

**BOARD OF PUBLIC UTILITIES  
SCHEDULE OF SOLID WASTE RATES**

**PROVISIONS APPLICABLE TO ALL CONSUMERS**

Adopted: November 29, 2021  
Effective Date: All billing after January 1, 2022  
Service Area: All

**A) GENERAL SERVICE – HOUSEHOLD GARBAGE AND RECYCLING PICKUP:**

City of Jamestown Residents’ Basic Service Charge is \$23.00 Per Dwelling Unit per month. Customers residing outside of the City of Jamestown Basic Service Charge is \$29.50. All customers will receive a credit of \$10.50 per month for participating in the Residential Recycling Credit Program.

Special item pickup .....	\$20.00 per item
“Scheduled” Special item pickup (up to 4 items/week).....	\$10.00 per item
Computer monitors/televisions .....	\$60.00 each
“Scheduled” Computer monitors/televisions .....	\$40.00 each
Yard waste bags (includes pickup) .....	\$12.00 (for 4 bags)
Additional recycling bin (blue).....	\$12.00
Processing Fee for recycling bin replacement (orange).....	\$15.00
Fee for Unreturned Recycling Bin.....	\$15.00
Fee for Replacement of Assigned Garbage Container .....	\$75.00
Processing Fee for locating or swapping Garbage Container .....	\$25.00

For garbage that will not fit in the BPU-issued container, residents may schedule a one-time extra pickup of the assigned container on another day for a fee of \$10 per occurrence.

Residents may request an additional assigned 95-gallon container for a fee of \$13 per month, with a minimum commitment of 6 months by completing an *Application for Additional Standard-Sized BPU Garbage Container(s)* (attachment 3) or by signing in to the *My Account* option at [www.jamestownbpu.com](http://www.jamestownbpu.com) and completing the request form electronically. Applications are available in BPU Customer Service.

To schedule special pickups or request forms by mail, residents can contact the BPU Garbage Hotline at (716) 661-1651.

All residential rates within the City of Jamestown constitute a basic service charge on a per-Dwelling Unit basis and are charged without regard to unit occupancy or utilization of the service provided.

**B) GENERAL INFORMATION:**

Garbage and recyclables must be placed at the curb the night before scheduled pickup, no earlier than 4:00 pm. All containers and/or uncollected trash and debris must be removed from the terrace within 12 hours of the trash collection. If items are at the curb outside of these times, a \$25 fee may be charged to the Solid Waste account. All garbage must be bagged, weigh less than

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40 lbs. per bag and be placed in the assigned container with the lid closed; loose garbage and garbage outside of the container will not be collected.

The BPU implemented an Assigned Garbage Container program effective 7/1/2021. All residential units are assigned a specific garbage container-

- All bagged garbage is required to be placed in the container with the lid closed for collection.
- All containers are assigned by location and must remain at the location if the account owner moves. There will be a \$75 charge to customers who take a container with them when they move.
- The BPU provides the containers and will service the containers, including maintenance or replacement due to normal wear and tear, or defect of garbage container at no charge to the resident for the first two (2) years of the program, ending 7/1/2023.
- Replacement due to negligence, loss, or vandalism will be billed to the account holder at the replacement rate. If a stolen container is later recovered by the BPU, there will be a \$50 credit to the customer that was billed for the replacement.
- Garbage placed in individual bags on the lid of the assigned container or separately on the ground will not be collected.
- Garbage containers with garbage piled above the rim of the container and preventing the lid from closing is a hazard to the collector. These containers will be tagged and not emptied.

The BPU reserves the right to refuse any trash or recycling items that show evidence of bed bug or cockroach activity and hypodermic needles. Information on proper disposal of unused medications and hypodermic needles is available on our website at [www.jamestownbpu.com](http://www.jamestownbpu.com) by clicking Your Home and selecting Solid Waste Services, Garbage & Recycling Guidelines.

**C) OFF-ROUTE COLLECTION FEE:**

In situations where a sanitation worker is redirected to collect trash or recycling, that is not on the regular scheduled route, and is at the request of the city inspector, property owner, or resident, the fee to collect will be \$50 plus full rate per item collected.

**D) MANDATORY RECYCLING:**

Sections 224-1 through 224-7 of City Code make recycling mandatory within the City of Jamestown. The following items must be recycled:

- a. newspapers, newspaper inserts, magazines, catalogs, junk mail, and phone books,
- b. metal cans,
- c. plastic bottles, jugs, tubs and jars, and
- d. corrugated cardboard and box board.

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**Styrofoam is not included** in the recycling programs and should be placed in regular trash. Recyclable materials are to be placed at the curb on the same schedule as garbage pickup. Recyclable items must be placed on the terrace in the orange RFID container or in an appropriate container labeled “Recycling”. Cardboard must be flattened and placed in a container for collection. Containers must be removed from the terrace within 12 hours of the trash collection. The BPU uses single commodity recycling. A recycling calendar, showing the recyclable materials to be placed out for pickup on a weekly basis, is sent to customers along with the December bill, is available on our website at [www.jamestownbpu.com](http://www.jamestownbpu.com), or is available by calling the BPU garbage hotline at 716-661-1651.

E) SPECIAL HOUSEHOLD ITEM PICK UP – Please refer to the “Special Household Items” Addendum for more information:

Any item(s) placed on terrace for collection, not inside the Assigned Garbage Container, may incur a fee, with the following exception: Residents are permitted to dispose of FOUR household items (up to 40 lbs., similar in size to a regular bag of trash, and easily handled by one person) per week, such as a child’s toy, lamp or small table. Up to four loose household items will be collected per week, excess items will be tagged and left. No metal items will be accepted. Items that are small enough to fit in the garbage container should be bagged and placed in the assigned container.

Customers may arrange for the pickup and disposal of household items such as couches, recliners, dressers, mattresses, appliances, and electronics, for a discounted fee, 1 to 2 business days in advance of their regular collection day by calling the garbage hotline at 716-661-1651. Cutting up or breaking down items, that regularly require a fee, will not be exempted from the fee. Items containing any cooling agent, such as refrigerators and dehumidifiers, will no longer be collected by the BPU. There is also a charge for disposal of televisions and computer monitors, which must be recycled by the BPU. Scheduling a special household item pickup does not guarantee collection of any items that do not meet our guidelines upon inspection.

Televisions, computer monitors, microwaves, and other items set at the curb that require special handling may not immediately be picked up without prior arrangement. Any items left at the curb for two weeks will be picked up and billed at the full rate. If an account is scheduled to be closed, items may be collected sooner and billed to the account holder at the full unscheduled rate. All charges will be the responsibility of the resident and/or property owner.

*\*Trash piles in excess of the 4 item limit and/or mixed with loose trash may be refused for collection. Any items not collected will need to be removed and disposed of immediately; it is the responsibility of the property owner to ensure this is done. Any items that are small enough to be bagged and placed in the garbage container may be tagged and left behind if on the ground.*

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**F) RESIDENTIAL RECYCLING CREDIT PROGRAM:**

Residential-class customers of the BPU are eligible to participate in the Residential Recycling Credit Program (RRCP). Participating customers must place recyclable materials at the curb with their garbage using the (orange) BPU recycling container provided for that purpose. The recycling container has a radio frequency chip built into it which is read by a reader on the recycling truck. Customers who recycle, with their assigned bin, within a billing period will receive a recycling credit on their monthly bill. Participation is tracked through the use of the assigned orange bin at the assigned address only. Credit will not be issued for the use of alternate containers, bins assigned to other customers, or for the usage of bins at the wrong address.

Customers who regularly participate in the RRCP, but will be out of town and unable to recycle for two or more billing periods, may receive the recycling credit during their absence by completing and submitting a "Statement Attesting to Being Away from Property". Customers who do not regularly participate in the program will not be entitled to the credit during times of absence.

Orange recycling bins are the property of the Jamestown BPU. If the original bin is lost, stolen, or damaged, customers can contact the Garbage Hotline to request a replacement bin. The replacement bin is programmed and delivered directly to the residence and the bin processing fee is billed to the account.

Recycling within the City of Jamestown is required by law. Customers who choose not to participate in the RRCP must recycle by another means.

**G) YARD WASTE:**

BPU solid waste customers are permitted to use the seasonal yard waste facility located at 1001 Monroe Street, for the disposal of compostable yard and garden waste. The location is open 7 am to 1 pm on Saturdays, beginning the second Saturday in April through the second Saturday in November and on Wednesday evenings from 4 pm to 7 pm, from the second Wednesday in May through the final Wednesday in September. Hours of operation are set based on the expectation of typical seasonal weather and may change during the year if necessary.

Users of this facility must have a BPU yard waste sticker on the vehicle being used to deliver waste. Stickers are available at customer service. Customers are permitted one sticker per account. Replacement stickers will only be issued if the original sticker is returned in exchange.

Customers may also purchase yard waste bags and have yard waste picked up at their residence. Yard waste bags are available at customer service. The purchase price for the bags includes the cost of pickup and disposal. Yard waste bags are collected year-round on Tuesday mornings. Pickup may be scheduled by calling the Garbage Hotline at 716-661-1651 before 3 pm on Monday. The yard waste bag must contain the information sticker, with the BPU logo, for collection. Yard waste bags which exceed the 40 lb. weight limit, are not sealed shut (with tape or staples), or contain non-organic material (including plastic bags) will not be collected.

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**H) SPECIALIZED CONTAINER SERVICE:**

a. PORTER SERVICE (collection of items from a designated area not at the curb):

The BPU provides enhanced solid waste and recycling pickup for customers that are unable to place their garbage at the curb due to a documented physical condition. To be eligible for participation, customers must provide the solid waste department with appropriate medical documentation in the form attached. (Attachment 1) Eligibility for enhanced pickup will not exceed the time stated in the medical documentation. Approval will be valid for up to two years. After two years, documentation will need to be resubmitted. Porter service is available in the City of Jamestown solid waste territory only and will not be available in the optional solid waste territories including but not limited to Kiantone, Busti, Fluvanna, and Ellicott areas.

b. EXCEPTION TO STANDARD-SIZED GARBAGE CONTAINER

An alternate-sized container (35 gallon) may be approved and assigned to service locations that are unable to store a standard-sized container (95 gallon) due to a limitation of storage space or a confirmed physical need. A resident may request an alternate container assignment by submitting a "Request for Exception to Standard-Sized BPU Garbage Container" form to the BPU office. (Attachment 2)

**I) COMMERCIAL GARBAGE SERVICE: (Does not include Recycling Services.)**

Weekly curb-side garbage collection is available for businesses at a rate of \$13 per assigned 95-gallon container.

*Multi-Unit Rate for once per week collection:*

Dwelling Units 2-5.....	\$13.00 per unit
Dwelling Units 6-10.....	\$15.55 plus \$10.46 per unit
Dwelling Units 11-15.....	\$44.23 plus \$7.29 per unit
Dwelling Units 16 and over .....	\$86.93 plus \$4.75 per unit

*Commercial Dumpster Service:*

The BPU provides 3, 4, 6, or 8 yard dumpsters with flexible emptying cycles, as follows (standard options listed below, contact the Garbage Hotline to discuss additional options):

	<u>1X per week</u>	<u>2X per week</u>	<u>Every other week</u>
3 yard dumpster	\$52.00	\$91.00	\$39.00
4 yard dumpster	\$65.00	\$117.00	\$52.00
6 yard dumpster	\$91.00	\$169.00	N/A
8 yard dumpster	\$117.00	\$221.00	N/A

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- Commercial dumpster service does not include recycling collection.
- Dumpster service is for regular waste only; no yard waste, no electronics, no tires, no wet paint, no hazardous materials or liquids will be accepted.
- A minimum 3-foot clearance is needed around the dumpster and back up route to the dumpster to allow access for employees to safely hook up cables to lift/tip dumpster.
- Garbage must not be piled on or above the lids and rims for the employee safety and to allow dumpster lids to pivot and operate properly.
- The BPU will place dumpster in an authorized location and it is not to be moved without approval from the BPU. Dumpsters moved without approval will not be serviced.
- Repairs for damage to BPU dumpsters and/or lids will be billed to the same BPU account as the dumpster service when caused by user negligence. (Examples; placing bulky items inside the dumpster or on the lids, piling excess garbage on the lids are frequent causes of damage.)
- Violation of any of the above regulations will result in the dumpster not being emptied. You will be notified and given the opportunity to reschedule a second attempt. The fee for repeated attempts is billed at \$50 per occurrence.

J) BILLING DEFINITIONS:

**Combined Monthly Bill:** A customer in a single dwelling unit that is provided solid waste service plus other BPU utility services such as electric and/or water service will be provided a *Combined Monthly Bill* that clearly states the billing for each individual service and total billing for the combined utility services. A single dwelling unit does not have the option of splitting this Combined Monthly Bill, only one bill will be provided per single unit dwelling.

**Dwelling Unit:** Any room, or combination of rooms, with cooking and toilet facilities, intended for occupancy by one or more persons.

**Exemption from basic service charge:** After a 12 month vacancy, any dwelling unit that is made unavailable for dwelling purposes, by law or discretion of the owner, may be exempted from the basic service charge upon the filing of a sworn statement of the owner that the unit is not occupied and not intended to be occupied at any time in the future. A standard form affidavit is available from the BPU Customer Service Department (ref. Form-Affidavit).

K) TERMS OF PAYMENT:

Regular bills for solid waste service will be rendered monthly. Bills rendered are due upon receipt, and are considered delinquent 23 days from the billing date. Bills may be paid at the BPU or other place or places or to representatives designated by the BPU. If bills are not paid within the period specified thereon, the customer shall be required to pay a late payment charge at the rate of one and one-half percent (1 ½%) per month, which will be applied to all amounts previously billed, including arrears and unpaid late payment charges. Dwelling units with unpaid solid waste charges are subject to disconnection of Water or other BPU utility service. If water service is disconnected for non-payment of solid waste charges, it will not be restored except upon payment

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of the solid waste bill, plus late payment charge, and a service reconnection charge of \$30.00 within regular working hours or \$160.00 outside of regular working hours. Failure to receive a bill will not release a consumer from payment obligations or entitle the consumer to escape the late payment charge imposed on delinquent accounts.

A collection fee of \$25.00 will be assessed on the next bill if the customer's service is subject to disconnection, and payment is received at the customer's premises.

**L) UTILITY LIENS**

In the City of Jamestown, unpaid solid waste charges are a lien on the real property served in accordance with the City Charter. Utility liens which remain unpaid for in excess of 60 days will be reported by November 1<sup>st</sup> of each year and subsequently placed on tax bills of the City of Jamestown for collection.

Outside of the City of Jamestown, unpaid solid waste charges in excess of sixty (60) days will be reported to the municipality annually and subsequently placed on the tax bill of the property where the trash collection occurred. The municipality shall include the past due amounts on the tax bill to the property owner and shall pay the Jamestown BPU the past due amounts within thirty (30) days of receipt thereof by the municipality.

**M) STATEMENT OF CUSTOMER RIGHTS**

Customers of the BPU Solid Waste Division are entitled to view records pertaining to their solid waste accounts. Customers who believe that the BPU has made an error in the assessment of solid waste charges, the billing of solid waste service, or the application of payments, and who are unable to resolve their issues through communications with BPU Customer Service, are entitled to a hearing. Customers may call 716-661-1660 to schedule a hearing.

**N) BILLING ADJUSTMENTS**

Solid Waste billing adjustments will be limited to a 24-month period.

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**ADDENDUM - Special Household Items**

*Examples of household items eligible for special pickup.*

**FOUR LOOSE, HOUSEHOLD ITEMS PER WEEK (up to 40 lbs., similar in size to a regular bag of trash, & easily carried by 1 person) - Including but not limited to\*:**

Lamp	Fan
Small wooden chair	Small side table
Vacuum cleaner	Stroller
Throw rug	1 bale of cut-up carpet
1 set of window blinds	

**Special item fee will be assessed if more than four of these loose items are placed out for collection.**

ALL ELECTRONICS AND TVs ARE PICKED UP BY APPOINTMENT ONLY (except as stated in section E, paragraph 3).

(Garbage cans, totes, or containers of any kind will not be picked up without prior notice or a note affixed that states that it is to be collected as trash.)

**SPECIAL PICKUPS FOR A FEE (UP TO 4 ITEMS/WEEK ONLY) Including but not limited to\*:**

TVs/Monitors	Dressers
Computers	Desks
Printers	Armoires
Appliances – including microwaves	Cabinets
Lawn Mowers	Toilet
Bathtub	Snow blowers
Mattresses (All sizes)	Tables
Couches	Sinks or Vanities
Recliners	Hot Water Tanks
Upholstered Chairs	BBQ Grills
Doors	Headboards
Carpet (must be rolled or cut-up & bailed)	Windows
Entertainment Centers	Shelving Units

**ITEMS NOT ELIGIBLE FOR SPECIAL PICKUP Including but not limited to\*:**

No items that are extremely heavy	No wet mattresses (causes excessive weight)
No automobile parts	No items with evidence of insect infestation
No wood of any kind, including lumber or pallets	No pianos
No demolition or construction material of any kind	
No yard waste (except as outlined in section F, paragraph 2)	
No items containing coolant or cooling agent (no A/C, Dehumidifiers, Freezers or Refrigerators)	

***\*If you do not see the item listed, please contact the Garbage Hotline at (716)661-1651 for eligibility and pricing information before placing items out***





# Jamestown Board of Public Utilities

## Application for Porter Service

### Part 1 - Information About Person With Disability (Please print & sign below)

Last Name:		First Name:		Phone No.:	
Address (no. & street):			Apt. No.:		City:
Date of Birth:		<input type="checkbox"/> Male <input type="checkbox"/> Female		BPU Account No.:	
Do you <b>own</b> or <b>rent</b> the above-listed property? <input type="checkbox"/> own <input type="checkbox"/> rent*				Property Owner Name:	

\* If applicant is not the property owner, he/she understands that the property owner must agree to, complete and sign section II of the Porter Service-Rules and Regulation on page 2.

Number of **other** persons residing at the above address: \_\_\_\_\_ List below all **other** members living at this residence.

Name	Relationship to Applicant	Age
1)		
2)		
3)		
4)		
5)		
6)		

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Part 2 – Medical Certification

**Disabilities** may be certified by a Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA), Nurse Practitioner (NP), or in cases involving podiatry, a Doctor of Podiatric Medicine (DPM).

**Check the box that describes the type of disability that makes it difficult for the resident to move trash and/or recycling containers to the street level curb:**

**Short-term Disability:** A "temporarily disabled" person is any person with limited strength or mobility due to recovery from surgery, illness, or injury.

**If short-term, what is the anticipated length of time that porter service will be necessary?** \_\_\_\_\_

**Permanent Disability:** A "severely disabled" person is any person with one or more of the PERMANENT impairments, disabilities or conditions listed below, which limit strength or mobility.

\*Uses portable oxygen \*Legally blind \*Limited or no use of one or both legs \*Unable to walk 200 ft. without stopping

\*Neuromuscular dysfunction that severely limits mobility \*Class III or IV cardiac condition (American Heart Assoc. standards)

\*Severely limited in ability to walk due to an arthritic, neurological or orthopedic condition

\*Restricted by lung disease to such an extent that forced (respiratory) expiratory volume for one second, when measured by spirometry, is less than one liter, or the arterial oxygen tension is less than sixty mm/hg of room air at rest

\*Has a physical or mental impairment or condition not listed above which constitutes an equal degree of disability, and which prevents the person from getting around without great difficulty

MD/DO/DPM/NP/PA Name:	Professional License No.:
MD/DO/DPM/NP/PA Address:	Phone No.:

MD/DO/DPM/NP/PA Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Part 3 – File Information (for office use only)

Approved  Denied – if Denied, reason: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



PO Box 700  
Jamestown, NY 14702-0700  
Phone (716) 661-1660  
Fax (716) 661-1617

ELECTRIC  
DISTRICT HEAT  
WATER  
WASTEWATER  
SOLID WASTE

**PORTER SERVICE - Rules and Regulations**

Once porter service is approved by the Jamestown BPU, the following rules to this service will apply:

1. *There must be a mandatory 4-foot clear path to trash can(s) and/or recycling bin(s) being collected.*
2. *Path must be clear of snow and ice before collection at 5:00am on regular scheduled garbage days.*
3. *There are to be NO PARKED CARS obstructing path to trash/recycling or curb.*
4. *Trash/recycling must be in the designated area, on the side or front of house, as BPU employees will not enter back yards or yards with gates.*

Should any of these rules be ignored on any regular garbage day, there will be **NO** porter service that week.

***I. Please sign below as acknowledgement and acceptance of the above rules and regulations.***

Address: \_\_\_\_\_

Applicant Signature(s): \_\_\_\_\_ Date \_\_\_\_\_

***II. To be signed by the property owner where porter service will be provided:***

*I, \_\_\_\_\_, property owner of (address), \_\_\_\_\_ acknowledge that I may be liable if a BPU employee is injured on this property as a result of a dangerous or defective condition while performing this service.*

Property Owner Signature(s): \_\_\_\_\_ Date \_\_\_\_\_



# Jamestown Board of Public Utilities



## Application for Exception to Standard-Sized BPU Garbage Container

(One alternate-sized 35-gallon container to be substituted for one 95-gallon container by approval where necessary.)

If you are applying for an exception to the standard-sized (95-gallon) BPU garbage container, please initial the following statements to acknowledge that you've read and understand:

\_\_\_\_\_ *Approval will be based on availability of alternate containers (limitation of storage space or a confirmed medical need will be given first priority.)*

\_\_\_\_\_ *There will be no reduction in monthly solid waste fees when an alternate-sized (35-gallon) garbage container is assigned.*

\_\_\_\_\_ *The amount of garbage collected will be limited to the garbage container capacity. Garbage bags that will not fit in the assigned garbage container will require a special paid appointment.*

\_\_\_\_\_ *An alternate container assignment is considered a permanent change to the service. Any change back to a standard-sized container will incur a processing fee for the swap.*

***Please fill out the information below to continue with the application process, if you have initialed and agreed to all of the above statements:***

BPU Account Number: \_\_\_\_\_ - \_\_\_\_\_

Service Address: \_\_\_\_\_

Does the property have any of the following? [Circle all that apply]

Front-yard   Back-yard   Side-yard   Driveway   Patio/Porch   Shed   Garage

**\*Reason that a standard 95-gallon container will not work at this location:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Best Contact Phone Number(s): \_\_\_\_\_

Applicant Signature(s): \_\_\_\_\_

**(Must include signature of all customers listed on the BPU Utility Account.)**

**This section to be completed by BPU personnel:** Date Received: \_\_\_\_\_

Approve/Deny/Wait List: \_\_\_\_\_

Application #: \_\_\_\_\_

Reviewed By: \_\_\_\_\_



# Jamestown Board of Public Utilities (BPU)



## Application for Additional Standard-Sized BPU Garbage Container(s)

(Use of one standard 95-gallon container is included in regular monthly Solid Waste Fee.)

If you are requesting additional 95-gallon container(s) assigned & delivered to your service address, please initial all of the following statements to acknowledge that you've read and understand:

\_\_\_\_\_ *Additional container(s) available in the standard 95-gallon size only.*

\_\_\_\_\_ *There will be a flat monthly fee of \$13 per additional container added to the monthly bill for the account listed below.*

\_\_\_\_\_ *Additional container(s) available for a minimum commitment of 6 monthly billing periods. (Requesting removal of additional container(s) or closure of account prior to the minimum 6-month period will result in a one-time fee for the total of the remaining months.)*

\_\_\_\_\_ *By requesting additional container(s), you are accepting responsibility for any repair, recovery or replacement fees associated with the assigned container(s).*

\_\_\_\_\_ *The BPU reserves the right to revoke use of any additional assigned container(s) for past due BPU solid waste fees.*

***If you agree to all of the above statements, please fill out the information below and sign before submitting your request.***

Number of Additional 95-gallon container(s) requested: \_\_\_\_\_

BPU Account Number: \_\_\_\_\_ - \_\_\_\_\_

Service Address: \_\_\_\_\_

Best Contact Phone Number(s): \_\_\_\_\_

Account Holder Signature(s): \_\_\_\_\_

(Must include signature of ALL customers listed on the BPU Utility Account.)

**Incomplete forms will be returned for completion & will delay processing of the request.**

**This section to be completed by BPU personnel:**

Approve/Deny/Wait List: \_\_\_\_\_ Reviewed by : \_\_\_\_\_

Delivery scheduled: \_\_\_\_\_ Date: \_\_\_\_\_