially if the cabinets are located against an exterior wall.

In frigid temperatures, keep cold water dripping (a drip that is the width of pencil lead) from the faucet served by exposed pipes.

Wrap pipes nearest exterior walls with insulation or heating tape. Newspaper wrapped around a pipe can help insulate it as long as there is no heat source near the pipes.

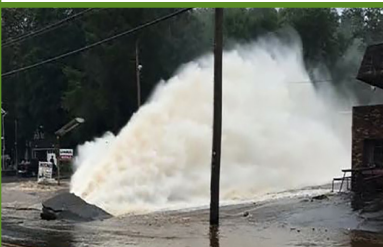
Close all windows near water pipes.

Heat your basement & consider weather-sealing windows.

Keep your thermostat set at the same temperature day & night. If you'll be away during cold weather, leave the heat on in your home, set no lower than 55 degrees.

If you're going away for the winter, we suggest that you or your plumber drain your home before you leave. Call the BPU to have your water meter removed. If your water remains on, ask a friend or neighbor to check the inside of your house occasionally while you're gone to check for water damage. Planning ahead can save you expense and hassle of water damage when you return in spring. Not only could water damage your home, but a water leak from broken pipes can also build up a high water bill.

Temperature Swings Can Cause Water Main Breaks, Inconveniences for Customers



Swinging temperatures can result in system water main breaks that pose an inconvenience for customers and employees. Main breaks often occur in winter.

The winter season is when outside temperatures switch quickly from cold to warm and back to cold. These temperature changes cause the ground to shift around water pipes. The moving dirt pressures and pushes against our rigid iron water pipes, causing

them to break.

Main breaks can be observed by melted snow in a yard or road and sometimes can be noticed by water running down a street. The most obvious sign is water bursting into the air as shown in the picture (left). Customers also may notice a drop in water pressure. To report a main break, customers may call our Customer Service Office weekdays at (716)661-1660. After-hour reports may be made to our 24-hour trouble line at (716)661-1640.

When our employees are alerted to a main break, they first work to locate the water line and other underground utilities such as electric, gas and sewer before digging into the ground. They next turn off water in the vicinity of the problem and dig four-five feet down with a backhoe to reach the line.

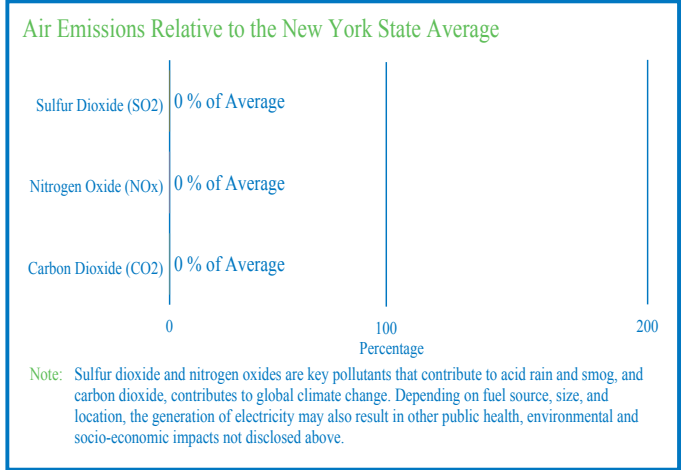
Employees normally knock on neighborhood doors to let customers know if the water will be turned off while repairs are made. We also notify customers with website alerts on our homepage at www.jamestownbpu.com and on Facebook and Twitter.

Once water is restored, natural-occurring sediment in the line stirs and causes discolored water that generally clears in 12-24 hours.



Fuel Sources	
Hydroelectric	98 %
Wind	2 %
Total	100 %

(Total may vary slightly from 100% due to rounding)



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.



Help our fire department!
 If you're in good health, consider shoveling snow away from hydrants in your neighborhood. Firemen work to clear hydrants themselves, but they could use our help!

PREVENT SEWER BACK-UPS AT HOME OR WORK

To avoid sewer back-ups, prevent Fats, Oils & Grease (FOG) from going into drains/sinks. FOG can be found in butter, shortening, cooking oil, fats/oils from cooked meats, gravy, food scraps, sauces and sour cream. When kitchen FOG goes down the drain, it cools in the wastewater system, sticks to pipes and causes build-up. The build-up eventually hardens and clogs and backs up into your house or business. Running hot water down the drain does not prevent a future clog.



- Keep your drains fat-free:
- ◆ Pour cooled fats, oils & grease into a container & place the container in the trash.
 - ◆ Before washing, use a paper napkin or towel to wipe FOG from dishes, pots and pans and throw it in the trash. If you wipe it with a cloth, then wash the cloth, the grease still goes into your sewer system.
 - ◆ Use sink strainers to catch food waste from going down the drain.

Root blockages in pipes also can cause sewer back-ups. Plant trees away from clean-outs and sewer service lines.
 If you're a BPU wastewater customer who experiences a sewer back-up, call the BPU at 716-661-1660 weekdays or 716-661-1640 after-hours. Our sewer crew will come to your home to clear the BPU line and inform you if you need a plumber to clear your side of the sewer line. The employees are available to help, 24 hours a day, seven days a week.

BPU Creates Videos to Recruit Businesses & Residents

The BPU completed local production of videos purposed to recruit new businesses and residents to Jamestown and the BPU service territory. Partial funding for the videos came from a New York State Energy Research and Development Authority grant as part of the BPU Retool WNY effort.



The successful Retool'22 fall conference in Jamestown, bringing 150-200 people to the City, was made possible in part by this grant program along with other sponsors.

- Hopes Windows
- Jamestown Skating Products
- Monofrax
- Pace's Pizza
- Real Estate Advantage
- TitanX
- Weber-Knapp

The videos are available to watch on the Jamestown BPU YouTube channel and include leaders of local manufacturing and commerce who discuss doing business and living in our community. In addition to their availability on our YouTube channel, the videos are streamed online in various parts of the country, designed to attract manufacturers, entrepreneurs, people seeking employment and more.

Some of the same leaders have been featured over several years on local radio as well. Additional companies that have helped with radio advertising include:

The following companies have been featured in the videos to date:

- Artone
- Blackstone-Ney Ultrasonics
- Chautauqua County Chamber of Commerce
- Manufacturers' Association
- Digitel
- Fancher Chair
- Jamestown Electroplating
- Jamestown Mattress
- Phoenix Metal
- Weaver Materiel
- NACO Trucking
- Weaver Golf & Turf Solutions

- Anderson Precision
- Blackstone Advanced Technologies
- Borsari
- Colecraft
- Dahlstrom Roll Form
- Dawson Doors
- D & S Glass
- El Greco

Thanks to these companies and businesses who are helping to attract people and manufacturers to our Greater Jamestown Community.

EV Charger Rebate Program Open to Business and Industrial Customers



Our BPU Electric Vehicle (EV) Charging Equipment Rebate Program invites local commercial and industrial customers to install EV chargers on their properties.

Non-residential entities who install chargers must make such equipment available to the businesses' customers, employees and the public. The program is open to all BPU Electric Service Class 2, 3 and 7 customers.

Rebates in the program are limited to \$15,000 per year per customer. A customer may apply for rebates including up to four chargers a year. Rebates are only for equipment.

Call our Customer Service Office at (716)661-1660 for more information.

BPU Yard Waste Stickers for the 2023-24 seasons are available now in our Customer Service Office, 92 Steele Street, Jamestown.

One free sticker is available for each residential Solid Waste account.

The Yard Waste Site is open:
 7 a.m.—1 p.m. Saturdays: April 8–November 11;
 4-7 p.m. Wednesdays: May 3–September 27.