



# Residential Recycling Credit Program... *Using Advanced Technology to Stabilize Rates*



**Recycle & Earn a \$10.50 credit on your Solid Waste rate. If you don't recycle, you pay full price.**

### HOW DOES THE BPU RFID RECYCLING BIN PROGRAM WORK?

Each orange recycling bin has a Radio Frequency Identification Tag (RFID) that is programmed directly to the customer's own Solid Waste account at that residence. The bin is similar to a "meter" for the home.

The BPU recycling trucks are outfitted with RFID tag readers. As the recycling employees place the recyclables in the truck, the bin is scanned.

The scanning process ties the customer's participation in recycling directly to the customer's Solid Waste account at the home. In

this way, the BPU learns whether the customer recycles or doesn't recycle.

At of January, 2018, the BPU's Solid Waste rate is \$21 per billing period. Those customers who recycle using the assigned orange RFID bins will be credited with a \$10.50 recycling credit.

Customers who do not recycle will be charged \$21, the full City rate for that billing cycle; or \$27.50 for customers in the optional territory.

### WHY DOES THE BPU REQUIRE CUSTOMERS TO RECYCLE ?

Recycling is New York State law; through this pro-

gram , we have increased our average recycling participation level from 35 to 60 percent

*In addition*, the BPU seeks to keep Solid Waste rates stable through this program.

The more that people take recyclables out of the garbage stream, the less the BPU must pay to dump loads of garbage at the County Landfill. Also, the BPU receives payment for recyclables through our recycling vendor.

BPU Solid Waste rates can remain stable if we can pay less at the Landfill for garbage & can earn more money from our recycling vendor.



### Dual Stream Recycling

with one or two types of recyclables collected together in one bin each week—is the recycling method used by the BPU. We collect according to a recycling schedule that can be obtained at BPU Customer Service, 92 Steele Street; at our BPU website at: [www.jamestownbpu.com](http://www.jamestownbpu.com) or by calling the Garbage Hotline at 661-1651.

The BPU has been unable to locate a recycling vendor that will permit us to offer an affordable single stream recycling program.



### EACH WEEK, YOU MUST PUT YOUR ORANGE RFID BIN AT THE CURB:

You may use your older yellow bin or separate container(box) marked with "Recycling" or "R" for overflow, but the orange bin must be at the curb on recycling day in order for you to earn your recycling credit of \$10.50 off your regular bill.

If you have questions, call the Garbage Hotline at 661-1651, Communications at 661-1680 or BPU Customer Service at 661-1660.

The Residential Recycling Credit Program is intended to keep our Solid Waste rates stable. Recycling means lower charges for the BPU (and you!) to pay at the Landfill.

**Why did the BPU implement the Residential Recycling Credit Program?**

City of Jamestown residential customers had a recycling rate of only 35%. The BPU encourages customers to increase recycling through this program. Recycling is a requirement made by New York State and is included in the City Charter.

**What happens if my recycling container is stolen?**

Your recycling container has been assigned to a specific address. If it is lost or stolen, please call the Garbage Hotline at 661-1651.



**What happens if my recycling container breaks?**

Residents should contact the Garbage Hotline at 661-1651 to report a broken container and to request a replacement.

**Are customers that live elsewhere for a certain part of the year going to be penalized for not recycling?**

These customers have to fill out an affidavit and while away will be charged based on their recycling history. If a resident recycles on a regular basis, he /she will be eligible for the credit while out of town. Customers who are away for more than two billing cycles will be given the opportunity to complete an affidavit in BPU Customer Service.



Customer Service.

**How much closer does the new program bring the BPU to single stream recycling?**

We continue to look into a single stream recycling program; however, at this time it is not economically feasible. With our current dual-stream program, we are paid for a portion of our recyclables. In addition, the closest facility that accepts single stream recycling is approximately 40 miles away so we would incur transportation costs as well.

**What if I don't have recyclables every week?**

Customers will receive the credit if they recycle at least once during their billing cycle. However, customers are encouraged to recycle every week.

**How will multi-unit houses be charged?**

Each unit is assigned its own account number. When distributed, the containers should be clearly marked with the apartment number or letter. The bin stays with the residence even if the customer moves.

**What are the rates that will be charged?**

\$21/month: standard rate; BPU program residents who recycle will receive a \$10.50 credit each month toward the \$21 fee. Customers outside the regular garbage territory who choose to opt-in to BPU Solid Waste services are charged \$27.50/month, with a \$10.50 recycling credit.

**What if I have excess recycling and need more than one recycling container at the curb?**

Each resident is able to put out additional containers for their recyclables. Containers must be clearly labeled "recycling" for our employees. The old BPU yellow bins may be used for additional recycling. The bin with the RFID tag MUST be put at the curb with recycling items to receive the credit. Please do not bag or cover recyclables.

**What about commercial accounts?**

This is a residential recycling program only. Any dwelling that is classified as a commercial building will continue to use the BPU yellow recycling bins.

need to recycle at least once during their billing cycle to receive the credit.

Residents have certain and different billing cycles; the program does not run



## FREQUENTLY ASKED QUESTIONS

### **What do you have in place for handicapped customers?**

The BPU offers handicapped pick-ups to those who qualify. Residents may request a form by calling the Garbage Hotline at 661-1651. Upon approval, their recycling will be collected from a designated area. The bin will be scanned by the employee if it is in the designated pick-up area.

### **Do residents only have to recycle once per month?**

Residents need to recycle at least once during their billing cycle to receive the credit. Residents have certain and different billing cycles; the program does not run from the first to the last of each month.

### **What mechanisms will be put in place to adjust bills if a customer bounces back and forth from an 'active recycler' to a 'non-recycler'?**

The current BPU billing system will be linked to the recycling software. Once a container is scanned, the credit will be issued to the appropriate customer. If a container is not scanned, a credit will not be issued to that customer.

### **How do non-City customers participate?**

Non-City customers need to

follow BPU policy as long as they are using our service.

### **How is the matter resolved with a landlord who must pay a higher sanitation bill due to the unwillingness of his tenant(s) to meet our definition of recycling?**

For residential accounts where the landlord pays for services, landlords are responsible for their tenants' recycling. Each apartment receives its own recycling bin to use. The landlord may contact the BPU to determine which tenants are recycling and which are not.

### **What is the contingency plan, if the technology isn't available in a given day/week/month?**

A manual log sheet is available to each driver if the technology is unavailable for any reason. A spare scanner unit also is available to BPU employees for use in the field. The scanners are a part of a cell network and can record any information up until the point when a scanner stops working.

### **What do we do if we have questions about this service?**

Customer Service represent-



atives as well as the Garbage Hotline and BPU Communications will be available to answer any questions or complaints received from the public.

**Customer Service: 661-1660**

**Garbage Hotline: 661-1651**

**Communications: 661-1680**

### **How do I obtain my RFID recycling container and when will I receive it?**

If the assigned bin is not found at your new residence, please contact the BPU Garbage Hotline to order a replacement bin.



**Recycling calendars in English & Spanish are available on our website & at BPU Customer Service, 92 Steele Street.**

**Questions?  
Call the Garbage Hotline: 661-1651  
www.jamestownbpu.com,  
FACEBOOK/Twitter  
South County Transfer Station: 665-6894  
Ellery Landfill: 985-4785**

Remember that all orange recycling bins are the property of the Jamestown Board of Public Utilities and serve as a meter for the Solid Waste customer at that address.

If you should move to another address, leave your orange bin at the home you are leaving. A different bin will be provided at the address to which you are moving.

If your original bin is lost, stolen or damaged, customers may contact the Garbage Hotline at 661-1651 to request a replacement bin. The replacement bin is programmed and delivered directly to the residence and the bin process fee is billed to the account.

**Garbage and Recyclables must be placed at the curb after 6 p.m. the night before your scheduled pick-up.**

**All garbage must be contained in bags.  
Loose garbage will not be collected.**

## **DUAL STREAM RECYCLING CONTINUES**

**Plastic, Metal, Aluminums may be placed together in one bin.**

**Accepted:**

**Plastic-**

Bottles, jugs, tubs & jars with symbols 1-7

**Metal, Aluminum-**

Food & Beverage Cans

**Not Accepted:**

Heavy metals

**Paper, Corrugated Cardboard, Box Board may be placed together in one bin.**

**Accepted:**

Newspaper, magazines, junk mail, catalogues, phone books, office paper, corrugated cardboard, box board (ie, cereal, macaroni, gift boxes)

**Not Accepted:**

Unclean pizza boxes

**Clean, clear & colored glass food jars & bottles in a bin alone**

**Accepted:**

Clean, clear and colored glass jars & bottles

**Not Accepted:**

Light bulbs, candles, drinking glasses, dishes, bake ware, colored glass (may be taken to the South County Transfer Station.)

The arrow shows the bin number. The barcode containing the RFID chip is located on the opposite end of the bin. The barcode number should match the bin number.

