



News and Views

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City of Jamestown, NY, Board of Public Utilities

“Jamestown: Up Close & Wonderful”

February, 2021

THE HEBREW CONGREGATION, CHAUTAUQUA INSTITUTION, CHAUTAUQUA, NY



LUTHERAN
Life well lived. Every day.

UPMC CHAUTAUQUA

Thanks to the Johnson/BPU Good Neighbors of the Month

We thank our generous Good Neighbors of the Month for their contributions to our Johnson/BPU Good Neighbor Fund to help customers who are unable to pay their utility bills for hardship reasons.

Members of the Hebrew Congregation of Chautauqua Institution joined Lutheran and UPMC Chautauqua this month to aid people in our community.

By donating to the John Alfred & Oscar Johnson Memorial Trust/BPU Good Neighbor Fund, they help customers in unexpected 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 difficulty may be eligible for help through the fund.

To apply, call the Salvation Army at 664-4108. More details are available at BPU Customer Service or on our website: www.jamestownbpu.com.

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

Sign up for “Notify Me,” by clicking on the dark green Notify Me oval at the top right corner of our website: www.jamestownbpu.com. Sign up for these alerts and other items such as bids, job openings and more.

Need Help for Your Unpaid BPU Bills? Act Now!

Due to COVID-19, the State of New York has placed a moratorium on utility disconnections for lack of payments. Once that regulation is lifted, however, the BPU will have to reinstate such shut-offs as we are not permitted to forgive bills due for services used.

If you are behind on your BPU bill, **please take steps now to get help to avoid future disconnection.**

1) Call 661-1660 or stop in at our Customer Service Office, 92 Steele Street, to **set up a payment agreement.** A payment agreement won't require you to pay your balance all at one time.

2) **Apply to the BPU Assistance Program,** established through a grant to the City of Jamestown Department of Development. Look for the application on our homepage at: www.jamestownbpu.com or on the City's website at www.jamestown.ny.gov.

This program is on a first-come, first-served basis and could pay your entire BPU bill.

You may qualify if you are a Jamestown resident, you were up to date on your utility bill in mid-March, you have received a shut-off notice from the BPU and if you do not receive help from Social Services on your utility bill.

For questions, call Heather at the BPU, 661-1663; or Stephanie at the City Department of Development, 483-7654.



3) **Chautauqua Opportunities** announced funds through a New York State Emergency Solutions Grant (ESG) from the Office of Temporary Disability Assistance.

The purpose of these funds is to help Chautauqua County residents pay their overdue utility bills. The grant can cover bills that are up to six months overdue and can be used to pay any type of utility bill in any Chautauqua County community.

To apply for this aid, you must first contact the Chautauqua County Social Services Office at 661-8200. Social Services also offers other types of help with utility bills.

4) **Call the Salvation Army to apply to the Johnson/BPU Good Neighbor Fund** at 664-4108. If you qualify as a customer who regularly pays BPU bills and receives no Social Services utility help but who runs into a hardship such as COVID-19, you may qualify.

5) **Sign up for HEAP** (Heating Energy Assistance Program) at 753-4385. If you've received HEAP & still have a past due BPU bill, call your caseworker for Emergency HEAP.

Take action soon while funds are available. Get help now!

Cardboard, Boxboard & Plastic Collected More Often

Because of the increased nationwide influx of cardboard, boxboard and plastics into the waste stream, the BPU this year decided to collect these products more frequently, sometimes as often as twice a month. To allow for this additional service, however, we found it necessary to remove curbside glass recycling from our program.

In recent years, the BPU was unable to locate a glass recycling vendor. Instead, Chautauqua County accepted our glass to crush and repurpose as fill between layers at the Landfill. Chautauqua County also accepts glass recycling from individuals for no charge at its Transfer Station, 2570 S. Work Street, Falconer, and at its Landfill in the Town of Ellery.

Our Solid Waste managers work hard to locate vendors for each recyclable and believe that recycling is important. In the meantime, our recycling program continues to collect cardboard, boxboard, metal, plastic and paper.



Although our Yard Waste Site is closed until Spring, 2021-22 yard waste stickers are available in our Customer Service Office, 92 Steele Street, at no charge to Solid Waste customers.



Fuel Sources

Hydroelectric	100%
Natural Gas	<1%
Wind	<1%
Total	100%

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

Air Emissions Relative to the NYS Average

Sulfur Dioxide (SO₂) 0% of Average

Nitrogen Oxide (NO_x) 0% of Average

Carbon Dioxide (CO₂) 0% of Average

Note: Sulfur Dioxide & nitrogen oxides are key pollutants that contribute to acid rain & smog, & carbon dioxide contributes to global climate change. Depending on fuel source, size & location, the generation of electricity may also result in other public health, environmental & socioeconomic impacts not disclosed above.

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 2019 publication, it was provided to the BPU in late 2020 & is required to be printed for our customers.

Pay BPU Bills from the Convenience of Home

This winter, consider one of several convenient ways to pay your BPU bills, instead of venturing out in snow and ice to our Customer Service Office.



If you receive your bill in the mail, simply write a check and mail it in the provided envelope.

You can pay your bill on the phone with a credit or debit card or e-check by calling 661-1660, option 3. This method includes Spanish translation options.

Online and texting options are easy 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 entered, you can select:

Pay by Text: Receive a text informing you of the amount owed & requesting your approval; two verifications from you are required before money is paid. Pay with credit card, debit card or e-check.

AutoPay: Receive an email informing you that your bill has been paid by your chosen payment method and in what amount. Pay with credit card, debit card or e-check.

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.

Avoid sewer back-ups: never put fats, oils or grease down your drains. Wipe out greasy pots, pans and dishes with paper towels & throw the towels into the garbage. If you wipe greasy pots, pans and dishes with a cloth, then wash the cloth in the laundry, you're still putting grease down your sewer drain.



If you experience a back-up, call the BPU. A crew will clear the BPU side of the line & advise if you need to hire a plumber. Call 661-1660 weekdays or 661-1640 after business hours.

Look for Details of BPU Garbage Container Program, Expected to Begin in May/June Timeframe

The BPU plans to deliver assigned garbage containers to residences in a May/June timeframe at no extra cost to customers. Employees will be able to roll the containers to the garbage trucks where automatic arms will lift and empty the containers into the trucks.



The arms will be installed on our current trucks, with no need to purchase new trucks.

The containers will be owned by the BPU, much as the orange RFID recycling bins are owned by the utility and assigned to each home. Unlike recycling, however, there will be no rebate program for the garbage containers.

BPU customers will find that the containers roll easily to the curb on wheels. The 95-gallon containers will hold all the garbage collected at each customer location, just as occurs in communities in nearby cities and around the country.

Solid Waste customers have requested that the BPU provide garbage containers to fulfill the requirement that garbage be placed in garbage cans.

In addition, the new process will be safer for our employees who often are at risk of injury by repeatedly lifting heavy bags. Use of the trucks and assigned containers also will prevent employee injury from sharp objects and needles that poke through plastic garbage bags.

The picture above is not an actual photograph of a BPU garbage truck and container, but is an example of a garbage truck lifting a container into such a truck.

For questions, feel free to contact the Garbage Hotline at 661-1651 or BPU Communications at 661-1680.



If you are a consistent recycling customer going on vacation for more than two billing periods, contact the BPU before you leave to maintain your recycling credit while you are away.

Sign into "My Account" by clicking on the green tile on our home page and clicking on "forms." Complete the recycling form and submit it online from the comfort of your home or office. So easy!

Otherwise, you may complete a "Solid Waste Statement Attesting to Being Away from Home" form at our Customer Service Office. The form also is on www.jamestownbpu.com under "Home," then "Seasonal Service." These methods require mailing or bringing the form to the BPU.

Questions? Call the Garbage Hotline at 661-1651.



The BPU Dual Meter Program has been eliminated.

Designed to save money for BPU water and wastewater customers, the program rented meters that attached to the exterior spigot of a residence on one end and the customer's hose at the other end. The customer paid a reduced fee on wastewater for the months that the dual meter was in use for outside work such as watering gardens or putting in new lawns. The fee on wastewater was lowered using the dual meter so that the customer did not get charged for water that was soaking into the ground instead of being treated as wastewater. Upon evaluation, results showed that the service did not save enough money to make the meter rental economical for the majority of participating customers.

Water Customer Leaving Home for the Winter? Read This Item before You Go!



If you're a BPU water customer who leaves home for the winter, the BPU recommends that you or your plumber drain your residence or other building before taking your trip.

You also may call the BPU at 661-1660 for an appointment to have your water meter removed. You or

your representative must be present when the meter is disconnected.

It's also recommended to have a friend or neighbor check inside your house periodically while you are away to avoid water damage that could occur when you are out-of-town.

Planning ahead before you leave can save you the expense and hassle of discovering water damage to your property when you return next spring.