



News and Views

Visit us at: www.jamestownbpu.com

City of Jamestown Board of Public Utilities

Jamestown: Up Close & Wonderful

January, 2020



Axiom & Community Bank: Our Good Neighbors of the Month!

Axiom and Community Bank are our Johnson BPU/Good Neighbors of the Month. Many thanks!

By donating to the John Alfred & Oscar Johnson Memorial Trust/BPU Good Neighbor Fund, they are helping 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, may be eligible for help through the fund. Social Security and HEAP recipients may apply. Customers who believe they may qualify should contact the Salvation Army at 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 at 661-1680 or by e-mail: brobbins@jamestownbpu.com.

**For a Large Print
Recycling Calendar,
Call 661-1651,
661-1660 or 661-1680.**

BPU Budgets Hold Steady in Four Divisions... Solid Waste Rate Increased by \$2 a Billing Period

BPU budgets in the Electric, Water, Wastewater and District Heating Divisions held steady for 2020, with no rate increases for the coming year.

The rate for Solid Waste (garbage/recycling) customers, increased by \$2 a billing period. The recycling rebate remains at \$10.50 per billing period.

The BPU Solid Waste Division is working on a future project in which Citywide garbage containers can be provided to our customers. Funds will be needed to purchase such contain-



ers and the truck equipment that will allow vehicles to lift garbage cans and empty them into the trucks. The expected change will be a convenience for customers; a healthy way to contain garbage on the terrace; and a safer method for Solid Waste employees to collect garbage, without having to lift heavy bags into trucks, causing

injuries.

The BPU still allows for eight garbage bags to be discarded each week. The fee for collection of bags exceeding eight has changed to \$5 per extra bag.

“My Account” Means Online Convenience for You! Sign Up for Services Online without Driving to the BPU!

Click on “My Account” on our homepage at www.jamestownbpu.com and see the many opportunities that My Account offers our customers!

You can complete forms to:

- Sign up for service
- Move in or move out
- Register for Auto Pay
- Request a payment extension
- Switch to paperless billing
- Add a joint application authorization form
- Submit a Third Party Notification
- Complete an Owner Never Off form and Landlord Authorizations
- Complete an Owner Authorizing Property Manager form.



In the garbage/recycling area, you may schedule your own waste bag collection as well as your own Special/Electronic collection for larger or electronic items.

My Account is an added way to improve your customer experience.



“Notify Me” is another new service for customers!

Want to receive alerts by text or email regarding electric outages, discolored water, recycling, project bids, Board minutes/schedules and other items?

Go to www.jamestownbpu.com & click on the “Notify Me” button in the top right corner of our homepage to register your preferences.

El 2020 calendario del reciclaje de BPU español está disponible para el uso. The 2020 BPU Spanish recycling calendar is available.

The 2020 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 2020 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.



BPU Honored as One of the 2019 Healthiest 100 Workplaces in America

The BPU has been recognized as one of the Healthiest 100 Workplaces in America, an award administered by Spring-buk. Out of 100 employers honored, the BPU placed 46.

With this award, the BPU is nationally recognized as one of the “best of the best” in worksite health. The Healthiest 100 Workplaces in America award culminates the conclusion of the year-long wellness awards program that Healthiest Employers hosts in more than 45 cities across the country.

The honored companies, including the BPU, were celebrated for their commitment to employee health and exceptional corporate wellness programming. More than 1,000 of America’s top well-being programs



were evaluated for this award across the United States. The companies include organizations as small as 32 full-time employees and as large as over 150,000 workers. The BPU employs approximately 150 people. BPU General Manager David L. Leathers congratulated the work of the BPU Health and Wellness Team whose fourteen members volunteer from various departments of the utility to develop and implement programs in which 70 percent of the workforce participates.



Why Drive to BPU Customer Service? Sign Up for *Easy Payment Options*: Auto Pay, Paperless Billing or Budget Billing

Auto Pay: The amount of your bill may be automatically withdrawn from your checking account each month on its due date. You can still see your regular monthly bill on our website.

Sign up by clicking the “My Account” tile on our home page: www.jamestownbpu.com or by calling Customer Service at 661-1660.

Budget Billing: To qualify for this service, you must have 12 months of utility payment history at the same address. That way, we see what you paid in utility bills for a year and average the last 12 months to determine your 12 equal payments for the new year. Every July, we do a “true-up” to zero out the account and begin a new cycle. To enroll in this convenient program, stop at BPU Customer Service or call 661-1660.

Paperless Billing: Sign up by clicking the “My Account” tile on our homepage: www.jamestownbpu.com.

Jamestown BPU employees pledged individually for a total amount of \$8,173 to the 2019 United Way of Southern Chautauqua fund drive.



BPU Announces ENERGY STAR Rebate Program for 2020



The BPU’s Energy Efficiency Rebate Programs for 2020 have begun.

The ever-popular ENERGY STAR Rebate Program continues into the new year with credits available on certain new ENERGY STAR-certified products listed below:

| | | | |
|------------------------|-----------------|------------------------|---------|
| Residential Window | \$35 | Heat Pump Water Heater | \$500 |
| Skylight | \$25 | HVAC Heat Pump | \$500/T |
| Residential Entry Door | \$50 | Central AC Unit | \$100/T |
| Geothermal Heat Pump | \$1,000 Per Ton | | |

One ton of heating or cooling capacity equals approximately 12,000 BTU.

All products must be new and ENERGY STAR-certified to qualify for rebates. For more information concerning minimum standards visit: energystar.gov/products.

For rebates, mail or bring in receipts to our Customer Service Office from the purchase of a new product; the completed rebate form; and the energy guide that is provided to you by the retailer where you bought the product. For windows, skylights and doors, you must also provide the original NFRC labels.

More information may be found on our website at www.jamestownbpu.com. Click on the yellow “Energy Efficiency” tile on our home page. BPU Energy Efficiency Coordinator Dan Reynolds is available for questions at 661-1646 or dreynolds@jamestownbpu.com



Fire fighters work hard to keep hydrants free of snow.

If you’re in good health, you may consider shoveling out hydrants that are buried with snow in your neighborhood.

Keep up-to-date with BPU Programs & Events!
Visit www.jamestownbpu.com

Like us on FACEBOOK & Follow us on Twitter.

BPU Electric Vehicle Charging Equipment Rebate Program

The BPU Electric Vehicle (EV) Charging Equipment Rebate Program encourages BPU Electric Service Class, 2, 3 and 6 customers to install EV charging stations at their place of business. In addition to industrial customers, hotels and restaurants qualify for this project.

To start participating in this program, a customer should verify that an electric service has the capacity to support the EV charger you would like to install. Once capacity is confirmed, contact BPU Energy Efficiency Coordinator Dan Reynolds to schedule a site visit and to complete the pre-approval application.

Chargers must be available to the business’ customers, employees or the general public through this program. Chargers also must be in service for a minimum of five years. Other restrictions apply. For more information, contact Reynolds at 661-1646 or dreynolds@jamestownbpu.com.

