



### Thanks to the CCB Cattaraugus County Bank, Our Johnson/BPU Customer of the Month!

Thanks to CCB, Cattaraugus County Bank, for donating to our Johnson/BPU Good Neighbor Fund as a Good Neighbor of the Month!

By donating to the Good Neighbor Fund, CCB helps customers in hardship situations that cause them to struggle with utility bills.

Customers who pay BPU bills regularly, who receive no government assistance for utility bills and who experience a sudden hardship may be eligible for help through the fund.

To apply, call the Salvation Army at 664-4108. More details are available at our Customer Service Office or on our website: [www.jamestownbpu.com](http://www.jamestownbpu.com).

If you are interested in contributing, contact [brobbins@jamestownbpu.com](mailto:brobbins@jamestownbpu.com) or call Becky Robbins, communications coordinator, at 716-661-1680.

### Fall Water Main Flushing Ends October 14

Water main flushing this fall took place from Oct. 2—Oct. 14.

Maps are available on [www.jamestownbpu.com](http://www.jamestownbpu.com) to show which streets are flushed when.

Questions?

Call the Flushing Hotline:  
661-1688

Communications:  
661-1680 or

Customer Service:  
661-1660



Want to know why the lights are out or why your water looks discolored?



Sign up for texts or emails at NOTIFY ME, located on the top right corner of our homepage: [www.jamestownbpu.com](http://www.jamestownbpu.com). Select your notifications from electric outages and water reports to bids, job postings, board meetings & more!

### New Payment Drop Box At BPU, Check Out Online Payment Options

The BPU moved its 92 Steele Street vestibule payment drop box to avoid traffic safety problems at the top of the D driveway.

The new drop-off box is mounted on a pole in the parking lot across from our Customer Service Office entrance. The box is marked with yellow posts and chains, with a “DROP BOX” sign drawing attention to it.



#### Online Options

You can take advantage of several ways to pay without having to drive to the BPU Offices or Drop Box! In addition to the traditional check writing, you can use online methods to pay that are easy and quick—some take credit and debit card payments as well as e-checks.

Access the BPU website: [www.jamestownbpu.com](http://www.jamestownbpu.com) and see the green rectangle “My Account” tile on our homepage. Click on the tile to sign up for **AutoPay**, **Pay by Text** and **Paperless Billing** in “My Account.”

You can pay 24 hours a day, seven days a week using online options:

- **AutoPay** sign-up allows you to pay your bill automatically from your selected bank account each billing period. You are notified when your bill has been paid and in what amount.
- **Paperless Billing** sends an email to you informing you of your bill amount and reminding you when to pay.
- **Pay by Text** informs you when your bill is due and asks your permission to pay from your designated account. The customer is asked twice during the transaction for text approval.

You also can pay all hours by calling 661-1660, option 3, **to pay your account by phone with English/Spanish options.**

**Try a new way to pay today!**

### Yard Waste Site, 1001 Monroe Street, off 8th Street



Open 9 a.m.—3 p.m. Saturdays  
through November 14

Closed Wednesdays for the Season



Use your raspberry-colored sticker to enter the Site. Stickers are available in our Customer Service Office, 92 Steele Street; one free per residential Solid Waste account.

**New Yard Waste Stickers for 2021-2022  
will be available beginning in January.**

Yard Waste Bags are sold year-round at Customer Service: four 30-gallon biodegradable bags for \$12, including the cost of curbside collection on Tuesdays.

Fill the bags & call the Garbage Hotline at 661-1651 to schedule collection, all at once or one at a time.

### Solid Waste Customers Can Throw Out Extra Items Every Garbage Day



Residential Solid Waste customers may leave four extra items out at the curb each week with their normal garbage collection. Each item should weigh no more than 40 pounds and be easily carried by one employee.

This service gives customers a weekly option to throw away accumulating materials.

Examples of clean-up items that you can leave at the curb each week include straight chairs, small tables, golf bags, fans, mops, dishes, clothing and upright vacuums. Please place the items in bags when possible. Questions? Call the Garbage Hotline at 661-1651 weekdays.

## Do It Yourself on the BPU Customer Portal... Easy, Fast!

The BPU Customer Portal not only allows you to pay your bill, it also offers you lots of opportunities to request various services without having to call the BPU or visit the BPU office.

Did you want to schedule a large or electronic item pick-up? You have filled your yard waste bags and want to set up a Tuesday curbside collection?

Sign into the Customer Portal at [www.jamestownbpu.com](http://www.jamestownbpu.com).

### Here's how:

Once you're on our homepage, click on the green "My Account" rectangle. My Account takes you to a new page where you will see a left column of icons. Click on the "Forms" link in that column and you'll arrive at a page showing a list of forms to

complete online and submit to the BPU. No printing or US Postal Service is required!

When you submit a request, you'll receive an acknowledgment e-mail. You'll receive another email when your appointment has been verified.

### What Services May I Request Online?

You can complete forms online for the following purposes:

Large or Electronic Item Collection Appointment

Yard Waste Bags Collection Appointment

Short-term Recycling Exemption Form

Owner Never Off Request Form for Landlords



Recycling Bin Replacement

Recycling Calendar Request

Landlord Authorization for Utility Service

Property Manager Authorization for Account Access

Recycling Credit Review/Dispute

Business Development Request for Information

**It's easy!  
Give it a try!**

## BPU Wins First Place in Western New York Healthiest Employer

Business First recently named the BPU wellness program first among six small-size company finalists that competed in its Western New York Healthiest Employer Contest. The BPU now has earned the recognition for three consecutive years.

The program once again compared the BPU's wellness program with similar programs of five other finalists in the small-size category for companies employing up to 175 employees.

Winners were announced during a special online event sponsored by Business First, Springbuk, Independent Health, Wegmans and Walsh Duffield. Top finishers, including the BPU, were featured in online cameos about their wellness programs.

By placing first in the 2020 Western New York challenge, the BPU's wellness program qualifies the utility to compete in the Healthiest 100 Workplaces in America contest. The BPU placed 46th in the contest in 2019.

BPU General Manager Dave Leathers congratulated the Wellness Team including: Trent Lutes, Martha Abers, Tammy Anderson, Dan Currie, Jarrett Devereaux, Todd Hoaglund, Diondra Lopez-Chapman, Cynthia McFadden, Kirk McDowell, Gloria Miranda, Jim Paterniti, Jake Prince and Becky Robbins. Human Resources Director Ross Snyder serves as a team resource.

For details, see our homepage: [www.jamestownbpu.com](http://www.jamestownbpu.com).



*Wellness Team Leader  
Trent Lutes Holds Award*

Get rid of larger or electronic items by calling the Garbage Hotline at 661-1651 to make an appointment for a curbside "Special Collection."

You also can make your appointment on our website through "My Account" on our homepage, as described in the above article. There are extra fees for Special Collection. Examples of Special Collections: dry mattresses, TVs, computer monitors, large tables, couches, easy chairs, grills, microwaves and anything with a digital display.



## Energy Star Program Continues through Year-End



The BPU's ENERGY STAR Rebate Program continues until the end of 2020 with rebate credits on your electric bills for permanent installment of certain, new ENERGY STAR products in your home.

Rebate credits are available for the purchase of the following new items: residential windows, skylights, residential entry doors, HVAC heat pumps, central air conditioning units, geothermal heat pumps and heat pump water heaters.

All products must be ENERGY STAR-certified to qualify for rebates. For more information concerning minimum qualification standards visit: [energystar.gov/products](http://energystar.gov/products).

To apply for your credit, mail or bring in the receipt from the purchase of a new product, the completed rebate form and the energy guide that is provided by the retailer where you purchased the product. For windows, doors and skylights, you'll also need to provide the original NFRC labels. The rebate form is available in our Customer Service Office and easily accessible on our website: [www.jamestownbpu.com](http://www.jamestownbpu.com) by clicking on the yellow "Energy Efficiency" rectangular tile on our homepage.

The limit for rebates is \$1,000 per customer account per calendar year and \$5,000 per year for rental property owners. Exceptions are available for heat pump installations.

Should you have questions concerning the program, please contact Energy Efficiency Coordinator Dan Reynolds at 661-1646 or by email: [dreynolds@jamestownbpu.com](mailto:dreynolds@jamestownbpu.com).



Like/Follow Us on FACEBOOK, Follow Us on Twitter for Up-to-the-Minute BPU Information.

