



3/31/2021

Jamestown Board of Public Utilities Assigned Garbage 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 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 as 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.

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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 which residence. 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 who 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.

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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 physical needs or space limitations; a process to apply for the alternate container can be explored by calling 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 Collections 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 cannot 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; one container per residential Solid Waste account.

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.