



**City of Jamestown Board of Public Utilities**  
 PO Box 700, Jamestown, NY 14702-0700  
 Phone (716) 661-1660  
 CONTACT AND VISIT US ONLINE AT:  
[www.jamestownbpu.com](http://www.jamestownbpu.com)

**UTILITY STATEMENT**

2678291



**ACCOUNT NUMBER** 555555-111111 **ZONE** CY2-JAMESTOWN  
**CUSTOMER NAME** XXXX XXXXXXXXX  
**SERVICE ADDRESS** XXX XXXXX XX XXXXXXXXX

**STATEMENT DATE** 11/16/20

**DUE DATE 12/09/20**

**NOTICE**

The BPU will make available, at no cost, up to 2 years of non-identifiable electric charge information within 10 days of a written request prior to signing up for service. More info can be found here under Rights and Responsibilities:  
<https://www.jamestownbpu.com/371/Customer-Service-Resources>

Previous Balance \$ 62.98  
 Check Payment 11/05/2020 -\$62.98

All Customer Service and Billing Inquiries (716) 661-1660  
**AFTER HOURS EMERGENCIES ALL SERVICES (716) 661-1640**

Office Hours and Alternate Payment Locations

BPU Office - 92 Steele St  
 9:00 AM-4:00 PM M-W and 8:00 AM-5:00 PM Th-F  
 City Hall Clerk's Office - 200 E 3rd St, 9:00 AM-4:30 PM M-F  
 Town of Ellicott - 215 S. Work St, 8:00 AM-5:00 PM M-F

**DROP BOXES (Checks ONLY after hours)**

BPU (Customer Service parking lot across from the Customer Service entrance)  
 City Hall (Outside Main Entrance) - Inside Police Station

**Other Contact Information**

Garbage Hotline and After-Hour Recording - (716) 661-1651  
 8:00AM-4:30PM M-F

Understanding Your Utility Bill

The New York Department of Public Service (DPS) approves all electric charges. You may review a copy of the current BPU rate schedule online at [www.jamestownbpu.com](http://www.jamestownbpu.com) or at 92 Steele Street, Jamestown, NY.

**THIS UTILITY BILL IS FOR ENERGY AND SERVICES YOU HAVE ALREADY USED. THEREFORE UTILITY BILLS ARE DUE AND PAYABLE WHEN YOU RECEIVE THEM. PAYMENT IS OVERDUE 23 DAYS AFTER THE BILL IS MAILED TO YOU. PENALTIES OF 1.5% BEGIN TO ACCRUE AT THAT TIME**

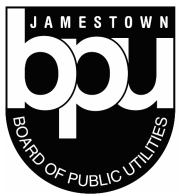
For consumer complaints that cannot be resolved with the utility, you may contact the New York Department of Public Service (DPS). DPS complaints may be directed as follows: Website: [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints); Phone: DPS Helpline at 1-800-342-3377 (M-F 8:30a - 4:00p); or Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223

	Previous Balance	Payments Applied	Past Due	Current Charges	Total Due
<b>Electric</b>	\$ 37.16	\$(37.16)	\$ 0.00	\$ 83.93	\$ 83.93
<b>Water</b>	\$ 6.40	\$(6.40)	\$ 0.00	\$ 8.49	\$ 8.49
<b>Wastewater</b>	\$ 6.92	\$(6.92)	\$ 0.00	\$ 10.13	\$ 10.13
<b>Solid Waste</b>	\$ 12.50	\$(12.50)	\$ 0.00	\$ 12.50	\$ 12.50
<b>Total Current Charges:</b>				<b>\$ 115.05</b>	

**PAY CURRENT AMOUNT DUE ON OR BEFORE 12/09/2020 \$ 115.05**

**Total Amount Due: \$ 115.05**

**See back of statement for billing details**



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[www.jamestownbpu.com](http://www.jamestownbpu.com)

Make checks payable to Jamestown City Treasurer  
 Return this portion with Payment

<b>Statement Date</b>	11/16/2020
<b>Account Number</b>	555555-111111
<b>Statement Number</b>	2678291
<b>Current Amount Due</b>	\$115.05
<b>Amount Past Due</b>	\$0.00
<b>Total Amount Due</b>	\$115.05

**PAY CURRENT AMOUNT DUE ON OR BEFORE : 12/09/2020**

55555511111100000115057

XXXXX XXXXXXXXX  
 XXX XXXXX XX  
 XXXXXXXXXX XX XXXXX-XXXX



Please donate to the Good Neighbor Fund by adding \$3 \$5 \$10 \$20 other to your payment.



Lower the high cost of heating and cooling your home with Home Performance with ENERGY STAR®

Licensed & Accredited BPI Home Performance Contractor.

**Jamestown Community College & Superior Energy Innovations: Our Good Neighbors of the Month!**

We're grateful to Jamestown Community College (JCC) & to Superior Energy Innovations for donating as our Good Neighbors of the Month in November!

The John Alfred & Oscar Johnson Memorial Trust/BPU Good Neighbor Fund helps customers who:

- Regularly pay BPU bills
- Do not receive government aid for utility bills
- Face a sudden hardship which prevents them from paying BPU bills on time (such as Covid-19)

Assistance of up to \$250 a year is provided per applicant.

HEAP and Social Security customers may apply.

Customers who think they qualify should contact the Salvation Army at 664-4108. The agency verifies the hardship and the BPU validates the other qualifications. The process is simple and does not take much time.

To donate as a Good Neighbor, please contact Becky Robbins at the BPU: [brobbins@jamestownbpu.com](mailto:brobbins@jamestownbpu.com) or 661-1680.

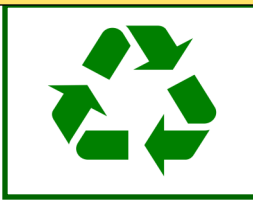
**Yard Waste Site, 1001 Monroe Street  
Open to BPU Residential Solid Waste Customers Only**

Open  
9 a.m.—3 p.m. Saturdays  
through November 14th

Yard Waste Stickers for 2021-22 will be available in January at our Customer Service Office.

**Watch for 2021 Recycling Calendar in December Billing Envelope**

Look for your 2021 recycling calendar that arrives in your December billing envelope. Along with the calendar indicating which recyclable will be collected in each week, both sides of the paper will include information about the BPU recycling program. Keep your calendar on hand all year, so you can recycle and save with our recycling rebate program.



Our 2021 recycling calendar in Spanish as well as English will be available on our website at [www.jamestownbpu.com](http://www.jamestownbpu.com) and in printed form at our Customer Service Office, 92 Steele Street.

If you have questions about BPU recycling, please call our Garbage Hotline at 661-1651 or Communications at 661-1680. Questions may also be submitted through our website: [www.jamestownbpu.com](http://www.jamestownbpu.com).

**Customer Portal Makes It Easy to "Do It Yourself" Without Having to Stop at BPU Customer Service Office!**

Our BPU Customer Portal, where you can pay your bills online, also allows you to request different BPU services without having to visit our Customer Service Office in person or to call the utility. It's fast and easy to "Do It Yourself!" Click on the green "My Account" rectangle on the [www.jamestownbpu.com](http://www.jamestownbpu.com) homepage. On the next page, you'll see a vertical row of icons. Click on the "Forms" link in that column and you'll arrive at a page with a list of forms you can complete and submit online. There's no need to print and mail by the Postal Service. The list of forms you may complete and submit include:

- \* Large or Electronic Item Collection Appointment
- \* Yard Waste Bags Collection Appointment
- \* Short-term Recycle Exemption Form
- \* Owner Never Off Request Form for Landlords
- \* Recycling Bin Replacement
- \* Recycling Calendar Request
- \* Landlord Authorization for Utility Service
- \* Property Management Authorization for Account Access
- \* Recycling Credit Review/Dispute
- \* Business Development Request for Information



*Give it a try!*



**Another New Service**

Want to know why your lights went out or why the water is discolored? Sign up for "Notify Me" on our website: [www.jamestownbpu.com](http://www.jamestownbpu.com). Click on the dark green "Notify Me" icon on the upper right side of our home page. Select notifications of up-to-the-minute news about electricity, water and garbage/recycling services.

You can request to receive alerts for BPU board meetings, bids, job openings and more. You can choose to be notified by text, email or both!

The BPU also maintains FACEBOOK and Twitter pages with service alerts and customer information.

**NOTICE:**

The Jamestown Board of Public Utilities (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.

# Jamestown BPU Social Media Posts on Facebook, October 17<sup>th</sup> and 27<sup>th</sup>, 2020



## Jamestown Board of Public Utilities

@jamestownbpu · Public Utility Company

Send Message

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Liked 🔍 ⋮



Jamestown Board of Public Utilities

October 17 · 🌐

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 10 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.



Jamestown Board of Public Utilities

October 27 · 🌐

Notice: 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.



The screenshot shows a web browser window with the URL `jamestownbpu.com/CivicAlerts.aspx?AID=207`. The page features a navigation bar with links for HOME PAGE, DASHBOARD, and MODULES. A search bar is located in the top right corner. The main content area displays an "OUTAGE REPORT" with the headline "Crews repairing outage in Bentley/Brown area, Fluvanna; tree brings down power lines". Below the headline is a large image of a utility worker in a yellow hard hat and safety vest working on a power line. A search bar is overlaid on the image. On the left side, there is a vertical menu with four categories: REPORT A CONCERN, MY ACCOUNT, GARBAGE & RECYCLING, and ENERGY EFFICIENCY. The main content area includes a "Spotlights" section with a notice dated October 13, 2020, regarding the BPU's policy on providing charge information to landlords. A small image of a bridge over a river is shown next to the notice. At the bottom, there are social media icons and navigation links for "Previous" and "Next" posts.

Home > News Flash

Spotlights

Posted on: October 13, 2020

**Notice**

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.

Search

All categories

Tools

- RSS
- Notify Me!

Categories

- All Categories
- Legal Notices and Bid Postings
- Spotlights

Previous

Jamestown Community College: November Good Neighbor of the Month!

Next

Get Help Now on Your BPU Bills to Avoid Disconnection When Shut-offs Begin

# Residential Rights and Responsibilities for Jamestown Board of Public Utilities *Electric Customers* Jamestown, New York

*This document summarizes your rights and responsibilities as a Jamestown, NY, Board of Public Utilities (BPU) electric customer. Once you have read it, keep it for future reference. These rights and responsibilities result from New York State Department of Public Service rules and a regulation – the Home Energy Fair Practices Act (HEFPA) - which is called the “Consumer Bill of Rights.”*

## **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 (716)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-Wednesday, and 8 a.m.—5 p.m. Thursday-Friday, excluding holidays. You may also reach us via email through our website at [www.jamestownbpu.com](http://www.jamestownbpu.com).

For consumer complaints that cannot be resolved with the company, you may contact the New York Department of Public Service (DPS). DPS complaints may be directed as follows: Website: [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints); Phone: DPS Helpline at 1-800-342-3377 (M-F 8:30 a.m.—4:00 p.m.); or Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223. DPS consumer representatives will investigate your complaint and determine whether the BPU has acted properly.

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

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. All other amounts and bills are payable when rendered.

## **BILLING**

The BPU uses actual automated meter readings to determine your monthly bill. The BPU has a responsibility to supply electricity to you in a reasonably reliable manner, and customers have the responsibility to pay utility bills promptly. Here are some important points about billing:

**Billing Accuracy** — The BPU does everything it can to bill your account accurately. 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 50% 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.

**When To Pay** – The BPU electricity bill is for electricity already used, so the bill is due and payable when received. A payment is considered overdue 23 days after the bill is **mailed** to you. This 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. The telephone number is (716)661-1660.

**Where and How To Pay** – Most of our customers **pay by mail**, using the return envelope provided with the bill.

You may **pay online**: log in at: <http://account.jamestownbpu.com> or click “My Account” in the green rectangle on our homepage at [www.jamestownbpu.com](http://www.jamestownbpu.com). Follow directions to set up your account. Credit cards, debit cards and e-checks are accepted. Customers may schedule advance payments & may select AutoPay, Paperless, Pay by Text and view utility bills, usage and past bills.

**AutoPay**– You may pay your BPU bill automatically. Once you authorize automatic payment, the BPU will withdraw the billed amount from your checking account on the last day before the bill becomes delinquent. We will continue mailing your regular monthly bill to you to keep you informed of payments posted and received, your energy use and costs, your meter information and the BPU customer newsletter.

**Pay by Text** — BPU Pay by Text allows you to pay your bill 24 hours a day, seven days a week, with credit card, debit card or e-check. Once you have registered and authorized a payment method, you'll receive text notification of your bill which can be paid with a text message reply.

**Budget Billing** – This payment method is available for all qualified customers and may be established at any time during

the year. The budget amount will be established at the time of enrollment. Throughout the year, these accounts are monitored and the amount of monthly payments is adjusted if necessary.

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. Customers enrolled in Budget Billing may withdraw at any time.

**Pay by phone**: Call 661-1660, select extension 3 and follow prompts to complete the transaction. Customers may choose English or Spanish options. Payments may be made by credit card, debit card and e-check. Customers also can check on past payments.

**Pay in person** at the City Treasurer's Office on the first floor of City Hall, Third Street, Jamestown, NY; at the BPU Customer Service Office at 92 Steele Street; and at the Town of Ellicott Administration Building, 215 S. Work Street, Falconer, NY.

**Drop boxes for payment of bills after hours** are located at the Tracy Plaza entrance to City Hall, in the vestibule at the Jamestown Police Department and in the parking lot, across from the BPU Customer Service Office, 92 Steele Street. **For drop box payments, please do not leave cash. Use checks or money orders only and include your bill stub with your payment in order to be credited correctly.**

**No private business has authority to accept payments for the BPU.**

## **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 during or after normal working hours. You may phone your electric meter reading to the BPU or send it electronically through the website, [www.jamestownbpu.com](http://www.jamestownbpu.com). If you do not control access to your meter, please arrange with the building owner or manager to let the utility service worker into the building.

If, *after eight straight months*, you haven't made an appointment or provided the BPU with a meter reading, you or the individual who controls access to the meter may be subjected to a charge of \$25.

## **DEPOSIT POLICY**

The deposit amount is based on two times the average monthly bill for the previous twelve months. The DPS rules govern deposit policies as follows:

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

**Existing Customers** – Existing residential 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 have filed bankruptcy, may be charged a deposit by the BPU.

**Public Assistance** – If you receive public assistance, supplemental security income (SSI) or additional State payments, the BPU cannot require you to pay a deposit.

**Deposit Request** – If you are required to post a deposit due to bankruptcy, the BPU will give you 20 days notice before the deposit becomes due.

**Refund** – The BPU can hold the deposit and will credit interest to your account on a yearly basis, until you are not delinquent in payments for a period of one full year.

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

If you fail to pay overdue 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 bills.

**Final Termination Notice** – Before the BPU can turn off service for an overdue 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

as mailed to you. Once you receive a Final Termination Notice, you have 15 more days in which to pay the bill or arrange for an approved payment agreement; your service can be turned off if you haven't paid or arranged for an approved payment agreement within this 15-day period. If you think the BPU has made a mistake in your account, call the BPU Customer Service Office at (716) 661-1660. The BPU will check it and postpone turning off your service while it is looking into the matter.

The BPU will offer you a deferred payment agreement before turn-off if you contact Customer Service, 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, and also pay your regular monthly utility bill, the utility cannot turn off service. If you are unable to reach an agreement with the Board of Public Utilities, the New York Department of Public Service (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 is only allowed to turn off utility service for nonpayment between 8 a.m. and 4 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 for charges billed after the disconnect notice to the landlord. 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.

If you receive public assistance, the BPU will turn your service back on after they receive a commitment of full payment from the social service agency helping you. The BPU has the right to charge a fee of \$30 to turn service back on during normal work hours (8 a.m. to 4 p.m., Monday to Friday); or \$70 outside those hours and days. Commercial customers also pay tax.

**Deferred Payment Agreement** – If you have a financial problem that prevents you from paying your 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 15% 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 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 DPS rules, the BPU will continue electric service if a person's health or safety is threatened by the lack of service. The BPU also will 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 is faced with a medical emergency, providing the BPU with a medical certificate from your doctor will continue emergency service for 30 days. To renew the certificate after 30 days, your doctor must explain in writing why you still need the emergency service. You will be required to provide financial information to determine if you are eligible for a renewal. The BPU will NOT shut off your service during your health emergency, but you still are responsible for 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. You will be required to provide financial information to show that you are unable to pay your utility bills initially, and at least quarterly, during the time that a resident is on life support.

The BPU will also code your account to assure added protection to you.

**Elderly (62 or older), Blind or Disabled** – If you and all people living with you are 62 years of age or older, blind or disabled, the BPU will make special attempts to maintain your utility service. The BPU will attempt to contact you by telephone or in person at least 72 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 15 days. If the BPU ultimately turns off service, they must, within 10 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 72 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 Social Services to investigate and the BPU must continue service for at least 15 business days.

For the cold weather protections, the BPU considers "heating" to include utility services needed to provide heat. It may include direct electric space heating, electric service needed to operate a furnace or, if you notify the BPU in writing, a safe electrical heating device.

### **THIRD PARTY NOTIFICATION**

A third party notice may keep your service from being turned off by mistake. Request this form from the BPU Customer Service Office at (716) 661-1660.

All residential customers may choose a third party to be notified regarding service turn-off. 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 the BPU sends to you because of overdue utility bills. The third party can contact us on your behalf and help you work out payment terms with the BPU, however the third party is not responsible for paying your bills.

### **REGISTRATION FOR SPECIAL PROTECTION AND REQUEST FOR INFORMATION**

If you have a medical hardship, need electric service to operate life support equipment, are 62 years or older, blind or disabled, receive public assistance, SSI or additional State payments or wish to sign up for third party notification, please call the BPU Customer Service Office and request that your account be coded for special protection from turn-off. The BPU Customer Service Office number is (716)661-1660.

### **DIVERSION OF SERVICE – Important information for Tenants and Landlords**

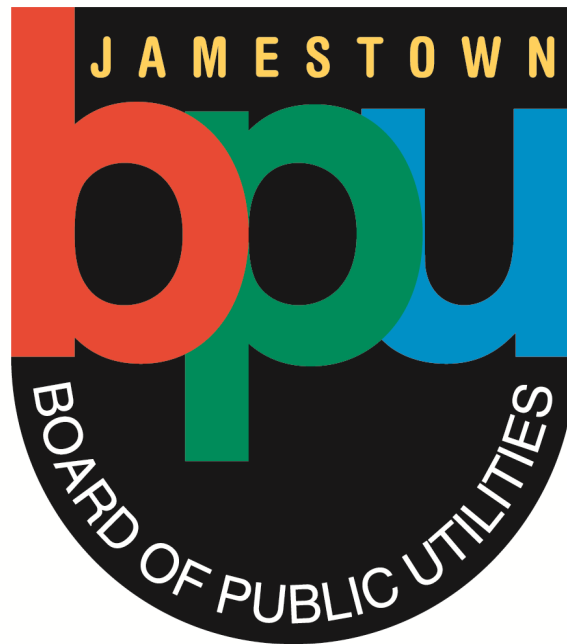
By law, tenants are required to pay only for the electricity they use. Sometimes a tenant's electric meter also registers electricity used outside the tenant's dwelling. This is called a "shared meter" condition. A tenant that is billed for a shared condition must be reimbursed by law and/or under certain conditions, with BPU approval, a tenant may enter into a mutually acceptable agreement with their landlord to address the situation. To determine if a shared meter condition might exist, the BPU will need access to the apartment, the meters and any common areas of the building.

The BPU is required by law to provide written notifications of a pending investigation and the resulting determination to all parties involved. Failure by the landlord to cooperate with the BPU's request to investigate may still result in the BPU determining a "shared meter" condition. If the landlord fails to take any action within 120 days of a "shared meter" determination, the law requires that the BPU can establish an account in the landlord's name for all future service measured on the shared meter until they meet compliance requirements. Under certain circumstances, the landlord may be billed for other charges, where applicable, regardless if the situation is corrected or not.

### **SPECIAL NOTICE**

The Jamestown Board of Public Utilities (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.

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



**CUSTOMER  
HANDBOOK**

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.

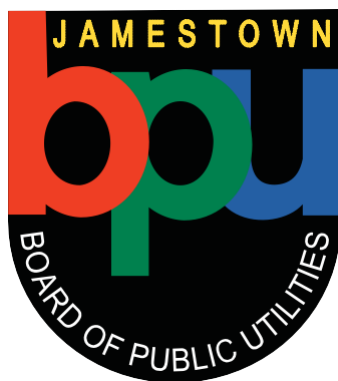
If you think you may be affected by a shared meter condition, contact the BPU at 661-1660. The BPU is then required to inspect the building. To verify a shared meter condition, we will need access to your apartment and the owner or building manager's name, address and telephone number. It is the owner's 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

# **Jamestown Board of Public Utilities**

**(La Junta de Servicios Públicos de Jamestown)**



**Manual para el cliente**

La notificación a un tercero también puede ser usado por el dueño de la propiedad con el permiso de usted como inquilino. Pida el formulario para la notificación a un tercero de Servicio al Cliente de la BPU llamando 716-661-1660.

### **GRAVÁMENES**

Según la Carta Municipal de la ciudad de Jamestown, para las propiedades en la ciudad, y contratos con otras municipalidades para las propiedades fuera de la ciudad, todos los servicios públicos que no sean pagados llegarán a ser un gravamen sobre la propiedad, y en la mayoría de los casos, serán aplicados a las facturas de impuestos de la propiedad. Las reglas aplicadas en estos casos difieren acorde al municipal donde esté ubicada la propiedad y acorde al servicio provisto.

### **DESVÍO DE SERVICIO**

#### **Información importante para inquilinos y los dueños de propiedades.**

La Junta de Servicios Públicos de Jamestown (BPU, siglas en inglés) hará disponible gratuitamente -a cualquier propietario ("landlord") o arrendador de una propiedad residencial alquilada- la información sobre los cargos incurridos para el servicio de electricidad de tal residencia o por los dos años anteriores o por la duración completa que haya existido como propiedad rentada, según sea el periodo más corto. Se tiene que suplir esta información dentro de diez días de haber recibido una solicitud escrita por cualquier inquilino prospectivo, antes de tomar posesión como inquilino o antes de ejecutar el contrato de arrendamiento. La información se identificará solo por la dirección de la residencia alquilada sin ninguna otra información sobre la identidad del dueño, del inquilino o de otro ocupante de la residencia.

### CONTADOR COMPARTIDO

Un contador compartido es un contador residencial que se usa fuera del hogar del inquilino. Como cliente residencial, se requiere que usted pague solo por la electricidad que usted usa en su apartamento y por cualquier otra área o equipo bajo su control y uso exclusivo. Si existe un contador compartido en su edificio, es posible que usted esté pagando por electricidad usada por otro.

Si usted sospecha que haya sido afectado por el uso de un contador compartido, llame a la BPU: 716-661-1660. Se requiere entonces que la BPU haga una inspección del edificio. Para poder verificar la situación del contador, necesitamos acceso al apartamento de usted y el nombre, dirección y teléfono del dueño o gerente del edificio. El dueño tiene la responsabilidad de cooperar con nuestras solicitudes razonables de proveer acceso a las áreas bajo su control. Si el dueño no provee acceso al edificio, se nos requiere que hagamos la determinación de que un contador compartido sí existe y que sigamos nuestros procedimientos normales, lo cual tal vez resulte en poner la entera cuenta de electricidad en el nombre del dueño de la propiedad.

Si usted es un inquilino que recibe el beneficio de servicio eléctrico mediante el contador de otro inquilino, usted recibirá una factura que refleja