

## M&T Bank

## UPMC Chautauqua WCA

### Thanks to Our Good Neighbors of the Month

M&T Bank and UPMC Chautauqua WCA are our January Good Neighbors of the Month. Many thanks!

By donating to the John Alfred & Oscar Johnson Memorial Trust/BPU Good Neighbor Fund, they are helping working customers in hardship situations that prevent them from paying utility bills.

**Customers who pay BPU bills regularly, who receive no social services assistance for utility bills and who experience a sudden hardship may be eligible for help through the fund.**

**Customers who believe they qualify should contact the Salvation Army at 664-4108 to make an appointment. The Salvation Army will verify the hardship quickly, and then contact the BPU to validate the payment history. The process is now brief and easy.**

Companies interested in participating as a Good Neighbor of the Month may contact BPU Communications Coordinator Becky Robbins at 661-1680 or by e-mail: [brobbins@jamestownbpu.com](mailto:brobbins@jamestownbpu.com)

2017-18 Yard Waste Site Stickers are available at BPU Customer Service, 92 Steele Street, Jamestown. One sticker is free per solid waste account. Be sure to affix your sticker to the rear driver side of your vehicle right away. If you lose the sticker before the Yard Waste Site opens in spring, you will not receive a new one.

#### Did you know?

If you're thinking of "going solar," you may call our Energy Efficiency Coordinator Dan Reynolds about how to get started. (661-1646) We have one solar residential customer & one operating solar commercial customer so far in our territory.

Separately, we maintain Electric Vehicle Charging Stations on the JCC campus and at the Cherry Street Parking Ramp.

### New BPU Solid Waste Policies Approved, Rates Maintained

The BPU's 2017 Solid Waste (Garbage/Recycling) budget passed with no rate increase. *Changes in policies, however, should be noted for the new year.*

The Basic Service Charge remains at \$21 per dwelling unit per month with a credit of \$10.50 a month issued to customers who participate in the Residential Recycling Credit Program.

**Customers who recycle during their billing period pay half the fee at \$10.50.**

Garbage must be bagged and weigh less than 40 pounds per bag. Bags must be placed in a sturdy garbage can with a lid to prevent animal damage. Individual garbage bags, recycling bins or other items heavier than 40 pounds will be tagged and refused. No loose garbage tossed onto the ground is permitted.

An eight bag limit per week has been approved. Bags in excess of the eight bag limit will be charged \$3/bag. This limit has been changed to keep the rate low for all Solid Waste customers.

The BPU may refuse trash or recycling items that show evidence of bed bug or cockroach activity.

Customers are reminded that there are no specified "clean-up" weeks, but that, each week, they may leave out one item weighing up to 40 pounds, similar in size to a regular bag of trash and easily handled by one person. Examples of such objects include a child's toy, a lamp or small table. Metal items will not be accepted. It is recommended to call the Garbage Hotline for clarification before placing items at the curb.

In addition, customers may arrange for special household item collection by calling the Garbage Hotline weekdays at 661-1651, two days in advance of

their regular garbage day. Three items collected together for one appointment will be discounted.

Special household items include large objects such as couches, recliners, dressers, carpet rolls, mattresses, appliances and electronics. Items that contain

any cooling agent such as refrigerators and dehumidifiers will incur an evacuation charge in addition to the special household item pick-up charge. A charge for disposal of televisions and computer monitors, which must be recycled by the BPU, also requires an appointment and fee for the BPU to transport the item to the South County Transfer Station.

More explanation of the solid waste policies is included on the back of the 2017 Recycling Calendar which was mailed to customers in December. Additional copies may be requested by calling the Garbage Hotline at 661-1651 or BPU Communications at 661-1680.

The recycling calendar may be obtained at BPU Customer Service, 92 Steele Street, Jamestown; open 9 a.m.-4 p.m. Monday-Wednesday; and 8 a.m.-5 p.m. Thursday-Friday. The calendar may be found under Solid Waste on the BPU website: [www.jamestownbpu.com](http://www.jamestownbpu.com).

The BPU Solid Waste Division provides services to residential households and does not collect block-long piles formed by one customer which occurred many times in recent years. Changes in these policies have been made to avoid these types of situations to keep fees down for our residential customers.



### El 2017 calendario del reciclaje de BPU español está disponible para el uso.

**The 2017 BPU Spanish recycling calendar is available.**

The 2017 BPU Spanish recycling calendar is available at BPU Customer Service, 92 Steele Street.

Customers may request copies of the Spanish recycling calendar at BPU Customer Service, by calling the Garbage Hotline at 661-1651, Communications at 661-1680 or by accessing the [www.jamestownbpu.com](http://www.jamestownbpu.com) website (under Solid Waste). Copies also are available at the City Hall lobby, the James Prendergast Library, Chautauqua Opportunities, St. Susan Center and at the East Side YMCA.

El 2017 calendario del reciclaje de BPU español está disponible para el uso. Los clientes pueden solicitar copias en español del calendario en Servicio de atención al cliente de BPU, llamando 661-1651 o conseguir acceso al sitio web [www.jamestownbpu.com](http://www.jamestownbpu.com). Las copias están también disponibles en el vestíbulo de Municipalidad, la Biblioteca James Prendergast, Chautauqua Opportunities, St. Susan Center y en el East Side YMCA, 727 E. Second Street.

**No private business is authorized to accept payments for the BPU. Payments may be made online at [www.jamestownbpu.com](http://www.jamestownbpu.com) or by phone at 661-1660, ext. 3.**

## Time-Saving Ways to Pay Your BPU Bill

The BPU provides convenient ways for you to pay your utility bills in order that you don't have to spend time in line, paying in person at our Customer Service Office, at the City Hall Clerk's Office or at the Town of Ellicott Building.



### U.S. Mail

Some customers prefer using the US Postal Service. Each month, BPU customers receive paper bills with return envelopes in which to place check payments into the mail.

### Drop Box Locations

We also furnish drop boxes for customers wanting to save postage. Drop boxes are in our Customer Service lobby, in the vestibule at the top of our "D" driveway at the BPU 92 Steele Street location and at other locations in the community. Drop boxes are located on Tracy Plaza, outside the main City Hall entrance; in the vestibule at the Jamestown Police Department on E. Second Street; and outside the Town of Ellicott Building, 215 S. Work Street, Falconer.

Payments in drop boxes should be made by check only, not cash.

### Easy Phone Payments

The newest payment method is by phone. Call the BPU at 661-1660, click on option/extension 3 and follow the prompts. You may select the English or Spanish language. You may pay with credit card, debit card or e-check. If you get confused while you're on the call, you can ask for a Customer Service Representative who will guide you through the process.

### Online Payments

Many of our customers say how much they appreciate paying online. Online customers may pay one time or register for regular payments online. Go to [www.jamestownbpu.com](http://www.jamestownbpu.com) and click on the "Pay Online" links, either at the top middle homepage column or under "Quick Links."

Online accounts can be set up to receive newsletters and bills by email, with reminders of due dates. Online account holders may review energy usage, payment history and more.

Should you have problems paying online, simply call our Customer Service Office at 661-1660 and request a Representative for help.



BPU Employees again contributed this year to help a family suggested by the Salvation Army. Volunteers are shown, left, viewing the toys, clothing and household gifts for a family of four.

Jamestown Board of Public Utilities employees have pledged more than \$8,000 to the United Way of Southern Chautauqua County for 2017.

**LIVE UNITED**



## Solid Waste Customer Heading South?



Solid Waste customers planning to spend at least two billing cycles away from home should notify the BPU by completion of a "Solid Waste Statement" form. If you have built a consistent recycling record with your orange RFID bin, you will be credited \$10.50 per billing period while you are away, instead of having to pay the full \$21 monthly rate.

To qualify, you need to complete a "Solid Waste Statement Attesting to Being Away from Home" form at BPU Customer Service. The form also may be found on our website: [www.jamestownbpu.com](http://www.jamestownbpu.com) on the Solid Waste tab or under "Publications" on the home page. You also may call to have a form mailed to you at 661-1651, 661-1680 or 661-1660.

Be rewarded for your recycling record!

## Electric Customers: Make a New Year's Resolution To Save Energy & Earn BPU Rebates Too!

### Make 2017 your year to take advantage of BPU energy efficiency programs!

Not only will you save money on your BPU electric bills, but also, you could qualify for rebate credits on your electric bills.



### Start with our Home Energy Audit Program.

If you make \$102,000 or less annually, the NYS Green Jobs, Green New York Program will pay for a free energy audit. If your income is higher than \$102,000 a year, the BPU will pay for \$200 of the \$300 audit cost.

If you complete projects suggested by the audit, you may be eligible for rebates from both the BPU and the State.



The **ENERGY STAR Program** returns this year, with rebates for the purchase of certain ENERGY STAR products made in 2017.

### WiFi Enabled Thermostats have been added, with a \$50 rebate.

There are rebates for entry doors, residential windows, skylights, HVAC Heat Pumps, Central Air Conditioning, Through-the-Wall Air Conditioning Units, Geothermal Heat Pumps and Heat Pump Water Heaters.



Electric customers who heat with permanently-installed electric equipment

can take advantage of our **Residential Attic Insulation Program**. It's a program for homeowners and landlords alike. You can insulate the attic yourself. The program does not provide rebates for labor costs. Instead, rebates are given for half the cost of the material, with \$500 maximum per building and \$5,000 per person.



A favorite program of our commercial and industrial customers is our **Lighting and Motor Rebates Program**. Through this program, our local business and industrial customers receive help for the installation of various LED Fixtures, Exit Lights, High Bay T-5 Fixtures, Occupancy Sensors, HVAC, Variable Speed Drives, Electric Vehicle Supply Equipment and more!

We also offer a **Weatherization Program for Commercial and Industrial Customers**. This program includes rebates from windows to doors, insulation, air sealing and strip doors.

The **Commercial & Industrial Customized Incentive Program** offers businesses the chance to design their own energy efficiency programs which could qualify for rebates that are based on saved amounts of electricity. Pre-approval must be obtained from the BPU.

Details on all these programs are available at [www.jamestownbpu.com](http://www.jamestownbpu.com) by clicking on the energy efficiency opportunities link. Brochures on all programs are in BPU Customer Service.

Energy Efficiency Coordinator Dan Reynolds can answer questions and explain all BPU energy efficiency programs. Email him at [dreynolds@jamestownbpu.com](mailto:dreynolds@jamestownbpu.com) or call Dan at 661-1646.