



News and Views

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City of Jamestown, NY, Board of Public Utilities

“Jamestown: Up Close & Wonderful”

May, 2021

BPU Garbage Container Program, with May/June Distribution of Containers to Residences: No Change to Recycling Program

BPU Assigned Garbage Containers will be distributed to residences throughout our Solid Waste territory for three-four weeks beginning on May 10. The containers are owned by the BPU and are paid for through regular Solid Waste rates with no added charge to the customer.

Mechanical tippers are installed on our existing garbage trucks. While one employee drives the vehicle, a second employee will roll each container to the tipper where the equipment will lift the contents of each container into the truck.

As no employee will touch actual garbage bags with the new system, they should be exposed to fewer injuries.

In addition, by letting the trucks do the lifting of the garbage, employees will avoid long-term injuries caused by repetitive heavy lifting of garbage bags.

The Jamestown City Code requires customers to store garbage in closed containers and customers have requested that the BPU supply such containers.

The closed containers should prevent birds and rodents from ripping into plastic garbage bags left at the curb on collection day. The container is expected to keep litter from spreading around neighborhoods.

The change to the Garbage Container Program will not affect our recycling program. The BPU recycling program will not change.

Customers should continue recycling in their orange RFID-tagged bins.

Attached to this news-letter are two pages of Frequently Asked Questions about the new garbage container program.

For questions, contact the Garbage Hotline at 661-1651, BPU Communications at 661-1680 or BPU Customer Service at 661-1660. Your calls and questions are welcome.



The BPU Yard Waste Site, located on 1001 Monroe Street, the dead-end off 8th Street, is open for the spring-fall season. Hours of operation are from:

7 a.m.—1 p.m. Saturdays through November 13

4-7 p.m. Wednesdays through September 29.

The Site accepts residential leaves, grass clippings and brush (up to 8” diameter).

No trash is accepted at the Site. Metal, lumber, wood, tires, rocks, concrete, sod, dirt, drywall and other construction materials are not accepted.

You’ll need a mint green-colored 2021-22 Yard Waste Site Sticker to enter the Site. The sticker for 2021 is the same sticker that will be used in 2022. Stickers are available free-of-charge at BPU Customer Service, open: 9 a.m.—4 p.m. Monday-Wednesdays; and from 8 a.m.—5 p.m. Thursday-Fridays. One sticker is issued for each solid waste account.

Your sticker must be affixed to the back driver’s side window of your vehicle. If it is not placed on your window, you will not be allowed to enter the Site.

Lost stickers will not be replaced. Please affix your sticker to the rear driver side window of your vehicle immediately to prevent loss. If you sell your vehicle, please remember to save your sticker.

Questions? Call the Garbage Hotline at 661-1651 or Customer Service at 661-1660.

May is here, bringing with it the BPU’s annual Water Quality Report. The 2020 version is available directly online at <https://www.jamestownbpu.com/Archive.aspx?ADID=182>



The annual report is created each spring with results for water testing in the previous year.

New York State and Chautauqua County require water systems to issue water testing results and to make them available to customers. BPU water is considered to be safe, plentiful and of high quality.

If you prefer to read a hard copy or larger print copy of the report, call 661-1680 or 661-1688 to request that a copy be mailed to you.

Thanks to our Johnson/BPU Good Neighbor of the Month

An anonymous donor dedicates this recognition to those people who provide COVID-19 vaccines.

Many thanks to an anonymous donor this month who honors those people who provide COVID-19 vaccines.

By donating to the John Alfred & Oscar Johnson Memorial Trust/BPU Good Neighbor Fund, this contributor assists customers in hardship situations that prevent them from paying their BPU bills.

To obtain this help, please call the Salvation Army at 664-4108. More details are available on our website: www.jamestownbpu.com.

Yard Waste Bag Collection Service Available All Year



The BPU’s Yard Waste Bag Collection Service continues all year long.

Purchase four 30-gallon biodegradable bags for \$12 in our Customer Service Office. The fee includes the cost of Tuesday morning collection of the bags at your curb. BPU bags from Customer Service are required to take advantage of this program.

Fill the bags one at a time or all at once.

To make an appointment for collection, contact the Garbage Hotline at 661-1651. Also, appointments may be made online on our website: www.jamestownbpu.com. Click on “My Account” on the homepage and see a list of forms that you can complete and submit online yourself. It’s easy to do.

You don’t have to lift bags into your car with this service and it helps keep your vehicle clean.

No reason to drive to our Customer Service Office to pay your BPU bill! You can pay your BPU bill by calling 661-1660, extension 3. Select English or Spanish options. Pay by credit card, debit card or e-check. See other ways to pay your BPU bill on the reverse side of this newsletter.

CHAUTAUQUA COUNTY HOUSEHOLD HAZARDOUS WASTE DROP-OFF DAY - FREE DISPOSAL!

CITY OF DUNKIRK DEPARTMENT OF PUBLIC WORKS LOCATION: 19 LUCAS AVENUE DUNKIRK, NY SATURDAY, JUNE 12, 2021 9 A.M. TO 2 P.M.	TOWN OF CHAUTAUQUA HIGHWAY GARAGE LOCATION: 50 PATTERSON ST. VILLAGE OF MAYVILLE SATURDAY, JULY 17, 2021 9 A.M. TO 2 P.M.	CHAUTAUQUA COUNTY D.P.F. BUILDING LOCATION: 454 NORTH WORK FALCONER, NY SATURDAY, SEPTEMBER 18, 2021 9 A.M. TO 2 P.M.
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REGISTRATION FORM

NAME: _____ TELEPHONE NUMBER: _____
 ADDRESS: _____

I certify the material offered for disposal is household generated waste and is not in any way associated with any business or commercial practice. SIGNATURE: _____

WE DO NOT ACCEPT BATTERIES, ELECTRONICS, LATEX PAINT, PRESCRIPTION DRUGS, SHARPS, DRYWALL COMPOUND, SMOKE DETECTORS, FIRE EXTINGUISHERS OR WASTE OIL.

Hazardous waste is: Flammable, Corrosive, Reactive and Toxic.

LIST ITEMS & AMOUNTS BELOW:

FROM THE GARAGE

- ___ Transmission Fluid
- ___ Used Antifreeze
- ___ Brake Fluid
- ___ Carburetor Cleaner
- ___ Engine Degreaser
- ___ Waxes and Polishes

AROUND THE HOUSE

- ___ Chemistry Sets
- ___ Dry Cleaning Solvents
- ___ Drain & Toilet Cleaners
- ___ Nail Polish Remover
- ___ Fluorescent Light Bulbs
- ___ Oven Cleaners
- ___ Airplane & Hobby Glues
- ___ Photography Chemicals
- ___ Flea Powder & Spray
- ___ Non-empty Aerosol Cans
- ___ Furniture & Floor Polish
- ___ Mercury
- ___ Mercury Thermometers

FROM THE WORKBENCH

- ___ Varnishes
- ___ Stains
- ___ Floor/Tile Adhesive (Liquid only)
- ___ Lubricants (Spray of Liquid)
- ___ Paint Stripper
- ___ Turpentine
- ___ Paint Thinners
- ___ Acids
- ___ Wood Preservatives (oil based)
- ___ Solvents
- ___ Alkyd/Oil Based Paints
- ___ Resins & Adhesives (Liquid only)
- ___ Pool Chemicals

AROUND THE YARD/GARDEN

- ___ Chemical Fertilizers
- ___ Herbicides
- ___ Pesticides
- ___ Pool Chemicals
- ___ Ant Spray
- ___ Weed Killers

FOR MORE INFORMATION CALL

716-661-8424

Sponsored by Chautauqua County, New York State Department of Environmental Conservation
 Storer's Container Service and Chautauqua County Hazmat

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A Note from City Leaders: Please Don't Feed the Deer

Intentionally feeding deer is illegal in New York State. Violating the regulation can risk a ticket from a State Conservation Officer with a \$250 fine and fifteen days in jail.

Numerous problems can arise when we feed wildlife, interfering with a natural healthy balance between wildlife populations and their habitat.

As wild animals are fed, they become used to the presence of people. Attracted into neighborhoods with food supplies, deer can be a potential threat and can harm both humans and pets. They may become aggressive to humans, pets and each other.

More vehicle collisions may occur as deer are drawn closer to neighborhood streets and yards. Deer in cities, towns and villages often cause damage to gardens and landscape plants.

In the wild, animals naturally disperse across the landscape, but food promotes the concen-



tration of animals in a small area.

This situation increases the potential for diseases to spread. Food gets contaminated with feces, saliva and urine which easily harbor infectious diseases causing micro-organisms like bacteria, viruses or fungi. Reducing deer populations in the City also can reduce the spread of Lyme Disease.

Information for this piece is based on articles from the NYS Department of Environmental Conservation and from the *Feeding Wildlife, Just Say No!* booklet published by the Wildlife Management Institute, Washington, DC.

BPU Dual Meter Program Eliminated

Although the dual meter program was designed to save customers money on water used for outside projects, the program has been discontinued.



Evaluation of the program showed that the service did not save enough money to make meter rental economical for the majority of participating customers.

Act Now for Help on Your Unpaid BPU Bills, Before NYS Reinstates Utility Shut-Offs

Anxious about what will happen when NYS and the BPU lift the moratorium on utility shut-offs?



If you have outstanding BPU bills and worry that you may lose services once shut-offs resume, **get help now** while there are opportunities available to you.

First, **call our Customer Service Office at 661-1660 to ask for a payment agreement.** The representative will help you plan a payment schedule, to catch up on your BPU bill so that you don't have to pay what you owe all at once.

You may also ask Heather at the BPU at 661-1663 for advice and help about how to apply for financial aid on your bill. Current programs include:

The Heating Energy Assistance Program (HEAP) still has funds available, even if you've already received help but still have an unpaid bill. Several rounds of HEAP have been available to offer extra help—you just need to apply! The number to call is 753-4385.

Chautauqua Opportunities offers aid through a New York State Emergency Solutions Grant (ESG) specifically for utility bills. Call Social Services at 661-8200. Ask the person at **Social Services** about other programs that can help you.

The Johnson/BPU Good Neighbor Fund helps customers who normally pay their BPU bills; who don't receive government help for utilities (Social Services and HEAP recipients *can apply*); and who run into problems that prevent them from paying their bills. Examples of problems are: COVID-19, sudden job loss, house fires and car wrecks. **Call the Salvation Army to make an appointment at 664-4108.** The process is easy and quick.

The City of Jamestown's BPU Assistance Program paid \$100,000 on the BPU bills of customers who applied and qualified. Like other funds, this grant program was available on a first-come, first-served basis. **Be proactive and get help from the programs listed above while they maintain accessible funding.**

Easy Ways to Pay Your BPU Bill



The BPU offers easy ways to pay your utility bill without having to drive to our Customer Service Office.

Go to our website at www.jamestownbpu.com, click on the green My Account tile on the homepage and register a payment method.

From there, you can sign up for AutoPay which deducts your monthly charge from your payment method to pay your bill automatically. You'll receive an email stating the amount paid on your account.

Register on My Account for Pay by Text. You'll receive a text when your bill is available, asking if you want to pay it and in what amount. You text OK twice to verify.

You also may go to My Account to make a one-time payment.

Paperless billing permits the BPU to email you when it is time to pay your bill and in what amount. You decide how you will pay your bill.

Pay by phone at 661-1660, ext. 3, with Spanish and English options.

BPU Garbage Assigned Container Program Frequently Asked Questions

- 1.) **How will I obtain my garbage container? How much will it cost?**

You will not be charged for the new garbage container. A BPU-provided garbage container will be assigned and delivered to your residence as part of your monthly Solid Waste charge. The container is the property of the BPU and is assigned to your service address.
- 2.) **What is Semi-Automated Collection?**

Semi-automated collection, which the BPU will use, occurs when one employee wheels containers into place behind the garbage truck for the tipping mechanism to empty the contents into the vehicle. The Jamestown BPU's semi-automated collection service will be performed by two Solid Waste employees. One employee will drive the truck, while the other employee will handle the containers.
- 3.) **Why is the BPU changing garbage collection procedures?**

The City of Jamestown Code requires customers to place garbage in a closed container with a lid. Residents repeatedly have requested that the BPU provide such containers. Semi-automated collection increases the efficiency of refuse collection while improving safety and general City cleanliness. Worker injuries are reduced; neighborhoods appear cleaner and safer; and residents will find less litter, odor and pest problems because lids are attached to the containers. The containers are convenient, easy to roll and extremely durable.

Employees will experience fewer injuries currently caused by repetitive heavy lifting. In addition, as workers will not be touching garbage bags, they will avoid harm caused by needles, other sharp objects or chemicals sometimes found in garbage bags.

Communities across the country use a similar process with overall positive results. BPU employees researched and visited cities that already utilize the new system.
- 4.) **How will the new system work?**

Each home will be assigned a standard specially-designed wheeled container for garbage. The container measures 34 by 28 inches and is 44 inches tall. Large wheels make the container easy to push, especially in snow.

Garbage placed in the container must be bagged. Garbage collected will be limited to how many bags fit into the container.

On collection day, the resident must place the closed container at the curb where it is easily accessible by the Solid Waste worker. The container is easy to move: put your hands on the handle, push down to tip the container and wheel it to the curb.
- 5.) **Where should I place my container?**

Containers should be placed as close to the curb as possible.
- 6.) **What happens when parked cars block access to the wheeled containers?**

A BPU worker will move containers to locations where trucks can lift them. When possible, we ask motorists to try to leave enough space between parked cars to allow containers to be wheeled around vehicles to the truck.
- 7.) **Why is my assigned container numbered? May I write my name and address on the wheeled trash container?**

The number on your container identifies the residence to which the container is assigned, much the same as the numbered recycling bin is assigned to your home. The numbered container remains with the assigned residence and must be left behind if you move away.

As with BPU recycling bins, residents may write their service addresses on the BPU's assigned garbage containers with marker to help keep track of which container is assigned to their residences. Customers are requested to clean their containers regularly by rinsing them with a mild, non-toxic detergent.
- 8.) **What if my assigned container breaks or is stolen?**

The BPU provides the containers and will service the containers, including maintenance or replacement due to normal wear and tear or defect of garbage container, at no charge to the resident for the first two years of the program, ending July 1, 2023.

Replacement due to negligence, loss or vandalism will be billed to the account holder at the replacement rate. If a stolen container is later recovered by the BPU, there will be a \$50 credit to the customer that was billed for the replacement.

All containers are assigned by location and must remain at the location if the account holder moves. There will be a \$75 charge to customers who take containers with them when they move.

9.) **May I use my current trash containers for overflow garbage?**

No, the BPU garbage containers are made specifically to fit BPU trucks. Temporarily, garbage not inside the assigned garbage container will be collected with a fee of \$25 per occurrence and a \$5 per bag fee. Effective 1/1/22, bagged garbage that is not in an assigned BPU container will not be collected.

We recommend that you use your old containers around the house for other storage needs. If you do not wish to keep your old trash container, it may be left curbside as one of the four extra items allowed for disposal each week. If an old container is left at the curb for disposal, customers are asked to label the empty container as, "Please discard this container," so that workers will understand that the container itself is to be thrown away.

If you have an unusual amount of garbage that will not fit in the BPU-issued container for an upcoming week, call the Garbage Hotline at 661-1651 to make special arrangements. Customers may call the Garbage Hotline to request an extra collection in any given week on the day before or on the day after their regular garbage days for a fee of \$10. As of July, 2021, residents also may request an extra collection by completing an online form on our customer portal under "My Account" on the www.jamestownbpu.com website.

You may request that an additional BPU-issued garbage container be assigned to your address for an extra monthly fee by contacting the Garbage Hotline. Extra containers may be requested for a minimum period of six months. If you cancel service before the six-month minimum is met, you will be billed for the full six months.

If, after using the container, you believe the size will not work for you, call the Garbage Hotline to discuss options. The BPU offers a smaller container for customers with medical or space limitations; to apply for the alternate container, customers may call the Hotline at 661-1651.

BPU customers also may bring extra garbage to the South County Transfer Station located at 2570 South Work Street in Falconer. Hours currently are from 7 a.m.– 3 p.m. Tuesday, Thursday and Saturday. For information, call 665-6894.

10.) **What kinds of garbage may I put in the garbage container?**

Customers should place normal household garbage into plastic garbage bags and put them into the new container. You must fit all your weekly garbage in the container and close the lid. If the lid is not closed or if garbage bags are sitting on top of your container, your garbage will be collected with an additional charge. Used, dirty pizza boxes should be placed in the assigned container with other garbage. They should not be placed on the ground or in your recycling bin.

11.) **May I keep my container at the curb?**

No. The City of Jamestown Code requires that all containers must be removed from the curb within 12 hours of trash collection.

12.) **May I still leave out four extra items, each weighing less than 40 pounds, with my weekly garbage? May I still request Special Collection of larger or electronic items?**

Yes, customers still may discard four extra items each week on their normal garbage collection days. Items must weigh no more than 40 pounds, must be no larger in volume than a single bag of trash and must be easily carried by one employee. A bag of trash can not be counted as one of the four extra items.

Larger and electronic items require a special collection with a fee. If you are unsure if discards qualify as one of the four items collected each week at no charge or if you need a Special Collection appointment, call the Garbage Hotline at 661-1651.

13.) **When and how will the garbage containers be distributed?**

Distribution will begin in mid-May. It is expected to take about four weeks to distribute and assign approximately 14,000 containers to each residential account in BPU Solid Waste territory.

14.) **Where can I find more information?**

Information on the use of the containers will be communicated on our website at www.jamestownbpu.com, on Facebook, Twitter, in our monthly customer newsletters and through local media.

For more information, call the Garbage Hotline at 661-1651, Communications at 661-1680 or BPU Customer Service at 661-1660.