



PO Box 700
Jamestown, NY 14702-0700
Phone (716) 661-1680
Fax (716) 661-1617

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NEWS RELEASE: For immediate release
CONTACT: Rebecca Robbins 661-1680

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**Jamestown BPU Updates Online Payment System with New Enhanced Options,
*Requires Re-Registration***

As part of ongoing, continuous improvement efforts, the Jamestown Board of Public Utilities (BPU) introduces an upgrade to the online payment system that will be easier to use and offers several new options. The changes take effect on September 30. The system will continue to accept debit and credit cards as well as e-checks.

The new system will require re-registration for current users of the online option.

When BPU online customers click on the "Access BPU Account and Make Payments Online" link under Quick Links on the www.jamestownbpu.com home page, they will see an updated customer login screen with new graphics and design. When customers proceed to make payments, they will be directed to a new, fully secure third-party site that handles all BPU payment processing and paperless options.

Customers also may access the site directly by linking to <https://account.jamestownbpu.com>.

To continue paying BPU bills online and to take advantage of different preferences, customers who previously paid online must re-register with a new user name and password.

Customers will be able to select from several choices. For example, registrants may schedule advance payments on the site. Online users also may schedule an "auto pay" process, to pay bills automatically on their due dates. Customers may choose to "go paperless," receiving bills and customer newsletters electronically by e-mail instead of by receiving them in the U.S. Mail. In addition, registrants will be able to view their usage history as well as their current and past BPU bills.

Another online option will be the "Express" payment selection that allows a customer to pay a one-time, immediate payment without registration.

"Easy Pay" ("EZ Pay") customers' payment information will be transferred automatically to the new system without re-registration unless they want to elect the paperless option. To choose the paperless option, Easy Pay customers will have to register online.

Customers with questions about the new online system may contact BPU Customer Service at 661-1660 or BPU Communications at 661-1680 during regular business hours. Customer Service is open from 7 a.m. – 5:30 p.m., while Communications hours are 8 a.m. – 4:30 p.m.

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