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FOR IMMEDIATE RELEASE: February 19, 2016
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BPU Announces Reduced Hours in Customer Service Office

The Jamestown Board of Public Utilities' (BPU) announces reduced hours in the Customer Service Office, effective February 29, as part of efficiency efforts at the utility. The new hours 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.

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. Registration allows customers to pay bills online, view utility bills, past bills and utility usage. Customers may sign up for a monthly auto pay service or may schedule payments. One-time or "express" payments also may be made without registration of the account.

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

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 deposited 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.