



# News and Views

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January, 2022

City of Jamestown, NY, Board of Public Utilities

BPU Customer Newsletter



## Donated in Honor of First Responders by an Anonymous Good Neighbor of the Month

### Thanks to Axiom & An Anonymous Donor, Our Good Neighbors of the Month!

Axiom and an anonymous donor who honors First Responders are our Johnson BPU/Good Neighbors of the Month for January, 2022. Thanks!

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

Residential 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. Social Security and HEAP recipients may apply.

If you believe that you may qualify, contact the Salvation Army at (716)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 brief and easy.

Companies interested in participating as a Good Neighbor of the Month may contact BPU Communications Coordinator Becky Robbins by e-mail: [brobbins@jamestownbpu.com](mailto:brobbins@jamestownbpu.com) or by phone at (716)661-1680 weekdays.

Sign up for "Notify Me" emails or texts on the [www.jamestownbpu.com](http://www.jamestownbpu.com) home page. Click on the green "Notify Me" icon on the upper right corner to learn about power outages, water events, recycling, bidding, board schedules & more.

## State Low Income Household Assistance Program Offers Help for Water/Wastewater Bills

BPU customers with overdue water and wastewater bills are urged to apply for help through the recently announced New York State (NYS) Low Income Household Water Assistance Program (LIHWAP).

The COVID Pandemic resulted in overdue utility bills for hundreds of customers. Several assistance programs have been available for past due electric and rental accounts, *but until now, such help was not targeted specifically toward water and wastewater bills.*

LIHWAP is a drinking water and wastewater emergency assistance program funded through new federal resources. Benefits are based on the amount of unpaid water and wastewater bills owed by applicants. This assistance focuses on low income households, with income guidelines mirroring the Home Energy Assistance Program (HEAP).

LIHWAP benefits are based on the actual amount of drinking water and/or wastewater arrears, up to a maximum of \$2,500 per drinking water or wastewater provider or \$5,000 if drinking water and wastewater services are combined per household. Benefits are paid directly to the utility on behalf of the applicant.

Eligibility and benefits are based on income, household size and amount owed to drinking water and/or wastewater utilities. A household is designated as residents who are United State citizens, nationals or qualified aliens.

Primary applicants must provide: proof of identity and residence; documentation of earned and unearned income; a drinking water, wastewater or combined bill listing the permanent and primary residence; and a valid Social Security number for the applicant and other household members.

Customers may apply online twenty-four hours a day, seven days a week. Applications also may be printed and mailed or faxed to NYS LIHWAP, P.O. Box 1789, Albany, NY 12201; fax number: (518)486-1259. The application is available at <https://otda.ny.gov/LIHWAP>.

For more information about the program, residents may call the NYS LIHWAP Call Center at 1 (833)690-0208 or call the toll-free OTDA Hotline at 1 (800)342-3009. Questions also may be emailed to [NYSLIHWAP@otda.ny.gov](mailto:NYSLIHWAP@otda.ny.gov).

Aside from the LIHWAP program, if customers find themselves in an emergency, with water/wastewater shut-off or shut-off scheduled within seventy-two hours, residents may be eligible for Temporary Assistance. Application for such help may be found at [myBenefits.ny.gov](http://myBenefits.ny.gov) online or by filing the form with the Chautauqua County Department of Health and Human Services (DHHS). For information about this program, call the toll-free OTDA Hotline at 1 (800)342-3009. The local DHHS telephone number is (716)661-8200 or (716)753-4998.

Customers may contact BPU Customer Service at (716)661-1660 to request information about other options for utility assistance.



## More Ways to Get Help for Past Due Utility Bills

**The Home Energy Assistance Program (HEAP) Regular Arrears Supplement (RAS) benefits** provides help for past-due electric and gas bills through the Chautauqua County HEAP Department at (716)661-8103 or (716)753-4998. Funds are available on a first-come, first-served basis. Information is available by visiting the NYS Office of Temporary Disability at <http://otda.ny.gov/programs/heap/>.

**HEAP:** helps with primary heating services payment. If gas is primary and electric is needed to run a furnace, the applicant may qualify for HEAP as described in the above paragraph.

**The NYS Emergency Rental Assistance Program (ERAP)** assists with back rent and utilities and requires help from landlords or facility managers to complete. The Real Estate Investors Association locally can help landlords who need help in completing the application by emailing: [Hwhitfordpropertymanagement\\_bs@yahoo.com](mailto:Hwhitfordpropertymanagement_bs@yahoo.com). Online information about this program can be located at <https://otda.ny.gov>.

*"More Ways to Get Help," continued on page 2*

El 2022 calendario del reciclaje de BPU español está disponible para el uso.

The 2022 BPU Spanish recycling calendar is available.

The 2022 BPU Spanish recycling calendar is available at BPU Customer Service, 92 Steele Street.

Customers may request copies of the Spanish recycling calendar at the BPU Customer Service Office or by calling the Garbage Hotline at (716)661-1651, Communications at (716)661-1680 or by accessing the [www.jamestownbpu.com](http://www.jamestownbpu.com) website. Copies also are available at the City Hall Clerk's Office, the James Prendergast Library, Chautauqua Opportunities, St. Susan Center and the East Side YMCA.

El 2022 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 (716)661-1651, (716)661-1680 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.

Continued from page 1, More Ways to Get Help

**The Department of Health & Human Services** helps with electric, water and sewer bills. Call (716)661-8200 or (716)753-4998 for information.

**The Johnson/BPU Good Neighbor Fund**, described on page 1, left column, helps BPU customers who meet certain qualifications including hardships. Call the Salvation Army at (716)664-4108 for an appointment.

**Chautauqua Opportunities, Inc. (COI)** offers funds for past due rent and utilities, up to six months in arrears. The link for information is: <https://www.chautauquaopportunities.com>.



Call COI at (716)661-9430.



Local firemen work hard to keep hydrants free of snow. If you're in good health, you may consider shoveling out hydrants that are buried in your neighborhood.



**My Account** on our homepage at [www.jamestownbpu.com](http://www.jamestownbpu.com) is the perfect place to find opportunities to sign up for various BPU services on your own. You can complete forms to:

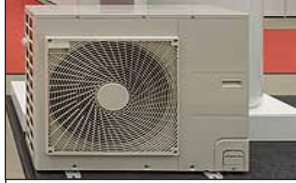
- Register for Auto Pay
- Request a payment extension
- Switch to paperless billing
- Add a joint application authorization form
- Submit a Third Party Notification
- Complete an Owner Never Off Form & Landlord Authorizations
- Complete an Owner Authorizing Property Management Form.
- Schedule your own yard waste bag collection and electronic or special item collections
- Schedule an extra garbage pick-up

And more! My Account is an added way to improve your customer experience. Give it a try!



Large print recycling calendars are available by calling (716)661-1651, (716)661-1680 or (716)661-1660. Or request one online at [www.jamestownbpu.com](http://www.jamestownbpu.com) on the Solid Waste page.

## New Clean Energy Programs for BPU Electric Customers



The BPU announces its two Clean Energy Rebate Programs for 2022.



The BPU's second Clean Energy Rebate Program in

**A new 2022 Rebate Program will focus on air source heat pumps and heat pump water heaters.**

Cold-climate air source heat pumps can replace existing heating and cooling systems or provide supplemental temperature control in targeted areas of a home or business. Air source heat pumps consume far less energy than electric resistance, propane or oil heating systems and distribute heat evenly inside your home.

During warmer months, the pump provides cooling by pulling heat out of your interior space. Air source heat pumps can be used to heat or cool single rooms and whole homes and are especially helpful in buildings and homes without duct work.

Consortium for Energy Efficiency (CEE) tiers one, two and three air source heat pumps and heat pump water heaters qualify for the BPU program as do BPU service class one and two customers. Before purchase and installation, customers are advised to confirm valid qualifications of a project by contacting BPU Energy Efficiency Coordinator Dan Reynolds.

Air source heat pump rebates are based on the cooling tonnage of the compressor unit. To compute the tonnage, one must divide the BTU rating of the unit by 12,000. The rebate amount is then multiplied by this calculated "quantity." The BPU reserves the right to inspect all installations to verify the accuracy of the rebate applications.

To receive the rebates, participating BPU electric customers must submit a Heat Pump Rebate Application with the original purchase receipt and original Energy Guide label in person or by mail to: BPU Customer Service, P.O. Box 700, 92 Steele Street, Jamestown. Rebate applications in 2022 will be available in the Customer Service Office and on the BPU website: [www.jamestownbpu.com](http://www.jamestownbpu.com) by clicking on the yellow "Clean Energy" tile.

Upon verification, property owners will receive a check for the rebate amount. If a customer account is in arrears, a portion or all of the rebate may be applied to the past-due account. The rebate limit for heat pumps is \$5,000 per year per property owner. Rebates are available for the purchase of new products between January 1, 2022, and December 31, 2022.



**2022 is the continued Electric Vehicle Charging Equipment Rebate Program. This program is for commercial/ industrial customers and does not include residential customers.**

The aim of this program is to encourage electric industrial and commercial customers such as hotels and office buildings to install electric vehicle charging equipment. The program is open to all BPU Service Class two, three and six customers. Customers are limited to \$25,000 per year under the program and may apply for rebates for up to four chargers in a year.

An interested customer should first consult with a certified electrical contractor to verify that the electric service has the capacity to support the chosen electric vehicle charger. Once capacity is confirmed, a site visit should be scheduled with the BPU Energy Efficiency Coordinator who will assist in completing the rebate pre-approval.

Level 2 chargers may be networked or non-networked and must have CHAdeMO or J1772 connectors or both. Level 3 chargers must be networked and have CHAdeMO or SAE combo connectors or both.

Chargers must be available to a businesses' customers, employees or the public and must be operational for a minimum of five years.

Rebates are for equipment only and are limited to the equipment costs. The customer is responsible for all costs associated with installing the charger, including, but not limited to, labor, material and any permits that may be applicable.

Currently, there are more than eighty models of electric vehicles (EVs) on the market in the United States, a number that is expected to expand. New York State passed legislation stating that all new cars and light-duty trucks must be at zero emissions by 2035. As of January, 2021, there were over 1.8 million electric and plug-in hybrid electric vehicles on the road in the United States. According to the Edison Electric Institute, this number will reach 18 million by 2030.

Reynolds states that the growth in the EV market represents an opportunity for those in the hospitality industry to differentiate themselves from their competition by offering electric vehicle charging. The availability of charging can be the deciding factor in which hotel an EV owner may choose to stay.

Full information on this program and the Heat Pump Rebate Program is available by calling Reynolds at (716) 661-1646 or at the BPU website at [www.jamestownbpu.com](http://www.jamestownbpu.com). Click on the yellow Clean Energy tile on the homepage.

