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**ELECTRIC
DISTRICT HEAT
WATER
WASTEWATER
SOLID WASTE**

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**BPU Upgraded Online Payment System Allows for
Reduced Hours in Customer Service Office**

The Jamestown Board of Public Utilities' (BPU) upgraded online payment system, in addition to other payment options, has made it possible for the Board to enact efficiencies by reducing hours in the utility's Customer Service Office Lobby, effective Monday, February 29.

Hours at the Customer Service Office will change to 9 a.m. – 4 p.m. Mondays, Tuesdays and Wednesdays, with two extended days of service on Thursdays and Fridays from 8 a.m. – 5 p.m. The office is located down the "D" driveway, 92 Steele Street, Jamestown.

In fall, 2015, the BPU unveiled an upgraded online payment system that, in addition to making payments, includes the ability to view one's utility bill, utility usage, past bills and the customer newsletter. Customers may schedule advance payments and may select an "auto pay" process. Customers also may sign up to receive email notifications when their bills are available as well as email reminders of due dates.

Online payments may be made by credit card, debit card or e-checks, three methods not available to in-person payers in the Customer Service Office.

Registration for online payments is available at www.jamestownbpu.com. Customers may click on the "Pay Online Here" icon at the top of the homepage or on the "Pay Your Bills Online Here" phrase under Quick Links in the top right side of the home page. One-time or "express" payments also may be made without registration of the account.

Several other methods of BPU bill payment continue. For instance, payments may be mailed to the BPU, P.O. Box 700, Jamestown, NY 14702-0700 in return envelopes furnished to customers who still receive hard copy bills by mail. The Clerks' Offices in the City of Jamestown and the Town of Ellicott accept payments in their offices as well. Drop boxes where payments may be made in check form are available in the vestibule at the top of the Customer Service ("D") Driveway; on Tracy Plaza, City Hall; in the Jamestown Police Department vestibule, on the East Second entrance of City Hall; and at the Town of Ellicott Town Building.