



# News and Views

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BPU Customer Newsletter

City of Jamestown, NY, Board of Public Utilities

February, 2022



Our thanks to Lutheran, our Good Neighbor of the Month, for the organization's contribution to our Johnson/BPU Good Neighbor Fund. This gift will help customers who are unable to pay BPU bills for hardship reasons.

Customers who pay BPU bills on a regular basis, who receive no social services aid for utilities and who experience unexpected troubles such as a house fire, car wreck, job loss or illness such as Covid, may qualify for this fund. Social Security and HEAP recipients may request the help.

If you think you qualify, call the Salvation Army at (716)664-4108. More details are available in our BPU Customer Service Office or on our website at [www.jamestownbpu.com](http://www.jamestownbpu.com).

Should your business want to donate as a Good Neighbor of the Month, with logos in this newsletter, on our website and on our social media pages, contact BPU Communications Coordinator Becky Robbins at (716)661-1680.

## Winter: A Great Time for Convenient Payment Options



It's winter ~ a great time to try the BPU's convenient online and phone payment options from the warmth and comfort of your home, without having to travel out in cold and snow!

We offer several easy ways to pay your bill, in addition to utilizing the U. S. Mail. These options are accessible 24 hours a

day, every day of the week. Credit, debit cards and e-checks may be used to pay your bill on the phone or online—something not available in our Customer Service Office.

To pay by phone, call (716)661-1660 and select option 3. This method includes Spanish translation.

We offer online payment methods. You can register on our homepage at [www.jamestownbpu.com](http://www.jamestownbpu.com) by clicking on the green "My Account" tile. Once registered with your payment method, you can select:

**Pay by Text:** Receive a text informing you of the amount owed and requesting permission to pay your bill with your registered payment source. You okay your payment twice.

**AutoPay:** Receive an email informing you that your bill has been paid with your chosen payment method and in what amount.

**Paperless Billing:** Receive an email informing you that a bill is owed and in what amount. You select how you want to pay each time. You also may make a one-time payment.

Our website can be translated into nearly 100 languages such as Spanish, Swedish and Italian by clicking on the Google Translate button in the lower right side of our homepage at [www.jamestownbpu.com](http://www.jamestownbpu.com).

## Still Catching Up On BPU Bills Due To Covid? Help Is Available

**The Home Energy Assistance Program (HEAP) Regular Arrears Supplement (RAS) benefits** provides help for past-due electric and gas bills through the Chautauqua County HEAP Department at (716)661-8103 or (716)753-4998. Funds are available on a first-come, first-served basis. Information is available by visiting the NYS Office of Temporary Disability Assistance at <http://otda.ny.gov/programs/heap/>.

**HEAP:** helps with primary heating services payments. If gas is primary and electric is needed to run a furnace, the applicant may qualify for HEAP as described in the above paragraph.

**The New York State (NYS) Low Income Household Water Assistance Program (LIHWAP):** Benefits are based on the actual amount of drinking water and/or wastewater arrears and are paid directly to the utility. Eligibility and benefits are based on income, household size and amount owed to drinking water and/or wastewater utilities.

Customers may apply online twenty-four hours a day, seven days a week. Applications also may be printed and mailed or faxed to NYS LIHWAP, P.O. Box 1789, Albany, NY 12201; fax number: (518)486-1259. The application is available at <https://otda.ny.gov/LIHWAP>.



**The NYS Emergency Rental Assistance Program (ERAP)** assists with back rent and utilities and requires help from landlords or facility managers to complete. The Real Estate Investors Association locally can help landlords who need help in completing the application by emailing: [Hwhitfordpropertymanagement\\_bs@yahoo.com](mailto:Hwhitfordpropertymanagement_bs@yahoo.com). Online information about this program can be located at <https://otda.ny.gov>.

**The Department of Health & Human Services** helps with electric, water and sewer. Call (716)661-8200 or (716)753-4998 for information.

**Chautauqua Opportunities, Inc. (COI)** offers funds for past due rent and utilities, up to six months in arrears. The link for information is: <https://www.chautauquaopportunities.com>. Call COI at (716)661-9430.

**The Johnson/BPU Good Neighbor Fund**, described in the above article in the left column helps BPU customers who meet certain qualifications including hardships. Call the Salvation Army at (716)664-4108 for an appointment.



## Suggestions to Help Avoid Frozen Water Pipes This Winter

Here are some suggestions to prevent frozen water pipes in your home or other building in winter.

First, know how to shut off your water at your home or place of business.

Fix drafty windows and plug drafts around doors.

If pipes run through cabinets or vanities, especially against an exterior wall, open the cabinet doors to let warmer room temperatures circulate into the space.

If there are water lines in your garage, keep the doors closed.

Insulate pipes close to exterior walls with insulation or heating tape. Even newspaper wrapped around a pipe will help to insulate as long as there is no heat source near the pipes.

Let a trickle of water run from a faucet in particularly frigid temperatures.



**Fuel Sources**

Hydroelectric	99%
Natural Gas	Less than 1%
Wind	Less than 1%
Total	Less than 1%

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

**Air Emissions Relative to the NYS Average**

Sulfur Dioxide (SO<sub>2</sub>) 0% of Average

Nitrogen Oxide (NO<sub>x</sub>) 0% of Average

Carbon Dioxide (CO<sub>2</sub>) 1% of Average

Note: Sulfur Dioxide and nitrogen oxides are key pollutants that contribute to acid rain and smog, and carbon dioxide, contributes to global climate change. Depending on fuel source, size, and location, the generation of electricity may also result in other public health, environmental and socio-economic 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 2020 publication, it was provided to the BPU in late 2021 & is required to be printed for our customers.

**Want current information about outages, water events, the recyclable of the week and more? Sign up for "Notify Me" by clicking the green "Notify Me" oval on the top right side of our homepage: [www.jamestownbpu.com](http://www.jamestownbpu.com).**

**A Water Reminder for Our "Winter Snowbirds"**

If you're a water customer who leaves Jamestown for the winter, our Water Division recommends that you or a plumber drain your home or building before you go away.



You also can call the BPU at (716)661-1660 to request an appointment to have your meter disconnected.

Ask a friend or neighbor to check inside your house occasionally to be certain no water damage happens when you're traveling.

Taking action before you leave for an extended period of time can prevent costly repairs and inconvenience when you return home.

**Consistent Recycling Customer on Vacation? Read This Tip!**

If you consistently recycle and you are vacationing away from home for more than two billing periods, here's how to maintain your recycling credit while you are out-of-town.



If you prefer to come into our office, ask to complete a "Solid Waste Statement Attesting to Being Away from Home" form. The form also is on our

Sign into "My Account" by clicking on the green tile on our homepage at [www.jamestownbpu.com](http://www.jamestownbpu.com) and connect to "forms." Complete the recycling form and submit it online without having to come into the BPU Customer Service Office.

webpage under "Home," then "Seasonal Service." These two options require mailing or bringing the form to the BPU. Questions? Call our Garbage Hotline at (716)661-1651 or the Customer Service Office at (716)661-1660.

**Assigned Garbage Container Program Reminders, As Described on the Back Page of Your 2022 Recycling Calendar**

Each Residential Solid Waste account is assigned one standard garbage container as part of our Garbage Container Program.

All garbage bags must be placed in the container with the lid closed for collection. Placing garbage bags on the lid, piled above the rim of the container or on the ground (as shown, upper right) is not permitted.



Additional 95-gallon containers are available for \$13 per month if more space is needed. For the occasional weeks with extra trash (holidays, parties, etc.), schedule a one-time extra collection of your container for the day before or after your regular day for an additional fee of \$10 per pick-up.

All household garbage must be bagged and placed in an assigned BPU container with the lid closed for collection. Loose garbage (as shown, bottom right) may blow or spill into the street when dumped. Therefore, containers with loose garbage will be tagged and the garbage will not be collected.



Discard used pizza boxes inside your container and not on the ground.

Place your container with the handle facing the street and within 2 feet of the curb after 4 p.m. the night before your collection day.

Please clear a space in the snow for your container. Containers on, in or behind snow banks may not be serviced.

Small household items that can fit in the container should be bagged and placed inside the container, not on the ground.

Questions? Call the Garbage Hotline at 716-661-1651 or our Customer Service Office at 716-661-1660.

**BPU Offers Rebates on Electric Bills for Customers Installing Air Source Heat Pumps**

Ever think about installing an air source heat pump or heat pump water heater in your home?

These pumps can replace existing heating and cooling systems or provide supplemental temperature control in specific areas of a home or business. At the same time, they consume far less energy than electric resistance, propane or oil heating systems and evenly distribute heat in your home.

In warmer times of the year, the pump provides cooling by pulling hot air out of your house.



These pumps are great for homes and buildings that do not have duct work.

Before purchasing one of these products, be sure to check with BPU Energy Efficiency Coordinator Dan Reynolds at (716)661-1646 or [dreynolds@jamestownbpu.com](mailto:dreynolds@jamestownbpu.com). Dan can confirm valid qualifications of the rebate program and the type of pumps to be rebated **before you spend the money** to purchase and install the product.