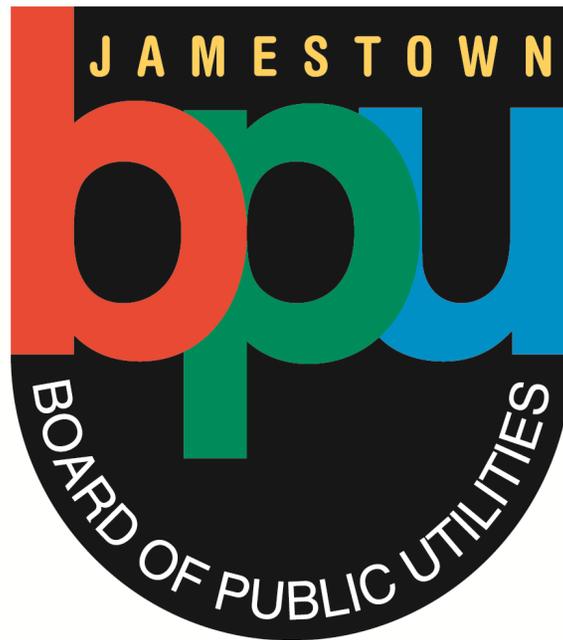


**Jamestown, NY,
Board
of
Public Utilities**



**CUSTOMER
HANDBOOK**

TABLE OF CONTENTS

Welcome	3
About the BPU.....	3, 4 & 5
The BPU Board and Its Meetings.....	3 & 4
How to Contact the BPU.....	5, 6 & 7
Payment Options.....	7, 8 & 9
Electric Division	9-16
On-Street & Off-Street Lighting	10
Questions, Problems & Appeals.....	10 & 11
Billing, Meters & Meter Tampering	11
Where and When to Pay	12
Deposit Policy	12
Final Termination, Turn-on & Turn-off	13 & 14
Special Protections.....	14 & 15
Third Party Notification	15
Liens	16
Diversion of Service	
Shared Meter	16
Water Division	16-19
Water Metering Tampering.....	18
District Heating/Cooling Division.....	19
Solid Waste Division	
Recycling/Yard Waste Site	19-21
Wastewater Division	21-22
Energy Efficiency	22
Warner Dam.....	23

WELCOME TO THE CITY OF JAMESTOWN, NY BOARD OF PUBLIC UTILITIES



The Samuel Carlson Electric Generating Station (136 Steele Street) and the BPU Operations Center (92 Steele Street, Jamestown, NY)

This handbook is designed to introduce you to the City of Jamestown Board of Public Utilities and provide information concerning the BPU's many services. Please keep this booklet handy so that you may use it for future reference.

The BPU is a municipally-owned utility, meaning that it is owned by the community where it resides. In fact, the BPU is one of the largest generating municipally-owned utility in New York State and is one of the most successful municipally-owned utilities in the country.

The mission of the Jamestown Board of Public Utilities is to provide environmentally sound, efficient, cost-effective electric, water, solid waste, wastewater and district heating/chilling services while actively encouraging the economic growth and development of its community.

The BPU is dedicated to serving the electric, water, wastewater, solid waste and district heating/cooling needs of the City of Jamestown, the Villages of Falconer, Celoron and Lakewood and parts of the Towns of Busti, Ellicott, Kiantone and North Harmony.

THE BPU BOARD

Established by the City Charter of 1923 as an independent City department, the Board is comprised of nine members, all of whom are residents of Jamestown. The Board includes two City Council representatives, the Mayor and the Director of Public Works (by virtue of their offices) and five citizens appointed by the Mayor to terms of varying numbers of years. These citizens volunteer their time and expertise to set policy for the utility and advise the BPU staff. The Board elects its own Chairman and the Mayor is President of the Board by virtue of the office.

BPU Board meetings are open to the public with time allotted for public comment at the beginning of each session. Meetings are held in the second floor Board Room of the BPU business offices, "D" Building, 92 Steele Street, Jamestown, at 4 p.m. on the third or fourth Monday of each month. Dates and times may vary and are available by calling (716) 661-1680 or by consulting the

BPU website at www.jamestownbpu.com, where the meetings are listed under Meet the Board.

ABOUT THE BPU

The Jamestown Board of Public Utilities has five operating divisions - Electric, Water, District Heating and Cooling, Solid Waste and Wastewater. The Electric Division also owns and operates the Samuel A. Carlson Electric Generating Station located on Steele Street.

The City's first power plant began generating electricity in 1891. In 1923, the Electric Division of the Board of Public Utilities was officially granted a twenty-three square mile franchise territory by the Public Service Commission (PSC), now renamed as the Department of Public Service (DPS) of the State of New York including the City of Jamestown, the Villages of Celoron and Falconer, and parts of the Town of Ellicott. The DPS continues to regulate the electric utility and all electric rates are approved by the DPS after a formal application and hearing process.

On September 11, 1940, the Jamestown BPU joined 40 other municipally-owned electric companies from all over the United States and its territories to form the American Public Power Association (APPA). The original purpose was to study the adequacy of electricity supply for national defense and to give attention to steps needed to meet the nation's power requirements.

Today, the Jamestown BPU is one of 2,200 not-for-profit, public power electric utilities in the United States. Public power means that you, as a consumer-owner, have a voice in how your utility is run through the council members and citizen volunteers that serve on the BPU Board of Directors.

The Water Division provides potable water to approximately 48,000 individuals or to 17,390 water service connections in Jamestown; the Villages of Lakewood, Falconer and Celoron; the Town of Ellicott; and portions of the Towns of Busti, North Harmony and Kiantone. The water is obtained from two separate aquifers, the Conewango (four wells) and the Cassadaga (eight wells), each aquifer capable of providing 100% of the system's water needs.

In 1985, the BPU began the District Heating Division which today supplies seventy-two customers with superheated water, produced by co-generation at the Generating Station (Power Plant), to heat their buildings and provide domestic hot water. The water is transported through a closed loop underground piping distribution system to individual buildings where the customer's heat exchanger accepts the heat for use in the building. Up-to-date information about the BPU District Heating operations is found on pages 19-20.

In 1994, the City of Jamestown transferred the property and responsibility for operation of the City's Wastewater Division to the BPU. The system provides wastewater disposal to residences and businesses within the City limits and to the neighboring Towns of Ellicott, Kiantone, North Harmony and parts of Busti as well as the Village of Falconer through long-term contracts. The division also processes sewage sludge for the South and Center Chautauqua Lake Sewer District and leachate from the Chautauqua County Landfill at the BPU's Quaint Road, Falconer, Wastewater Treatment Plant.

Also in 1994, the City transferred control of the Solid Waste Division to the BPU. This division is responsible for the collection of the City's garbage and recycling. Approximately eleven full-time and three part-time employees collect and dispose of more than 11,000 tons of Solid Waste and 1,500 tons of recyclables annually. In addition, they manage the Monroe Street Yard Waste Disposal Site for the collection of City residents' brush.

The Board of Directors of the BPU employs a General Manager who oversees approximately 150 employees in all divisions including engineers, linemen, boiler operators, laborers, sanitation workers, wastewater treatment operators and business and customer service representatives.

The electric and water employees are represented by the International Brotherhood of Electrical Workers IBEW Local 459; the wastewater employees are represented by the IBEW Local 106; and the sanitation employees are represented by the Teamsters Local 264.

HOW TO CONTACT THE BPU

CUSTOMER SERVICE (Open: 9 a.m.–4 p.m. Monday, Tuesday, Wednesday; 8 a.m.–5 p.m. Thursday and Friday) 661-1660

Our Customer Service Representatives will be glad to assist you with billing inquiries, establishing, transferring or disconnecting utility services and much more. The Customer Service office is located down the "D" driveway at 92 Steele Street in Jamestown and is open 9 a.m. – 4 p.m. Monday-Wednesday; and 8 a.m.– 5 p.m. Thursday–Friday. The telephone number is 661-1660.

Application for service should be made in person at the BPU Customer Service office at 92 Steele Street. Customer Service personnel will assist you with completion of the application. The utility requires that you present two forms of identification, one of which should be a photo ID, in addition to proof of ownership or rental for new customers. Ideally, we would prefer your account information to be listed *exactly* as your information appears on your Social Security card.

EMERGENCIES (ALL TROUBLES, ALL HOURS): 661-1640

Personnel are on call nights, weekends and holidays to respond to electric, sewer, water and district heating and cooling emergencies.

ELECTRIC EMERGENCIES (ALL HOURS): 661-1640

If the Power Goes Out...

When an electrical outage occurs, please call the BPU at 661-1640. During or after a major storm, calling may take patience because many other people will also be trying to call. IT IS NATURAL TO BE TEMPTED TO ASK HOW LONG THE POWER WILL BE OUT, BUT IT IS AN ALMOST IMPOSSIBLE QUESTION TO ANSWER. Be assured that we will get to you as quickly as possible. If you reach voice mail, leave your name, address and telephone number. If you see or hear anything that will help us to identify the cause of the outage, please pass that information on to us as well. If you know the cause of the outage specifically, please let us know. We have to determine the cause of the outage before restoring power, therefore, any information you can share with us can cut the outage time significantly. If your power was restored and then fails again or if you are in one of those small pockets of dark houses when the rest of the neighborhood has had its power restored, please call again.

If you have access to the internet during an outage, check Jamestown Board

of Public Utilities on FACEBOOK or Twitter or tune into local radio stations for information that the BPU provides to them. Our website at www.jamestownbpu.com places alerts on the top of the homepage when we have outages or discolored water events.

You can sign up on “Notify Me” on our homepage to receive text and/or email alerts. The Notify Me link is on the top right side of our homepage.

SEWER EMERGENCIES (ALL HOURS): 661-1640

Sewer crews work diligently to provide the best service for our customers. They will respond promptly to sewer emergencies, such as sewer backups in homes, to assist the homeowner to determine the nature of the problem.

Homeowners are responsible for the sewer lines in their home and the sewer line in their yard to the point where it attaches to the main trunk line in the street.

WATER EMERGENCIES (ALL HOURS): 661-1640

Crews are prepared to attend quickly to water emergencies such as main breaks. If you experience low water pressure, discolored water or continually see a wet spot in the road or sidewalk area, this may indicate a water main break. Please call with this report and we will send a service person to investigate.

Discolored water is water that has been stirred up inside the water main and now carries pieces of minerals and sediments. These deposits will settle down once the main is closed, usually taking about twelve to twenty-four hours for that to occur. *Should you draw this discolored water into your clothes washer, do not dry the clothes. Rewash them instead when the water has settled, using one of the commercial rust removers available at local grocery stores or from our Customer Service Office.*

DISTRICT HEATING (ALL HOURS): 661-1640

GARBAGE HOTLINE: 661-1651

The Garbage Hotline can help with everything from recycling and garbage pick-up to questions regarding yard waste and special (large item/electronics) collection. Arrangements may be made all year long in advance for special (large item or electronics) collection with a fee by calling this number.

MONROE STREET YARD WASTE SITE: 661-1651

This site is open weather permitting on Saturday from 9 a.m. to 3 p.m. and Wednesday from 4 p.m. to 7 p.m. from Spring (mid-April) to Fall (early November). Green waste from BPU City of Jamestown residential customers is limited to land clearing debris, tree branches, grass, weeds, leaves and Christmas trees. **Hours are seasonal, so call first or check our website to be sure the site is open.** A Yard Waste sticker, one per Solid Waste account, must be affixed to the rear driver’s side window of the vehicle and is necessary to enter the site. A new one is needed most years. Stickers may be obtained at the BPU Customer Service Office.

SOUTH COUNTY TRANSFER STATION: 665-6894

The Chautauqua County South County transfer station, located on South Work Street at the corner of Third Avenue in Falconer, accepts a variety of items for recycling as well as garbage. Call 665-6894 for hours.

ELLERY LANDFILL: 985-4785

The landfill accepts garbage and recyclables. It also provides a Household

Hazardous Waste Collection twice a year for County residents.

WEBSITE: www.jamestownbpu.com and FACEBOOK/Twitter

Can't find it in the handbook? Try looking on our website! The site offers a variety of additional interesting information, including current news, recycling and more. Almost every page of the website includes an e-mail link for questions. Please submit your questions or comments to us and your response should be received by the next business day. The BPU is on FACEBOOK and Twitter with outage and water alerts, and other information. Alerts scroll across of website pages with information on these types of events.
www.jamestownbpu.com

PAYMENT OPTIONS

A payment (cash, check, or money order) is considered overdue 23 days after your utility bill is mailed to you. The due date is printed on the bill. If you pay after that date, penalties of 1.5% begin to accrue at that time. If you have any questions regarding your bill, contact the Customer Service Office immediately at 661-1660. *Currently, the BPU does not accept payment by credit or debit cards in the office, but does for online or automated phone payments.*

PAY BY MAIL: Board of Public Utilities
P.O. Box 700
92 Steele Street
Jamestown, NY 14702-0700

PAY ONLINE: Log in at <http://account.jamestownbpu.com> or go to our website: www.jamestownbpu.com. and click on the green "My Account" rectangle on the homepage. Follow directions to set up your account.

When you register for an online payment account, you may choose to "go paperless," receiving your bills and customer newsletters by e-mail; to schedule payments at your convenience; and to sign up for AutoPay. You also may make a one-time payment without registering.

Pay by Text requires registration on the "My Account" Tile on our homepage. Follow directions to set up your Account and enjoy the convenience of receiving a text asking you to authorize payment on your bill; two replies are required to verify payment.

PAY BY PHONE: Call the BPU at 661-1660 and select extension/option 3. Follow the prompts (in English or Spanish) to make your payment by credit or debit card. You also can check on your payment history. This service is available 24 hours a day, seven days a week. If you need to speak to a Customer Service representative, the representatives are available during regular office hours: 9 a.m.–4 p.m. Monday-Wednesday; 8 a.m.–5 p.m. Thursday-Friday.

PAY IN PERSON: BPU Customer Service Office
92 Steele Street, Jamestown, NY
9 a.m. – 4 p.m., Monday-Wednesday;

8 a.m.– 5 p.m. Thursday-Friday

City Treasurer's Office
Jamestown City Hall, 1st Floor
9 a.m. to 4:30 p.m., Monday through Friday

Town of Ellicott Building
215 South Work Street, Falconer, NY
8:00 a.m. to 5:00 p.m., Monday through Friday

PAY BY DROP BOX LOCATIONS:

CHECKS ONLY

BPU Office Building – Located in the parking lot, down the
D driveway, across from our Customer Service Office.
City Hall Tracy Plaza Entrance
City Hall Police Station Entrance

PAY ONLINE BY AUTO PAY, PAY BY TEXT OR REQUEST PAPERLESS BILLS:

With Auto Pay electronic transfer, the amount of your bill may be automatically deducted from your checking account each month on its due date. Sign up using our internet website at www.jamestownbpu.com and click on the green My Account tile. You will still be able to view your regular monthly bill to keep you informed of payments posted and received, your energy use and costs, your meter information and the BPU News 'n Views newsletter. You may also "go paperless," and pay online each month after receiving an email prompting you to authorize payment from your account. My Account permits you to make a one-time payment too.

Pay by Text sign-up with your preferred payment options allows you to receive a text each month asking you to verify payment of your bill. You will be asked twice to authorize your payment. Register for Pay by Text by clicking on the "My Account" tile on our homepage.

Register on My Account as well to see forms that you can complete and submit online. Such forms include signing up for service,

BUDGET BILLING:

The Budget Billing Program makes managing your utility bills even easier! This payment method is available for all qualified customers and may be established at any time during the year. Customers are required to have been a resident for one year at the current address. The budget amount will be established at the time of enrollment and for 11 months of the year, you will make equal payments. The program goes through a yearly refresh, beginning with the July bill, possibly causing an increase or decrease in the monthly amount based on the current account balance. No interest will accrue on overpayments. The BPU will monitor utility usage of budget billing customers and suggest changes in the budgeted amount should it be significantly different than the historical data. If there is a rate increase mid-way during the customer's budget year, the budgeted amount will be increased by the percentage of the rate increase. Either party can request an adjustment at any time.

You may withdraw from the Budget Billing option at any time, however, you may not re-enter the program for one year. If you miss two consecutive monthly payments, you will be removed from the program and the full amount owed will be due immediately, including all penalties. Re-enrollment will not be allowed for one year. Contact Customer Service at 661-1660 to request more information or

to enroll.

THE JOHN ALFRED & OSCAR JOHNSON MEMORIAL TRUST/BPU GOOD NEIGHBOR FUND:

The BPU has established the John Alfred & Oscar Johnson Memorial Trust/ Good Neighbor Fund to aid residential customers who are not receiving any public assistance for utility bills, who make or attempt to make regular BPU bill payments and who experience hardships such as water leaks, sudden hospitalization, unemployment, house repairs or accidents, that prevent them from paying their BPU bill on time. The process to apply for help through the Johnson/BPU Good Neighbor Fund is easy and swift.

A maximum \$250 per account per year may be requested by calling the Salvation Army at 664-4108 to make an appointment. The Salvation Army will verify the hardship, then refer the request to the BPU which validates that the customer has a good payment record and that the customer receives no public assistance for utility bills. Working customers who receive Food Stamps or HEAP or who receive Social Security may apply. All incomes qualify.

Assistance from the fund is on a first-come, first-served basis, as the money is raised through donations and may be depleted at any time in any given year.

The fund is replenished through generous donations from foundations, benefactors and customers. Utility customers may check a box on their monthly utility bill stub indicating a donation or write the donation amount in the blank on the stub. The customer may then add the donation amount to the bill payment.

Customers also may indicate the amount they wish to donate and send a check directly in the return envelope enclosed with their bill to the utility.

Any group or individual may participate by bringing donations to Customer Service at 92 Steele Street, to the City Treasurer or by sending a check made out to the Johnson/BPU Good Neighbor Fund to P.O. Box 700, Jamestown, NY 14702-0700. The BPU also holds a Johnson/BPU Good Neighbor Endowment Fund at the Chautauqua Region Community Foundation where gifts may be donated at 418 Spring Street, Jamestown.

Business or commercial donors of \$250 will be recognized in the BPU Customer Newsletter as our "Johnson/BPU Good Neighbors of the Month." For such contributions or for further information about the Johnson/Good Neighbor Fund, please contact the BPU Communications Coordinator at 661-1680.

ELECTRIC DIVISION

The Board of Public Utilities' Samuel A. Carlson Electric Generating Station is one of the oldest and most successful municipal power plants in the country. The City's first power plant began generating electricity in 1891 to provide power for 140 carbon arc lights to illuminate downtown streets. Located in downtown Jamestown on the banks of the Chadakoin River, the Generating Station has grown over the years to keep pace with community expansion. Today, the electric division serves the City of Jamestown, the Villages of Celoron and Falconer and portions of the Towns of Ellicott. This service territory encompasses a total area of 23 square miles, with an estimated population of about 48,000 and 19,621 electric meters. There are presently 8 substations, 3,400 transformers and 426.55 miles of overhead primary distribution lines with 150 miles underground.

STREET LIGHTING

There are thousands of street lights in the BPU territory. If you are reporting a street light outage please call 661-1640 or 661-1660 and follow the prompts to

report the number of the utility pole that holds the light. You may also report a street light outage by going to the BPU website at www.jamestownbpu.com, click on the red "Report a Concern" rectangle on the home page. You always may report an outage at Customer Service.

If you think an additional street light needs to be installed in your neighborhood, the procedure is for you to request the light through your City Council member. The Council member will give the request to the Public Safety Committee, whose members will follow its procedure to approve or disapprove the installation of the light.

OFF-STREET LIGHTING

Residential, commercial and industrial customers may contract with the BPU to install parking lot and security lighting for their home, business or office on existing BPU infrastructure. Inquire at Customer Service or call 661-1660.

TREE TRIMMING

Tree branches contacting electrical wires are one of the main reasons for power outages here and all over the world. The BPU and our contractor are working to trim trees throughout the BPU service territory. The BPU has identified trees that are sick or dying and marked them for removal. Tree trimming crews are trimming away branches in an attempt to minimize the number of electrical outages caused by limbs touching power lines. Please be assured that the trimming away from power lines is performed following guidelines established by tree specialists. The Parks Department is responsible for trimming not associated with power lines.

When a tree's branches come close to or actually touch utility power lines, a potentially hazardous situation is created. Trees and power lines can co-exist and potential conflicts can be avoided by selecting and planting trees with size and growth characteristics appropriate to their location. Everyone should avoid planting trees under or near existing power lines.

To report tree limbs touching power lines, please call 661-1640 and BPU employees will be dispatched to investigate. The BPU personnel will determine if the limbs need to be removed and whose responsibility (the utility or the property owner) it is to remove them. The BPU does not usually remove trees and branches on individual homeowners' property. You can also click on the red "Report a Concern" rectangle on our home page.

QUESTIONS, PROBLEMS, APPEALS

Contact the Board of Public Utilities as soon as possible if you have any complaints, questions or problems regarding your electric service. You are entitled to a prompt answer. The BPU Customer Service Office is located at 92 Steele Street, Jamestown, New York, or you may reach the BPU by telephone at 661-1660 or by mail at P.O. Box 700, Jamestown, NY 14702-0700. BPU Customer Service Office hours are: 9 a.m. – 4 p.m. Monday, Tuesday & Wednesday, with extended hours of 8 a.m. – 5 p.m. Thursday and Friday; closed on holidays. The staff will do all they can to assist you. You may also reach us via email through our website at www.jamestownbpu.com.

If you are not satisfied regarding your electric service problem, you may contact the DPS complaint webpage: www.dps.ny.gov/complaints. You also may call the DPS toll-free HELPLINE at 1-800-342-3377. The HELPLINE is staffed from 8:30 a.m. to 4:00 p.m. on business days. Alternatively, you may write to the Office of Consumer Services, Department of Public Service (DPS), at Three Empire State Plaza, Albany, NY 12223. DPS consumer representatives will investigate your electric service complaint and determine whether the BPU has acted properly.

The DPS also has a special emergency, toll-free HOTLINE for residential customers for matters concerning complaints regarding the connection or disconnection of electric service at 1-800-342-3355. It is staffed every business day 7:30 a.m. to 7:30 p.m.

If you call the DPS HELPLINE or HOTLINE after their regular hours of operation, you will be answered by a recording machine. A staff representative will call you back the following business day. If your call is answered by voice mail, be sure to give your area code along with your telephone number and your account number.

The BPU cannot turn off your electric service for your failure to pay the amount in question while your complaint is being considered by the Department of Public Service (DPS). All other amounts and bills are payable when rendered.

BILLING

The BPU uses actual automated meter readings to determine your monthly bill. Most months, our meters are read by radio impulse. There may be rare occasions to use estimated readings, such as severe weather, equipment failure or inability to access the meter. The BPU has a responsibility to supply electricity to you in a reliable manner and customers have the responsibility to pay their utility bills promptly.

ACCESS TO YOUR METER

The BPU reads your meter so that it can send you an accurate bill based on the amount of electricity you use. If the utility is unable to read a meter for four months in a row, the BPU will send you a notice requesting that you either provide the utility with a reading or make an appointment for a special reading. You can telephone your electric meter reading to the BPU or mail it on a meter reading card, or send it electronically through the website, www.jamestownbpu.com.

The DPS mandates that your meter *must* be read physically by our meter reader at least once a year. If you do not control access to your meter, please arrange with the building owner or manager to give our meter reader access. If we have made attempts to contact you and you haven't made an appointment or provided us with a meter reading, you or the individual who controls access to the meter may be subject to a charge of \$50 a month.

ELECTRIC METER TAMPERING

Electric meter tampering brings a theft of service charge, along with financial penalties and fees; electricity is turned off when electric meter tampering is discovered and power restoration may be delayed. Police and the County District Attorney's Office will prosecute offenders as a Class A misdemeanor. With a second offence or with theft in excess of \$1,000, the charge becomes a Class E misdemeanor.

Theft of electricity is not just illegal – it is extremely dangerous. Meter tampering that leaves access to live open wires could result in serious injury or death to the offender or for any person/persons who discovers the tampering.

Meter tampering is costly for all BPU customers.

BILLING ACCURACY

The BPU does everything it can to bill your account accurately. Occasionally, there can be an error; if you believe your meter reading is incorrect, you may call our Customer Service Department (661-1660) and request a re-read. Under certain circumstances, the utility may issue you an estimated bill if it cannot read your meter or if it appears that the reading may be

wrong. The procedure the utility uses to calculate an estimated bill is approved by the Department of Public Service. Each estimated bill clearly states that it is based on an estimate. If, by using estimated bills, the BPU has understated the amount you owe by fifty percent of the actual usage or \$100 (whichever is greater), the utility must notify you of that fact in writing and you may make monthly payments on the difference.

You have a responsibility to report to the BPU if you notice a drop in your bill and have not had a corresponding drop in usage.

WHEN TO PAY

The BPU bill contains charges for electricity already used, so the bill is due and payable when received. *A payment is considered overdue twenty-three days after the bill is mailed to you.* The due date is printed on the bill. If you pay after that, you will have to pay a late payment charge. Late payment charges are 1.5% of the past-due amount and are assessed each month on any unpaid past-due balance. If you have any questions about your bill, contact the BPU Customer Service Office right away. Your name must appear on the account in order for us to share any account information with you. The telephone number is 661-1660.

WHERE/HOW TO PAY

The BPU accepts online payments through our website: www.jamestownbpu.com. To register for online payments and to access information such as usage and past bills, click the green "My Account" tile on the homepage. Online customers may schedule advance payments, sign up for AutoPay, look at old bills and look at usage. Online customers also may choose to "go paperless," receiving bills and customer newsletter information by email. Payments are accepted by e-check, credit or debit card.

The newest way to pay is Pay by Text, with sign-up and payment registration through the "My Account" tile on the homepage. Customers receive an email when a bill is due with a request to authorize payment; the authorization must be given twice.

On-line banking initiated through your own bank, may take from 5-10 business days for us to receive. Be sure to initiate such payments far enough in advance to prevent penalties from occurring.

The BPU maintains an automatic telephone payment system that can be accessed at 661-1660, extension/option 3. Customers may pay by credit card or debit card. You may select Spanish or English as you follow the prompts.

BPU customers may pay by mail, using the return envelope provided in your billing envelope. You may also pay in person at the City Treasurer's office on the first floor of City Hall, Third Street, Jamestown; at the Town of Ellicott Building, 215 South Work Street, Falconer; or at the BPU Customer Service offices at 92 Steele Street. Drop boxes for payment of bills after hours are located on the Tracy Plaza entrance to City Hall; in the City Hall Police Department vestibule; and in the BPU parking lot on Steele Street, down the "D" driveway and across from our Customer Service Office entrance.

Please Pay by Check or Money Order & Do Not Leave Cash in Drop Boxes.
Be Sure to include Your Bill Stub with Your Payment.

ELECTRIC DEPOSIT POLICY

The residential electric deposit amount is based on two times the average monthly bill for the previous twelve months. Non-residential electric customers must also pay a deposit as outlined in the Electric Tariff, found under "Finance" on our website at www.jamestownbpu.com. The Department of Public Service

rules govern electric deposit policies as follows:

NEW CUSTOMERS

The BPU may charge a deposit for all residential electric customers who are seasonal or short-term customers (requesting less than one year of service).

EXISTING CUSTOMERS

Existing residential electric customers who have had their services disconnected for non-payment in the preceding six months; or who have accumulated two consecutive months of arrears without making reasonable payment; or who have filed bankruptcy, may be charged a deposit by the BPU.

PUBLIC ASSISTANCE

If you receive public assistance such as Department of Health and Human Services (DHHS) benefits or Home Energy Assistance Program (HEAP), Supplemental Security Income (SSI) or additional state payments, the BPU cannot require you to pay an electric deposit.

DEPOSIT REQUEST

If you are required to post an electric deposit due to bankruptcy, the BPU will give you 20 days notice before the deposit becomes due.

REFUND

The BPU can hold a security deposit for the length of the bankruptcy. If you maintain a good payment record during that time, the utility will refund the deposit plus interest at a rate set by the DPS. The BPU will credit interest to your account on a yearly basis.

**FINAL TERMINATION NOTICE,
SERVICE TURN-OFF AND TURN-ON PROCEDURES AND
SPECIAL PROTECTIONS**

If you fail to pay overdue electric bills, the BPU may turn off your service only after it has given the required notice and offered you a deferred payment agreement for your overdue electric bills.

FINAL TERMINATION NOTICE

Before the BPU can turn off service for an overdue electric bill or deposit, the utility must send you a Final Termination Notice. The BPU does not send a Final Termination Notice until you have failed to pay a bill more than 23 days after it was mailed to you. Once you receive a Final Termination Notice, you have 15 more days in which to pay the bill, arrange for payment or contact the BPU about it before service can be turned off. If you think the BPU has made a mistake in your account, call Customer Service at 661-1660. The BPU will check your account and postpone turning off your service while it looks into the matter.

The BPU will offer you a deferred payment agreement for your electric bill at least five days before turn-off unless it is determined that you have the financial resources to pay the owed amount. If you sign a deferred payment agreement and comply with its terms, the utility cannot turn off service. If you are unable to reach an agreement with the Board of Public Utilities, the DPS staff will help you make such an agreement.

Unless you qualify for the special protections described in the section "Hardship Procedures" described further on, your services will be turned off if:

- You fail to pay the amount due as shown on the Final Termination Notice or
- you do not work out a deferred payment agreement.

TIME OF TERMINATION

The BPU may only turn off utility service for non-payment between 8:00 a.m. and 4:00 p.m., Monday through Thursday. The BPU cannot turn off service on a holiday, the day before a holiday, any day the utility's business office is closed or for a two-week period during the Christmas - New Year season. The BPU can turn off service without notice any time there are serious safety problems and the BPU will restore service as soon as the problem is corrected.

LANDLORD PROBLEMS

If you live in an apartment building or two-family house with your electric included in your rent and your landlord fails to pay the electric bills for the building, you may be able to have the service kept on by joining with the other tenants to pay the current bill. You only have to pay current charges. The BPU will notify you if the landlord has failed to pay by posting notices on the building.

RECONNECTION OF SERVICE

If the BPU turns off your service, they will reconnect it within 24 hours:

- Once you have either paid the amount due, or signed a deferred payment agreement and made the down payment;
- When the DPS directs the BPU to reconnect service; or
- When you face a serious threat to your health or safety (as defined by the DPS).

If you receive public assistance, the BPU will restore your service after the utility receives a commitment of full payment from the social service agency helping you.

The BPU has the right to charge up to \$50 plus tax if applicable (\$30 for electric and \$50 for water to turn service back on during normal work hours (8:00 a.m. to 4:00 p.m., Monday to Friday); \$70 plus tax, if applicable, for electric outside those hours and days; and \$175 plus tax, if applicable, for water outside those business hours and days.

SPECIAL PAYMENT AGREEMENT FOR ELECTRIC BILLS

If you have a financial problem that prevents you from paying your electric bills, the BPU will work with you to establish a deferred payment agreement. The agreement can be for as little as \$10 per month with no down payment, but must be fair and must be based on your ability to pay. The BPU may require you to make a down payment but it cannot be more than fifteen percent of the amount owed or one-half your average monthly bill, whichever is greater. The balance owed after the down payment can be paid in equal payments of up to one half of your average monthly bill or one-tenth of the balance, whichever is greater, together with your current bills, over a period that you and the utility agree on. The agreement can be changed if you can show the BPU that there are significant changes in your financial condition beyond your control. If you have an existing payment agreement and you are not eligible for any further extensions on that agreement, failure to pay could result in the entire amount becoming due immediately.

If you cannot reach an agreement with the BPU, the DPS will help you. You may reach a DPS representative at HELPLINE number 1-800-342-3377.

HARDSHIP PROCEDURES

In accordance with Department of Public Service rules, the BPU will continue electric service if a person's health or safety is threatened by the lack of service.

The BPU will also refer health or safety problems to the Department of Health and Human Services. In the following hardship cases, the BPU will not turn off service:

MEDICAL HARDSHIP

If you or a family member are faced with a medical emergency, providing the BPU with a medical certificate from your doctor will continue emergency service for thirty days. To renew the certificate after thirty days, your doctor must explain in writing why you still need the emergency service. You will be required to provide financial information on a form to determine if you are eligible for a renewal. The BPU will NOT shut off your service during your health emergency ONLY IF YOU TURN IN A NEGATIVE FINANCIAL STATEMENT, but you are still responsible for eventually paying your bills.

LIFE SUPPORT CUSTOMERS

If you need utility service to operate a life-support device, your doctor's medical certificate will remain in effect as long as the device is needed but you must inform the BPU every 12 months.

ELDERLY (62 OR OLDER), BLIND OR DISABLED

If you are 62 years of age or older or blind or disabled, and all those living with you also are, (or not over 18 years old), the BPU will make special attempts to maintain your utility service. The BPU will attempt to contact you at least seventy-two hours before turn-off is scheduled to try to work out a fair payment plan.

If arrangements cannot be made, the BPU will notify the Department of Health and Human Services of the possible turn-off and will continue service for fifteen days. If the BPU ultimately turns off service, they must, within ten days after that, attempt to reach you and devise a plan for restoring service.

If you qualify for protection under this section, notify the BPU immediately.

COLD WEATHER PROTECTIONS

November 1 to the following April 15

If you pay the utility for your heat, the BPU cannot turn off your service until it has tried to determine if a serious problem with health or safety would result because of the service turn-off. The BPU will try to contact you by telephone or in person at least seventy-two hours before service turn-off is scheduled. The BPU will try to contact you during business hours, and again at the time of turn-off. If the BPU finds that service turn-off might cause serious harm to your health or safety, the utility must ask the Department of Health and Human Services to investigate and the BPU must continue service for at least fifteen business days.

For the cold weather protections, the BPU considers "heating" to include utility services needed to provide heat such as direct electric space heating and electric service needed to operate a furnace.

THIRD PARTY NOTIFICATION

All customers may choose either to have a joint account with another person or name a third party to be notified regarding service turn-off. A third party notice may keep your service from being turned off by mistake. To sign up for third party notification, please contact Customer Service at 661-1660. You may choose a relative, a friend, a member of the clergy or an agency (such as the Department of Health and Human Services) to be a "third party" for copies of any Final Disconnect Notices we send to you because of overdue utility bills.

We cannot discuss the details of your bill with the third party and they are not responsible for paying your bills; they will merely be informed that the bill is overdue. If you designate your account as a joint account and name a person to that account, the utility can discuss all aspects of your account with that person and they are *equally responsible* for payment of the balance of the bill.

Third party notification may also be used by landlords with your agreement.

Request the third party notification form from the BPU Customer Service office at 661-1660.

LIENS

Under the Jamestown City Charter, for properties in the City, and contracts with other municipalities, for properties outside of the City, all utility services which are not paid for will become a lien on the property served and, in most cases, will be placed on the tax bills for the property. Different rules apply according to the municipality in which the property is located, and utility service provided.

DIVERSION OF SERVICE

Important information for Tenants and Landlords

SPECIAL STATEMENT

The BPU will make available, free-of-charge, to any landlord or lessor of a residential rental property, information consisting of charges incurred at such premises for electric service for the life of the dwelling unit or for the preceding two-year period, whichever is shorter. The information must be supplied within ten days of receipt of a written request from any prospective tenant or lessee, prior to the commencement of tenancy or execution of a lease. Information will be identified solely by the address of the dwelling unit with no other information identifying the owner, lessee or other occupant of the dwelling.

SHARED METER

A shared meter is any residential utility meter that is used *outside* a tenant's dwelling. As a residential customer, you are required to pay for the electric service used only in your apartment and for any area or equipment under your exclusive use and control. If there is a shared meter condition in your building, you may be paying for electric used by others.

If you think you may be affected by a shared meter condition, contact the BPU at 661-1660. The BPU is then required to inspect the building. To verify a shared meter condition, we will need access to your apartment and the owner or building manager's name, address and telephone number. It is the owner's responsibility to cooperate with our reasonable requests in providing access to the areas under the owner's control. If the owner does not provide the BPU with access to the dwelling, we are required to assume that a shared meter condition exists and to follow our normal procedures, which may result in placing the entire electric account in the owner's name.

If you are a tenant that receives the benefit of electricity through another tenant's meter, you will be billed for the service that is used in your apartment or dwelling after an appropriate investigation and determination by the BPU.

The Shared Meter Law (October 24, 1991, amended July 19, 1995) makes building owners responsible for electricity registered through a shared meter. If the BPU finds a shared meter condition, we will notify the owner and give them 120 days to eliminate it. The charges for all prior service provided through the shared meter will be allocated between the owner and the tenant(s). The tenant

(s) will be billed for only that portion of electricity used by them. The owner will be billed for all other electricity used. In addition, the owner will be billed for all future electric service through the meter if the condition is not corrected within 120 days. The law also requires the BPU to bill the owner a twelve-month assessment charge.

If the shared meter condition cannot be eliminated because of a legal impediment or excessive cost or if the amount of shared service is minimal, as defined by the Department of Public Service, a mutually acceptable written agreement may be reached between the owner and the tenant.

If there is a valid lease that was in effect prior to October 24, 1991, the tenant will be responsible to pay for service under the terms of the lease until it expires.

WATER DIVISION

The Water Division of the BPU has had a long and rich history. In the 1860s, Father Hart and his horse Larry served as Jamestown's first water works system. They delivered and sold barrels of water for 15 cents each to local homes. In 1873, the Trustees of the Village of Jamestown called for a "municipal" water works system. In 1923, the City Charter was revised and as part of that revision, the Board of Public Utilities was established to assume control and jurisdiction of the municipal water works system.

Today the utility provides over 48,000 people through 17,390 service connections in the City, the Villages of Falconer, Lakewood and Celoron and parts of the Towns of Ellicott, Busti, North Harmony and Kiantone with high quality, safe drinking water that exceeds every Federal and State standard. Jamestown's water source consists of eight artesian wells in the Cassadaga aquifer and four artesian wells in the Conewango aquifer. Aquifers are areas where enough ground water (water contained in the soil and rock material below the surface of the earth) exists to supply wells or springs. The Jamestown aquifers are "confined" or sandwiched between layers of relatively impermeable materials such as clay and shale. This condition allows our area to enjoy some of the purest and best tasting water in the country. Only the minimal amount of chemicals are added to the water for disinfection and tooth decay prevention.

Water service lines are normally buried four feet deep. Occasionally in winter, we get a freeze that goes this deep. If this happens, service lines are in danger of freezing. Be sure your lines are protected with adequate insulation where they enter your home. If you think your service lines may be in danger of freezing, keep the water running in a stream the size of a pencil until the extreme cold has passed.

The water that is pumped to BPU customers is considered hard (contains minerals such as calcium and manganese) and ranges from 120 to 180 parts per million [ppm] usually 160 to 170 ppm or 10 grains of hardness).

In order to insure that your water is safe, we have 50 bacterial samples tested by the Chautauqua County Environmental Health Department every month. In addition to this, we test for several hundred chemicals as prescribed by the State of New York Department of Environmental Conservation and the Environmental Protection Agency (EPA). If you ever have any questions about your water, please refer to the Water Quality Reports posted on our website, www.jamestownbpu.com or call our communications office at 661-1680.

For more information about our water system, please visit our website at

www.jamestownbpu.com.

JAMESTOWN FLUSHES WATER MAINS TWICE A YEAR

Almost all of Jamestown's water pipes have a thin film of rust on the inside. Experience has shown that the thin film causes no problems but may at times result in the water appearing dirty. Minerals and sediment also tend to settle out of the water and rest at the bottom of the water mains. Build-up of this sediment can cause clogging of equipment as it passes through the water mains. In addition to cleansing the mains, flushing also allows the utility to achieve greater flows through its mains and provides a good opportunity for operators to perform valve and hydrant inspections for optimal fire protection.

To clean its water mains, Jamestown has a spring and fall flushing plan in place. Water Division crews work in daytime from 8:30 a.m.–4:30 p.m. generally and systematically open hydrants allowing the water to run full force, flushing out sediments and minerals that have accumulated in the mains. When they remove all of this material from the walls of several hundred feet of a pipe and it comes out of a fire hydrant all at once, it looks worse than it really is. If you watch the workers do this, you will notice that the water clears quickly.

The alternative to flushing would be the addition of rust-inhibiting chemicals to the water. The BPU has made a conscious effort not to add these chemicals as they would affect other water qualities such as taste, smell and mouth-feel and, it would increase water distribution costs.

Discolored or "roily" water is water that has been stirred up inside the water main and now carries pieces of minerals and sediments. These deposits will settle down once the main is closed, usually taking about twelve to twenty-four hours for that to occur.

Should you draw this discolored water into your clothes *washer, do NOT dry the clothes, instead rewash them WHEN THE WATER HAS SETTLED* using one of the commercial rust removers available at local grocery stores or at no charge from our Customer Service Office.

Daily flushing maps are posted on the BPU website: www.jamestownbpu.com, in the *Post-Journal* and on the BPU Facebook and Twitter pages. Customers receive robo calls explaining when their streets will be flushed. Questions about flushing schedules may be answered by calling the Flushing Hotline at 661-1688, Communications at 661-1680 or Customer Service at 661-1660.

WATER METER TAMPERING

Tampering with BPU water meters and related water supply equipment, for the purpose of obtaining water without the permission of the BPU, is illegal and has a high cost to BPU and its Water Division customers. The BPU has implemented policies and procedures to detect, prevent and deter such tampering.

The customer of record will be responsible to pay a minimum charge of \$250 for a tampering or theft of service offense and a minimum charge of \$500 for each additional offense.

More information is available at www.jamestownbpu.com under "Water Division Tampering and Theft of Services Policy," located within the "Board of Public Utilities Schedule of Water Rates" on the website.

WATER /WASTEWATER (SEWER)/GARBAGE/

DISTRICT HEATING DEPOSIT POLICIES

NEW CUSTOMERS

All new **non-residential customers** (commercial and industrial) will be required to pay a utility deposit for all applicable BPU utility services (water, wastewater, solid waste and district heating). **The deposit will be required before service will be established.** All other procedures will mirror those in place for electric, non-residential security deposits.

If you are a **new residential customer** without any history with the utility, you will be required to pay a deposit of \$100 unless you can provide a letter from your previous utility that all utility bills owed it were paid on time for the past twelve months. In the situation where the customer does not receive all three water, wastewater and solid waste services, the deposit is calculated as \$35 for Water, \$40 for Wastewater, and \$25 for Solid Waste, with a maximum total deposit of \$100. The deposit will be credited to the customer's current account if the customer has no disconnect notices for a period of twelve months. Simple interest of 1.5% per year will be paid on deposits. The deposit will be returned in this case only if the account is closed.

Existing residential customers who have been disconnected will be treated as a new customer.

EXISTING NON-RESIDENTIAL CUSTOMERS

Existing **non-residential customers** (commercial, industrial and public authorities) will be required to pay the utility deposit if such customer meets the Department of Public Service definition of *delinquent*. A delinquent customer has made a late payment on two or more occasions within the previous 12-month period. The utility deposit will be based on **twice** the customer's estimated average monthly usage for the applicable services.

Customers receiving public assistance can be required to pay a utility deposit.

DISTRICT HEATING

The District Heating process is environmentally friendly; saves the customer considerable expense for boiler maintenance and frees up a sizable amount of floor space in a building usually devoted to large boilers.

The BPU is responsible for bringing District Heating just inside the customer's facility while the customer is responsible for making all retrofit arrangements with a private contractor. Area contractors have been very successful devising innovative ways to mesh new heating technologies with older architecture.

The BPU is always willing to work with customers interested in the installation of District Heat. Engineers are available to determine the logistics of installation. If you have any questions regarding District Heat or would like to consider installation, you are encouraged to call 661-1621.

DISTRICT HEATING

Jamestown's District Heating system works by diverting steam from the steam turbine generator at the Samuel A. Carlson Electric Generating Station and passing it through a heat exchanger, thermally heating the water in the system. In 2011, the BPU completed construction of a small building near the power plant to augment the production of heated water for the District Heat System by supplying a redundant source of heated water for the system.

The heated water is sent throughout the City to area customers. Customers use their own heat exchangers to draw energy from the water. The customers'

water circulates in their buildings to provide domestic heat and heat for process needs. The water is then piped back to the plant, where the cycle begins once again.

The system is a closed loop system, so there is never a co-mingling of water between the customer's water and the piped water which is designed for a peak supply temperature of 250° F and a return temperature of 160° F.

The District Heating system is made up of more than 15 miles of twin pipes insulated with polyurethane foam and polyethylene coated. It is also equipped with its own leak detection system.

Currently, seventy-two customers including businesses, industries, churches, schools, housing facilities, governmental and non-profit agencies, benefit from District Heat.

SOLID WASTE DIVISION

WEEKLY GARBAGE COLLECTION

During weekly garbage collection, residents should place their garbage curbside *no earlier than 6 p.m.* the night before scheduled pick-up; garbage cans should be removed from the curb within twelve hours of the collection time. Residential Solid Waste collection charges are for the weekly collection of household trash only, up to eight standard trash bags per week. Bags in excess of eight will be collected and charged to the account holder at a rate of \$5 per bag.

All trash must be bagged in standard trash bags and placed in a trash can with a lid. Bags must weigh less than forty pounds for collection. Do not place loose recycling items at the curb. Items showing evidence of live bugs will be tagged and left behind.

Along with weekly trash, every residential unit is allowed to discard four extra items per week such as a small lamp, straight back chair or upright vacuum cleaner. The item should weigh no more than 40 pounds, about the size of a regular garbage bag and be easily handled by one person. Before placing items at the curb, it is recommended that you call the Garbage Hotline at 661-1651 to be sure your item doesn't qualify for Special Item Collection, detailed in the next paragraph.

SPECIAL (LARGE ITEM AND ELECTRONICS) COLLECTION:

If you are unable to take large items, such as easy chairs, adult-size mattresses, appliances or electronics to the landfill, the BPU offers the convenience of Special Item (large item and electronic) curbside collection for a fee. Simply call the Garbage Hotline at 661-1651 to inquire about the fee and arrange for a pick-up time (usually on your regular garbage/recycling collection day). Items containing Freon are not collected.

Electronics also require a fee and an appointment for pick-up. Televisions, computer monitors and microwaves are examples of electronics. Call the Garbage Hotline at 661-1651 to make an appointment.

RECYCLING

The City of Jamestown is a *mandatory* recycling community. Recyclables are collected on the same day as regular garbage pickup. According to Local Law #1 of 1990, all residents must recycle the following items:

- 1) newspapers and inserts, magazines, catalogs and junk mail;
- 2) clear and colored glass;
- 3) metal cans;

- 4) plastic bottles, jugs and containers;
- 5) corrugated cardboard should be broken down.
- 6) box board such as cereal, Kleenex, food preparation, and gift boxes.

The BPU has established a one-commodity recycling plan which allows customers to place certain recyclables in one bin for pick-up in the same week. Each recyclable (paper, glass, metal, plastic) has its own week. Cardboard and box board are collected together in the same week.

The BPU provides its customers annually with a recycling calendar and visual guide included in the December bill. The calendar also may be downloaded from www.jamestownbpu.com by clicking on the blue Garbage/Recycling tile on our homepage. Recyclables for each week are available on the BPU website homepage calendar and on our FACEBOOK/Twitter pages. The recording on the Garbage Hotline (661-1651) also states the recyclable of the week.

Customers may register for "Notify Me" by clicking on the green "Notify Me" oval at the top right corner of our website. Notify Me allows you to sign up for email and/or text alerts for the recyclable of the week as well as for alerts about electrical outages, discolored water and more.

Please remember that caps and lids along with all food residue must be removed from recyclables. Labels do not have to be removed. Plastic, such as milk containers, may or may not be crushed. Metal lids may be recycled if they are completely made of metal. For instance, metal lids with rubber or plastic inside must go into the garbage.

All residential recyclables must be placed in the orange radio frequency identification (rfid) tagged recycling bins provided by the BPU. The orange rfid tagged bins act as a meter; recycling trucks read the tag and record to your credit on their Solid Waste account. Those who do not recycle, pay nearly double that amount in a billing period. The older yellow bins may still be used for overflow recycling, but the orange bin must be at the curb holding recyclables to receive the rebate credit off the monthly fee. New blue recycling bins are available for sale at the BPU Customer Service Office, but again, the orange bin must be at the curb holding recyclables for customers to receive the rebate credit.

For more information about the Residential Recycling Credit Program mentioned above, click on the blue Garbage/Recycling tile on our homepage at www.jamestownbpu.com; call the Garbage Hotline at 661-1651 or ask at Customer Service.

YARD WASTE

The BPU offers a unique and simple solution to yard waste. Biodegradable 30-gallon yard waste bags are available all year long for purchase at the Customer Service Office in the "D" building, (92 Steele Street), four for \$12. Residents then fill the bags with yard waste, either all four bags at once or one at a time, and call the Garbage Hotline at (716) 661-1651 before 3 p.m. on a Monday to arrange for Tuesday pick-up. The fee for pick-up is already included in the cost of the bags.

YARD WASTE SITE

If BPU Solid Waste customers prefer to dispose of yard waste on their own, they may take it to the Monroe Street Yard Waste Site. The site is open Saturdays from 9 a.m. to 3 p.m. and Wednesdays from 4 p.m. to 7 p.m., late spring through early fall. A Yard Waste Sticker is provided free of charge to residential Solid Waste customers, one sticker per account per year. The sticker **MUST BE AFFIXED TO THE REAR DRIVER SIDE WINDOW IN ORDER TO**

SMOKE TESTING

Jamestown's sewer system is made up of separate sanitary sewers maintained by the BPU and separate storm sewers maintained by the Jamestown Department of Public Works

Like the water mains, customers are responsible for the sewer line inside their home and from their house to where the service joins the BPU main. If a break or blockage (often caused by tree roots) occurs in this area, the homeowner or business owner is responsible for its repair.

Each year sewer crews conduct smoke testing in neighborhoods throughout the service territory. The testing helps the BPU identify areas of ground water inflow and infiltration ("I and I") into the sanitary sewer system. This enables service to be improved and sewage leaks may be avoided.

The chance that smoke will enter your building is very small. However, if smoke does enter your building, it indicates that sewer gas could also enter. The smoke used in the testing is non-toxic and is in no way harmful to people or furnishings. It is odorless, leaves no residue and generally will disappear within a few minutes. However, BPU employees will be happy to help you ventilate your building if necessary.

BPU employees tag buildings prior to the day of smoke testing, and it is best that one vacate the home while the test is conducted.

If you see any smoke inside your building, please report it to the employees conducting the tests. If you have any questions regarding smoke testing, you may call the BPU at 661-1654 or BPU Communications at 661-1680.

In addition to smoke testing, the BPU Wastewater Division maintains an aggressive program to limit "I and I" by means such as:

- 1) identifying the exact locations of problems through customer surveys and video inspections;
- 2) undertaking corrective measures where needed, primarily by diverting roof drains and footer drains away from the sanitary sewer system;
- 3) working with the affected customers on immediate measures so they can purchase and install necessary materials to help prevent sewer back-up.
- 4) working together with the Department of Public Works to identify, verify and correct any problems that may be found in the storm sewers.

ENERGY EFFICIENCY

To assist its customers in using electricity efficiently, the BPU employs an Energy Efficiency Coordinator to develop and administer programs. In 2020, the BPU offers an ENERGY STAR rebate program for customer purchase of certain ENERGY STAR home products; and a rebate program for commercial entities to install Electric Vehicle (EV) chargers.

Other programs exist at the BPU to promote energy efficiency. For information about such programs at the BPU, one may contact the BPU Energy Efficiency Coordinator at 661-1646 or check the BPU website: www.jamestownbpu.com. Click on the yellow Energy Efficiency tile on our homepage.

WARNER DAM

The BPU operates the Warner Dam in accordance with an operating plan published by the Chautauqua County Department of Planning and Development and approved by the New York State Department of Environmental Conservation. The plan was last updated in 1980 through the efforts of the late John Luensman, the County's planning director at that time.

The primary purpose of the Warner Dam is to maintain the seasonal water elevation of Chautauqua Lake at a level which optimizes the recreational use of the lake. The intent of the plan is to attempt to maintain the water level as close as possible to an elevation of 1308 feet during the months of May through October. During the remaining months of the year, the goal of the plan is to lower the water level as far as possible to allow for maximum water storage volume needed to accommodate run-off from weather events and minimize the probability of shoreline and downstream flooding. The summer elevation of the lake is primarily dependent on the annual pattern of precipitation.

Jamestown Board of Public Utilities
Telephone Numbers

Customer Service...661-1660
92 Steele Street, P.O. Box 700, Jamestown, NY

Office Hours:
9 A.M. – 4 P.M. Monday-Wednesday
8 A.M. — 5 P.M. Thursday-Friday

All Trouble Reports (All Hours)...
661-1640

Garbage Hotline...661-1651

Communications...661-1680

Energy Efficiency...661-1646

For Outage & Water Alerts:
Watch Our Homepage
At www.jamestownbpu.com,
FACEBOOK/Twitter &
Sign Up for Notify Me
For Text/Email Alerts.



Jamestown
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