



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



**Recycle & earn a 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 or chip (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.

As of January, 2021, the BPU's

residential Solid Waste rate in the City is \$23 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 \$23, the full City rate for that billing cycle; or \$29.50 for customers who reside outside Jamestown.

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

Recycling is New York State law; through this program, 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, when the market allows, through our recycling vendors.

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

### EACH WEEK, YOU MUST PLACE 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 holding recyclables on your regular recycling day in order to earn the recycling rebate credit on your regular bill.**

### Extra Blue-Colored Recycling Bins Available for Sale at Our Customer Service Office.

In response to customer requests, the BPU offers recycling bins that are the same size as our orange bins to hold or store recyclables.



The bins are for sale in our BPU Customer Service Office, 92 Steele Street, Jamestown, at the price of \$12 each.

Customers should keep in mind that the blue recycling bins are not chipped with RFID tags. Therefore, recyclables placed in these blue bins cannot be used to earn the recycling credit.

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.

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

**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 may sign an affidavit form on our website or in BPU Customer Service. Such customers, 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.

**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 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?**

\$23/month: standard rate;

BPU program residents who recycle will receive a \$10.50 credit each month toward the \$23 fee. Customers outside the regular garbage territory who choose to opt-in to BPU Solid Waste services are charged \$29.50/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, new blue bins or cardboard boxes 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.

**How are billing errors or disputes resolved?**

Residents will need to contact Customer Service or the Garbage Hotline if they have questions regarding their bills. Possible errors will be addressed on a case by case basis.



## FREQUENTLY ASKED QUESTIONS

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

The BPU offers porter service 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 is 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 are available on business days 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](http://www.jamestownbpu.com)**

**FACEBOOK/Twitter**

**S. 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 4 p.m. the night before your scheduled pick-up.  
All garbage must be contained in bags in a container.  
Loose garbage will not be collected.**

**Plastic recyclables include**

Bottles, jugs, containers

We do not accept Styrofoam, plastic bags, straws, k-cups, disposable silverware, cups, buckets, toys or thin brittle plastics.

**Paper recyclables include**

Newspaper, magazines, fliers, junk mail, envelopes, paper bags, post cards, soft-covered books

We do not accept dirty or contaminated paper, napkins or gift wrap.

The BPU no longer accepts glass recyclables which may be taken to the County Landfill or Transfer Stations.

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.

**Corrugated cardboard & boxboard may be placed together in one bin.**

Corrugated cardboard, boxboard (for example, cereal, macaroni, gift boxes)

We do not accept take-out containers/delivery pizza boxes/coffee cups.

All boxes must be flattened & placed in a container.

**Metal recyclables include**

Aluminum & tin food & beverage containers.

No heavy metals or scrap metals.

[www.jamestownbpu.com](http://www.jamestownbpu.com)

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