



News and Views

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City of Jamestown Board of Public Utilities

Jamestown: Up Close & Wonderful

October, 2019

BPU Website Enhancements Mean New Opportunities for Customers

Enhancements to the BPU website, effective October 14, will allow customers to initiate services online, *without having to call or walk into the BPU Customer Service Office.*

The newest upgrade to our www.jamestownbpu.com, will allow you to save time by completing and submitting requests for BPU services yourself through the “My Account” option where you register to participate.

Service Requests

Customer Service requests such as a New Service Customer Authorization form may be commenced online. If moving, you can complete “move in” or “move out” forms on the website.

You may request to change accounts to Budget Billing, sign up for Auto Pay, switch to paperless billing or complete a Joint Application Authorization form, all online. Payment extensions may be requested on My Account.

Landlords

Landlords will appreciate the ability to submit Owner Never Off and Owner Authorizing Property Manager forms through the website. Landlord Authorizations may be taken care of online, along with Third Party Notification submissions.

Solid Waste

In the area of Solid Waste, My Account will allow you to schedule your own Special Item Collection for larger or electronic items and schedule your yard waste bag collection from your home or office. Requests for recycling bins, calendars and other information may be made online.

Loyal recyclers may complete the Attesting to Being Away from Property form online so you can receive your recycling credit while you are away.

My Account

You’ll need to register online to submit requests and forms. Remember that the BPU does not charge for online payments or services. *Customers already registered to pay online will not need to re-register. However, you’ll be prompted to change your user name to the email with which you registered. Auto-pay and paperless customers will not notice any difference.*

Response to Requests

Many actions started on My Account will require a BPU employee to contact you for follow-up. ***Submitting these forms online, however, allows you to save time by beginning processes from home at any hour, without having to adhere to Customer Service Office hours or having to physically visit the office.***

Streamlined for You

BPU General Manager David L. Leathers states that My Account is expected to streamline processes and improve experiences for our BPU customers.

“The BPU continuously plans and works to provide up to date services for our customers,” says Leathers. My Account is part of that effort.”

My Account Link

Effective October 14, you’ll see the “My Account” link located on the green tile on the BPU website home page at www.jamestownbpu.com.



BPU Yard Waste Site Fall Hours 1001 Monroe Street

Open Saturdays:
9 a.m. – 3 p.m. through
Nov. 9



Wednesdays:
Closed Until Spring



The BPU Yard Waste Site is open to residential Solid Waste Customers who have a free Yard Waste Sticker affixed to the vehicle driver side rear window.

Yard Waste Bags Available All Year-Round!

- A pack of four 30-gallon biodegradable bags may be purchased at BPU Customer Service for \$12. The price includes curbside pick-up of your filled bags on Tuesdays all year long.
- Collection may be scheduled for one bag at a time or all in one day by calling the Garbage Hotline at 661-1651.

Getting Used to Recycling Changes & Revised Calendar?

As of September, the BPU collects recyclables that are separated into five categories, with each one collected in its own week. The categories include plastic, glass, paper, metal and cardboard/box board. Each week, one recyclable will be collected. Mixed recyclables will be left in the bin on the curb.



A revised calendar to be used until the end of 2019 and a visual recycling guide to help you understand what recyclables will and won’t be accepted were mailed to customers in your billing envelopes and posted on our website at www.jamestownbpu.com.

The BPU announced the changes in local media, in special mailings, in our customer newsletters, our website, on FACEBOOK/Twitter and in media releases, interviews and advertisements. We made robo calls to residential recycling customers and did a special mailing to our paperless billing customers.

Changes in recycling can still be confusing. Questions about recycling are welcome by calling the Garbage Hotline at 7661-1651, Communications at 661-1680 or by stopping at our Customer Service Office, 92 Steele Street. We can send you the calendar and visual recycling guide, if you missed them. The information is also located on our website at www.jamestownbpu.com.

The BPU is one of 2,000 public power utilities across the nation that bring many benefits to



our communities. Because we are a not-for-profit company, we offer lower rates than commercial utilities that must provide dividends to shareholders. Local management and employees also result in greater reliability and quick response in emergencies by people who live in and care for our community.

Energy Savings through Electric Vehicle Charging Rebate Program

The BPU offers a new energy efficiency program to provide incentives for local businesses that install electric vehicle (EV) charging stations at commercial or industrial locations in the BPU electric territory.

Our EV Charging Equipment Program for businesses is open to BPU Electric Service Class 2, 3 and 6 customers, including customers in the hospitality field such as hotels and restaurants.

The program is part of the BPU's efforts to participate in the New York State (NYS) Reforming the Energy Vision (REV) initiative to stimulate investment in clean technology.

Rebates are available to encourage the installation of EV chargers under this plan. Level 2 chargers may be networked or non-networked and must have CHAdeMO or J1772 connectors or both. Level 3 chargers must be networked and have CHAdeMO or SAE combo-connectors or both.

Customers are limited to \$15,000 per year under the program. A customer may apply for rebates of up to four chargers per year of participation.

Rebates are for equipment only and are limited to



the equipment costs. Customers are responsible for all costs associated to install the charger, including but not limited to labor, material and any applicable permits. Customers are responsible for the electric charge cost.

Chargers installed under this program must be available to business customers, employees or the public for a minimum of five years. Chargers utilizing proprietary connectors are not eligible for rebates.

Businesses interested in participation should consult with a certified electrical contractor to verify that their electric services have capacity to support the electric vehicle chargers they want to install. Once capacity is confirmed, the customer may contact BPU Energy Efficiency Coordinator Dan Reynolds to schedule a site visit and to complete the rebate pre-approval application.

Complete details are available by contacting Reynolds at 661-1646 or dreynolds@jamestownbpu.com.



Sign up for a Home Energy Audit NOW before BPU Energy Efficiency programs change in 2020!

The BPU offers rebates for work suggested and accomplished after a Home Energy Audit.

Call BPU Energy Efficiency Coordinator Dan Reynolds at 661-1646 to inquire about BPU subsidized audits and about State home energy audits undertaken at no charge to NYS residents as part of the "Green Jobs, Green New York" initiative. See if you qualify!

BPU Hosts Labor Day Festival Tent



The BPU hosted a tent at the City's Labor Day Festival in September.

Employees presented exhibits focusing on safety in work zones, energy efficiency and changes in BPU and international recycling practices.

BPU employee unions contributed toward the purchase of two bicycles which were given away in a free drawing to tent visitors

who pledged to drive safely around work zones.

The Unions who paid for the bicycles this year included IBEW Local 106, Teamsters Local 264 and IBEW Local 459. Pictured here is one of the happy bicycle winners, Joseph Surace.

BPU Supports Industry with Flex Rate Agreements: Monofrax & BPU Renew Commitments

The BPU approved a resolution for authorizing our staff to sign a renewal agreement with Monofrax LLC to extend its 2017 service classification 6 flex rate agreement with the utility. The updated contract will continue to provide lower energy costs for the company with Monofrax' assurance of re-investment in the Monofrax LLC facility.



The latest flex rate agreement takes effect November 1 and extends through October 31, 2021. The first BPU/Monofrax agreement was signed in 2005 and renewed in 2009, 2013 and 2017.

The BPU's flex rate agreement program was developed to enhance and preserve the community's economy by offering lower electric rates to large industrial and manufacturing companies located in the BPU's electric territory in exchange for company investment in their facilities and workforce.

BPU General Manager, David L. Leathers, explains that the utility is eager to assist and support local manufacturers who are operating in the community. Reaching flex rate agreements with qualifying companies is one way in which the BPU can help lower costs for these important employers.

As part of the extended contract, Monofrax LLC will continue investment in the Falconer manufacturing plant and will retain a minimum of 25 local jobs for every 1000 Kilowatts of demand.

Over half of Monofrax product output is sold outside of Chautauqua County and about 25-30 percent of its products are exported internationally. Monofrax LLC manufactures linings for furnaces that make glass products. Its fused cast products are shipped worldwide. The company has made products in its local facility for more than 65 years.

In addition to Monofrax, the BPU currently maintains flex rate agreements with Anderson Precision, Hopes Windows, SKF Aeroengine, TitanX and Truck-Lite.

Seasonal Water Customers/Snow Birds: Consider Disconnecting Water for the Winter

BPU water customers who leave home for the winter are advised to disconnect water services for the winter to prevent freezing pipes.

As we know, temperatures in our area can sometimes drop to frigid levels in the winter months. When no one is home to notice, your water pipes could freeze and break, causing damages to your home or building that could go undiscovered until you return in the spring.

If your house or building will be unoccupied and unheated for a long time period, our Water Division recommends that you arrange for a water shut-off by calling our Customer Service Office at 661-1660. You or your representative will need to be present when the BPU comes to do that work to verify that the water service is stopped.

The BPU charges a basic service fee for water



and wastewater services regardless of consumption or occupancy. We also have a charge for the combination of disconnection and reconnection of seasonal accounts. These latter charges will be added to the account at the time of reconnection in the spring or when the customer returns.

We further suggest that you or a plumber drain your home. Ask a neighbor or friend to check inside your house occasionally while you are gone.

Taking such precautions before you leave can prevent inconvenience and expense when you return.

Sign up for Notify Me texts or emails at www.jamestownbpu.com for notifications of discolored water, electric outages & more.