BPU Online Account Access and Payment Options

BPU Customers may "go paperless" to pay bills online with e-checks, debit cards and credit cards. Once registered for the service, customers also may access account information such as meter readings, consumption history, past bills and the monthly customer newsletter. Customers may select auto-pay, similar to our former EZ or Easy Pay service when BPU bills are automatically paid on the due date.

Customers may register for online access to their accounts by logging in at https://account.jamestownbpu.com or by clicking the "Pay Online" icon on the top of the home page or the "Pay Online Here" link under "Quick Links" in the upper right hand corner of the homepage, and following directions.

All online users will need their BPU customer numbers to register. The customer number includes the six digits beginning with the number one (1) that appears after the dash of the account number printed on the bill.

An e-check works similar to a paper check, but without the need for a check to actually be written and processed by the recipient's bank. When the customer authorizes an e-check payment, it is processed as a debit transaction using the routing and account number of the checking account. The amount that is debited by this transaction is then transferred to the BPU account in much the same ways as if a paper check had been written.

To provide feedback or to request assistance with the process, customers may contact Customer Service at 661-1660 or Communications at 661-1680.