



**LANSING BOARD OF WATER & LIGHT BOARD OF COMMISSIONERS
 COMMITTEE OF THE WHOLE MEETING
 May 14, 2024 – 5:30 P.M.
 REO Town Depot - Board of Water & Light Headquarters
 1201 S. Washington Ave., Lansing, MI 48910**

BWL full meeting packets and public notices/agendas are located on the official web site at <https://www.lbwl.com/about-bwl/governance>.

AGENDA

Call to Order

Roll Call

Public Comments on Agenda Items

- 1. Approval of the Committee of the Whole Meeting Minutes of March 19, 2024..... **TAB 1**
- 2. Grant Update..... **TAB 2**
- 3. Bill Line-Item Presentation **TAB 3**
- 4. Strategic Plan Update **TAB 4**

Other

Adjourn

COMMITTEE OF THE WHOLE

Meeting Minutes

March 19, 2024

The Committee of the Whole of the Lansing Board of Water and Light (BWL) met at the BWL Headquarters-REO Town Depot located at 1201 S. Washington Ave., Lansing, MI, on Tuesday, March 19, 2024.

Committee of the Whole Chairperson David Price called the meeting to order at 5:30 p.m. and asked the Corporate Secretary to call the roll.

Present: Commissioners Semone James, DeShon Leek, Tony Mullen, David Price, Dale Schrader (arrived @6:04 p.m.), and Sandra Zerkle; and Non-Voting Members J. R. Beauboeuf (East Lansing), Brian Pillar (Meridian Township), and Robert Worthy (Delta Township)

Absent: Commissioners Beth Graham and Tracy Thomas

The Corporate Secretary declared a quorum.

Public Comments

There were no public comments.

Approval of Minutes

Motion by Commissioner Semone James, **Seconded** by Commissioner DeShon Leek, to approve the Committee of the Whole Meeting minutes of January 16, 2024.

Action: Motion carried. The minutes were approved.

Motion by Commissioner Semone James, **Seconded** by Commissioner DeShon Leek, to approve the Special Committee of the Whole Meeting minutes of February 20, 2024.

Action: Motion carried. The minutes were approved.

Strategic Plan Update and Timeline

Kellee Christensen, Director of Strategic Planning and Development introduced Leah Bucio, Planning Business Analyst who presented the July 1, 2021-June 30, 2025 Strategic Plan update with an overview; priorities, goals, and strategies; strategic accomplishments report for FY 2021 to Fall 2023; awards; and FY2026 strategic plan development.

Commissioner Mullen inquired how it was determined which strategies are involved with each project; and what happens when there are two strategies in conflict. Tony Heriford, Strategy Supervisor, responded the projects are coded according to strategy by a manager or business owner. GM Peffley responded that the Asset Management Department assesses and evaluates all assets, and then meets with the departments to review projects and budgets to attain reliable and affordable utility services.

Commissioner Zerkle inquired about reasonable and reliable energy for financial stability and whether every project has to meet 95% of the conditions of the strategic plan. GM Peffley responded that the

strategic plan drives the capital budget and the projects meet multiple strategies. Ms. Christensen added that the update being presented indicates the tracking of the budgeting and strategic plan.

Chairperson Price inquired about the survey results from the participation of the public. Ms. Bucio responded that 145 people participated in the survey.

Board Self-Evaluation Survey Results

Commissioner Semone James opened the floor for the discussion of the results of the governing Board self-evaluation survey. Human Resources Executive Director Michael Flowers presented the data collected from the survey and provided it to the Commissioners. A discussion followed on the survey questions of succession planning for the CEO, the orientation of new Commissioners, and whether the Board spends appropriate amount of time on policy issues and operational issues.

Chairperson Price spoke on the succession planning of CEO and stated that it needs to be addressed in the near future.

Commissioner James spoke on the orientation of new Commissioners, recommended the APPA 15 module course on governance be included in the onboarding of a new Commissioner, and also recommended that attending Commissioners report on information presented at the APPA National Conference.

Commissioner Zerkle spoke on the orientation of new Commissioners and the amount of information with which to become familiar. Chairperson Price added that the Board governance also has to be in compliance with the city.

Mr. Flowers recommended further dialogue on the survey results among the Commissioners.

GM Peffley commented that BWL can provide the information in house or the resources for the information that is presented at the APPA conferences if Commissioners are unable to attend.

Chairperson Price commented that APPA presented a governance training at BWL and suggested considering another presentation.

Commissioner James asked the new Commissioners if they thought there was anything the Board could do better upon participation in the survey.

Commissioner Pillar asked if a previous version of the survey had been conducted. Chairperson Price responded it was the first APPA version of the survey conducted.

Commissioner Schrader inquired about the balance of governance for the city and governance of the BWL.

Commissioner James commented that an oath is taken as an officer of the city and governing for the BWL and for the constituents.

Chairperson Price commented that the governance for the city and of the BWL aren't separate from each other.

Commissioner Zerkle commented that the city gave the Commissioners the responsibility to follow the city rules and are advised by both BWL's legal counsel and the city attorney.

Chairperson Price commented that the tree trimming policy is an example of balancing governance and service with the city.

Mr. Flowers commented that the Board spends an appropriate amount of time on policy issues versus operational issues which a Board should do. Chairperson Price responded that the Board's role is to delve into policy and the three appointed employees are to work on operational issues.

Commissioner James thanked all Commissioners for participating in the survey.

Review of Board of Commissioners' Roles & Responsibilities Handbook

Commissioner Semone James led the discussion on the Board of Commissioners' Roles & Responsibilities Handbook. Commissioner James thanked Commissioner Pillar, and BWL staff, General Counsel Mark Matus, Associate Attorney II Marie Mireles, Corporate Secretary LaVella Todd, and Administrative Assistant Maria Koutsoukos, for the input in preparing the handbook.

Commissioner James commented that the handbook will be a tool for the Commissioners to use and to become knowledgeable of the Commissioners' roles and responsibilities.

Chairperson Price suggested colorful Powerpoint slides with bullet points and a narrative be made of the handbook and provided to the Commissioners. Commissioner Beauboeuf stated that he appreciated the redlined document that indicated the train of thought for progressive changes made in the handbook.

Other

GM Peffley gave three announcements. The 18 inch steam line failure that caused a disruption of service is back on-line. BWL staff addressed 400 feet of line, up to 25 feet down, in a quick amount of time. City Attorney Jim Smiertka is retiring and City Attorney Greg Venker will be the Interim City Attorney. GM Peffley will be out of the office for the March Board Meeting and CFO Shawa will preside in his stead.

Commissioner Leek thanked GM Peffley for participating and being a keynote speaker at the Michigan Building Trades 62nd Annual Legislative Conference.

Motion by Commissioner Sandra Zerkle, **Seconded** by Commissioner Semone James for excused absences for Commissioners Beth Graham and Tracy Thomas.

Action: Motion Carried.

Adjourn

Chairperson Price adjourned the meeting at 6:22 p.m.

Respectfully Submitted
David Price, Chairperson
Committee of the Whole



Grants Program Update Committee of the Whole

May 14, 2024

Grants Program Update

Current Applications:

- RMUC – Cybersecurity OT
- DWSRF – Drinking Water
- C-SITE – Clean Energy

Recently completed applications:

- EGLE Watershed – DEP Educational Development
- GRIP – Grid Resilience
- MPSC – Renewable Energy & Infrastructure Enhancement

Awarded projects underway:

- MPSC – Project Dynamic
- SSRP – RACER Trust Site
- EGLE Grants
 - WSAC – Drinking Water Flushing Program (DWFP)
 - Affordability and Planning – Source Water Supply

Grants Program Update

Grants Awarded			
Grant Title	Agency	Grant Amount	Project Amount
DWSRF	EPA	20,000,000	42,000,000
Port Lansing Site Readiness Project	CRAA, US COC, EDA	4,473,303	1,500,000
Ultium	LEAP	32,910,000	35,000,000
MichiganWorks	State of MI	20,000	20,000
EGLE Source Water Protection Grant	EGLE	50,000	50,000
MPSC Low Carbon Projects	MPSC	12,000,000	66,000,000
Strategic Site Readiness Plan	MEDC	4,000,000	4,000,000
MDHHS FY24 Utility Assistance Electric	MDHHS	500,000	625,000
EV Charging Fuel Infrastructure	EPA	1,000,000	8,000,000
EV Bus Grants - LSD	EPA	50,000	50,000
USDA Forestry	USDA	1,425,000	1,425,000
FEMA COVID O&M Expense	FEMA	323,479	526,321
EGLE Water System Advisory Council (WSAC)	EGLE	27,933	27,933
MI Climateworks Fellow	MI Climate Corp	40,000	40,000
EGLE Water Affordability and Planning Grant	EGLE	460,000	460,000
EGLE Water Affordability and Planning Grant	EGLE	50,000	50,000
DOE Clean Energy Innovator Fellowship	DOE	160,000	160,000
Total		77,489,715	159,934,254

** Table above reflects all grants to date

Grants Program Update

Grant Applications			
Grant Title	Agency	Scope	Amount Requested
Congressional Support Requests	N/A	Water Infrastructure	3,000,000
EGLI MI Grid Resiliency	EGLI	Grid Resilience	2,000,000
MMEA 40101(d) Grant	MMEA	Grid Resilience & Aging Infrastructure	300,000
Thermal Utility	N/A	Steam to Hot Water	20,000,000
FEMA COVID	FEMA	DEP Project Expenses	2,186,774
EGLI Watershed Grant	EGLI	Watershed	40,000
USDA Forestry Grant	USDA	25,000 trees/community dev.	9,300,000
GRIP	DOE, GDO	Substations/Pole Replacement/Technology	100,000,000
RMUC	CESER	Cybersecurity	2,000,000
MSPC REEIED	MPSC	Planning for Energy Efficiency	750,000
Not Awarded			
CRISP Water System	EPA	Water Main	10,000,000
DOE Buildings Upgrade Prize Application	DOE	EE/Electrification	400,000
CRISP Electric T&D	EPA	Electric T&D	35,000,000
Michigan Clean Water Corp	MICorp	Adopt a River	5,000
RMUC Cybersecurity Prize	CESER	Cyber Security	50,000
CRISP Steam and Chilled Water	EPA	Utility Maintenance	5,000,000

Grants Program Update

Upcoming Grants

Grant Title	Agency	Scope	Max award	Due Date
Solar for All	EPA, EGLE	Clean Solar Energy	\$15 million	Late 2024
Solar for All - Awarded to State of MI	EGLE	Clean Solar Energy	\$165M	Late 2024
Community Change	EPA	Environmental	\$20 million	rolling 11/21/24
Energy Efficiency Block Grant	DOE	Energy Efficiency	200,000	rolling 10/31/24
CPRG	EGLE	Climate Pollution Reduction Grant	\$25 million	Spring 2025
PWEDA	EDA	Economic Development	650,000	rolling
EGLE Brownfield Loans & Grants	EGLE	Economic Development	1,000,000	Open
WIFIA	EPA	Water Infrastructure	20 million plus	6/26/2024
Catalyst Communities (CEM)	EGLE	Clean Energy and Power	\$5,850,000	6/30/2024
EGLE 40101(d) RFP Year 3	EGLE	Grid Resiliency	Up to \$4.5 million	7/1/2024
C-SITE	DOE, SCEP	Clean Energy and Power	\$18 M	5/31/2024

Key next steps for grant function:

- Further monitoring of above grant opportunities
- Grant administration/compliance



HOMETOWN PEOPLE. HOMETOWN POWER.

How to Read Your Bill

Front Page Details

1. Customer Account Summary
2. Billing Period Summary
3. Remittance Stub



Visit: lbwl.com

Call: (517) 517-6006

1

Account Name JOHN DOE
Service Address 1234 TEST AVE LANSING
Bill Date 04/15/24

Amount Due	\$208.77
Please Pay By	May 06, 2024
Account Number	12345678

Important Account Info

BWL offers AutoPay and sending bill notifications via e-mail and text messaging. For more information or to sign up visit www.lbwl.com.

Account Summary

03/08/24 - 04/06/24 (30 Days)

Previous Balance \$200.42
Payments Received - Thank you! -\$200.43

Balance Forward **-\$0.01**

Current Charges & Adjustments

See back for charge details

Electric Charges \$125.40
Water Charges \$37.86
Sewer Charges \$45.52

Total Current Charges **\$208.78**

Total Amount Due This Bill **\$208.77**

2

Message Center



We want to make sure your customer information and email are up to date in our system. Visit www.lbwl.com/customerinfo or call 517-702-6006 to verify today.

Detach and return this portion with payment. See reverse for other ways to pay. Unpaid amounts will incur a late fee on the current period charges.



LANSING BOARD OF WATER & LIGHT
PO BOX 30824
LANSING, MI 48909-8311

Account Number 12345678
Due Date 05/06/24

Total Amount Due **\$208.77**

Amount Enclosed

Check this box to participate in BWL's "Pennies for Power" by rounding up your monthly bill.



Contribute to a greener community by enrolling in eBill. Sign up at myaccount.lbwl.com.

3



332 1 AV 0.507 0221330-LBWS267150-ID.1GRP-0712478000332

JOHN DOE
1234 TEST AVE
LANSING MI 48915-1167

T:2

SEND REMITTANCE TO:



LANSING BOARD OF WATER & LIGHT
PO BOX 30824
LANSING MI 48909-8311

0012345678 0000020877 0012345678 0000020877 0

Customer Account Summary

1. Amount Due
2. Current Billing Period Due Date
3. Account Number
4. Account Name and Service Address
5. Bill Date
6. Important Account Information
7. Billing Period Summary
8. Message Center

LANSING BWL
Hometown People. Hometown Power.

Visit: lbwl.com
Call: (517) 702-6006

Account Name: JOHN DOE
Service Address: 1234 TEST AVE LANSING
Bill Date: 04/15/24

Amount Due **\$208.77**
Please Pay By **May 06, 2024**
Account Number **12345678**

Important Account Info
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Account Summary 03/08/24 - 04/06/24 (30 Days)

Previous Balance	\$200.42
Payments Received - Thank you!	-\$200.43
Balance Forward	-\$0.01

Current Charges & Adjustments See back for charge details




Electric Charges	\$125.40
Water Charges	\$37.86
Sewer Charges	\$45.52

Total Current Charges **\$208.78**
Total Amount Due This Bill **\$208.77**

Message Center
We want to make sure your customer information and email are up to date in our system. Visit www.lbwl.com/customerinfo or call 517-702-6006 to verify today.

Billing Period Charge Summary


1. Current Billing Period
2. Previous Balance
3. Payments Received
4. Balance Forward
5. Electric Charges
6. Water Charges
7. Sewer Charges
8. Total Current Charges
9. Total Amount Due This Bill

Account Summary		03/08/24 - 04/06/24 (30 Days)	1
2	Previous Balance	\$200.42	
3	Payments Received - Thank you!	-\$200.43	
4	Balance Forward	-\$0.01	
Current Charges & Adjustments		See back for charge details	
5	 Electric Charges	\$125.40	
6	 Water Charges	\$37.86	
7	 Sewer Charges	\$45.52	
8	Total Current Charges	\$208.78	
Total Amount Due This Bill		\$208.77	9

Remittance Stub Details


1. Customers Mailing Information
2. Account Number
3. Current Billing Period Due Date
4. Total Amount Due

Detach and return this portion with payment. See reverse for other ways to pay. Unpaid amounts will incur a late fee on the current period charges.





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332 1 AV 0.507 0221330-LBWS267150-ID.1GRP-0712478000332

1

JOHN DOE
1234 TEST AVE
LANSING MI 48915-1167

T:2


Account Number 2 12345678
Due Date 3 05/06/24

Total Amount Due 4 \$208.77

Amount Enclosed

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SEND REMITTANCE TO:



LANSING BOARD OF WATER & LIGHT
PO BOX 30824
LANSING MI 48909-8311

0012345678 0000020877 0012345678 0000020877 0

Back Page Details

1. Monthly Usage Details
2. Current Charge Details
3. Ways to Pay

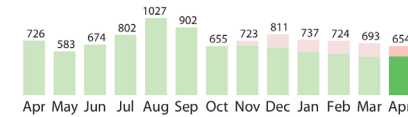
Usage Profile

1

Electric Usage

Meter Number: 12345678 03/09/24 - 04/06/24 (29 Days)

Begin Read	End Read	Usage	Type
2956.77	3094.03	137.26	kWh On
33498.98	34016.12	517.14	kWh Off
36455.75	37110.16	654.41	kWh Total

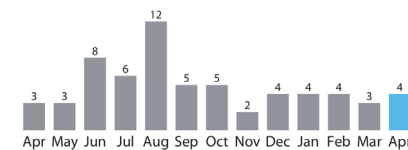


Current Usage **654 kWh** Avg Cost per day **\$4.32** Avg kWh per day **22.57 kWh**

Water Usage

Meter Number: 12345678 03/08/24 - 04/06/24 (30 Days)

Begin Read	End Read	Usage	Type
580	584	4	CCF



Current Usage **4 CCF** Avg Cost per day **\$1.26** Avg CCF per day **0.13 CCF**

Your annual report on the source and quality of your drinking water is available online at www.lbw.com/waterqualityreport. To have a copy mailed to you, contact BWL's Environmental Department at (517) 702-6360 or water@lbw.com.

Current Charge Details

2

Electric Service

RES1 Standard Residential Electric Service (Meter # 12345678)

Basic Service Charge	1 MONTH x \$20.50	\$20.50
Commodity Charge On-Peak - Winter	137.26 kWh x \$0.1445	\$19.83
Commodity Charge Off-Peak - Winter	517.14 kWh x \$0.1314	\$67.95
Power Supply Cost Recovery Adjustment	654.41 kWh x \$0.0155	\$10.14
Electric Environmental Charge	654.41 kWh x \$0.002	\$1.31
Electric Renewable Energy Plan Surcharge	1 MONTH x \$0.00	\$0.00
Low-Income Energy Assist Fund (LIEAF)	1 MONTH x \$0.88	\$0.88
Michigan Sales Tax		\$4.79

Total Electric Charges \$125.40

Water Service

W01 Residential Water Service (Meter # 12345678)

Environmental Charge	4 CCF x \$0.00	\$0.00
Basic Service Charge - 5/8" Meter	1 MONTH x \$16.86	\$16.86
Commodity Charge - Block 1	2 CCF x \$3.40	\$6.80
Commodity Charge - Block 2	2 CCF x \$5.42	\$10.84
Water Power and Chemical Cost Adjustment	4 CCF x \$0.278	\$1.11
City of Lansing Water Hydrant Surcharge	1 MONTH x \$2.25	\$2.25

Total Water Charges \$37.86

Sewer Service

X01 Residential Sewer Service

Basic Service Charge	1 MONTH x \$2.37	\$2.37
Inflow/Infiltration Charge - Fixed	1 MONTH x \$11.15	\$11.15
Commodity Charge	4 CCF x \$6.80	\$27.20
Inflow/Infiltration Charge Commodity	4 CCF x \$1.20	\$4.80

Total Sewer Charges \$45.52

Total Current Charges & Adjustments \$208.78

Ways to Pay

For more information please visit lbw.com/pay

3

AutoPay



Sign up for AutoPay through the Customer Self-Service Portal.

AutoPay is initiated two business days before the bill's due date and can use checking and savings accounts as well as credit and debit cards.

Online



The Customer Self-Service Portal is the quickest and easiest way to pay your bill.

To register for the Customer Self-Service Portal, please visit www.lbw.com.

Mail



Send your payment to:
Lansing Board of Water & Light
P.O. Box 30824
Lansing, MI 48909-8311

We accept check or money order. Payment will be processed within 2-3 business days.

Kiosk



Self Service Kiosk Locations:

Customer Service Center
1232 Haco Drive
Quality Dairy locations:
*700 N Pine St
*2121 W. Holmes Rd
*4500 W Saginaw Hwy
*5100 S Waverly Rd
*5010 Dunklel
*720 W. Jolly Rd

Phone



Pay your bill over the phone with your checking or savings account or your credit or debit card.

Please call (517) 702-6006 to use our automated system. This service is available 24/7.

In-Person



24 Hour Drop Box Locations:
Customer Service Center
1232 Haco Drive
&
Corner of W Allegan Street And Townsend Street

Customer Service Center:
Hours: 9:00AM - 4:30PM,
Monday - Friday.
Closed weekends & holidays

Monthly Usage Details & Billing Details

1. Electric Service
2. Electric Usage
3. Water Service & Sewer Service
4. Water Usage
5. Total Current Charges & Adjustments

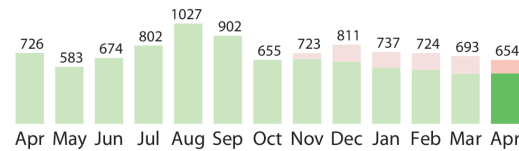
Usage Profile

Electric Usage

2

Meter Number: 12345678 03/09/24 - 04/06/24 (29 Days)

Begin Read	End Read	Usage	Type
2956.77	3094.03	137.26	kWh On
33498.98	34016.12	517.14	kWh Off
36455.75	37110.16	654.41	kWh Total



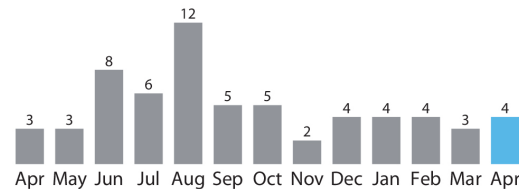
Current Usage	Avg Cost per day	Avg kWh per day
654 kWh	\$4.32	22.57 kWh

Water Usage

4

Meter Number: 12345678 03/08/24 - 04/06/24 (30 Days)

Begin Read	End Read	Usage	Type
580	584	4	CCF



Current Usage	Avg Cost per day	Avg CCF per day
4 CCF	\$1.26	0.13 CCF

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Current Charge Details

Electric Service

1

RES1 Standard Residential Electric Service (Meter # 12345678)		
Basic Service Charge	1 MONTH x \$20.50	\$20.50
Commodity Charge On-Peak - Winter	137.26 kWh x \$0.1445	\$19.83
Commodity Charge Off-Peak - Winter	517.14 kWh x \$0.1314	\$67.95
Power Supply Cost Recovery Adjustment	654.41 kWh x \$0.0155	\$10.14
Electric Environmental Charge	654.41 kWh x \$0.002	\$1.31
Electric Renewable Energy Plan Surcharge	1 MONTH x \$0.00	\$0.00
Low-Income Energy Assist Fund (LIEAF)	1 MONTH x \$0.88	\$0.88
Michigan Sales Tax		\$4.79

Total Electric Charges \$125.40

Water Service

W01 Residential Water Service (Meter # 12345678)		
Environmental Charge	4 CCF x \$0.00	\$0.00
Basic Service Charge - 5/8" Meter	1 MONTH x \$16.86	\$16.86
Commodity Charge - Block 1	2 CCF x \$3.40	\$6.80
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Total Water Charges \$37.86

Sewer Service

X01 Residential Sewer Service		
Basic Service Charge	1 MONTH x \$2.37	\$2.37
Inflow/Infiltration Charge - Fixed	1 MONTH x \$11.15	\$11.15
Commodity Charge	4 CCF x \$6.80	\$27.20
Inflow/Infiltration Charge Commodity	4 CCF x \$1.20	\$4.80

Total Sewer Charges \$45.52

Total Current Charges & Adjustments \$208.78

Electric Service Details

1. Service Billing Rate
2. Meter Number
3. Basic Service Charge
4. Commodity Charge On-Peak
Monday – Friday, 1pm – 8pm
5. Commodity Charge Off-Peak
Monday – Friday, before 1pm and after 8pm. Weekends and Holidays
6. Power Supply Cost Recovery Adjustment
7. Electric Environmental Charge
8. Electric Renewable Energy Plan Surcharge
9. Low-Income Energy Assist Fund (LIEAF) (PA95)
10. Michigan Sales Tax
11. Total Electric Charges

Electric Service		
1	RES1 Standard Residential Electric Service (Meter # 12345678)	2
3	Basic Service Charge	1 MONTH x \$20.50 \$20.50
4	Commodity Charge On-Peak - Winter	137.26 kWh x \$0.1445 \$19.83
5	Commodity Charge Off-Peak - Winter	517.14 kWh x \$0.1314 \$67.95
6	Power Supply Cost Recovery Adjustment	654.41 kWh x \$0.0155 \$10.14
7	Electric Environmental Charge	654.41 kWh x \$0.002 \$1.31
8	Electric Renewable Energy Plan Surcharge	1 MONTH x \$0.00 \$0.00
9	Low-Income Energy Assist Fund (LIEAF)	1 MONTH x \$0.88 \$0.88
10	Michigan Sales Tax	\$4.79
11 Total Electric Charges		\$125.40

Electric Usage Details

1. Meter Number

2. Billing Period

3. Beginning Read

4. Ending Read

5. Usage

6. Monthly Historical Graph

7. Current Usage

8. Average Cost Per Day

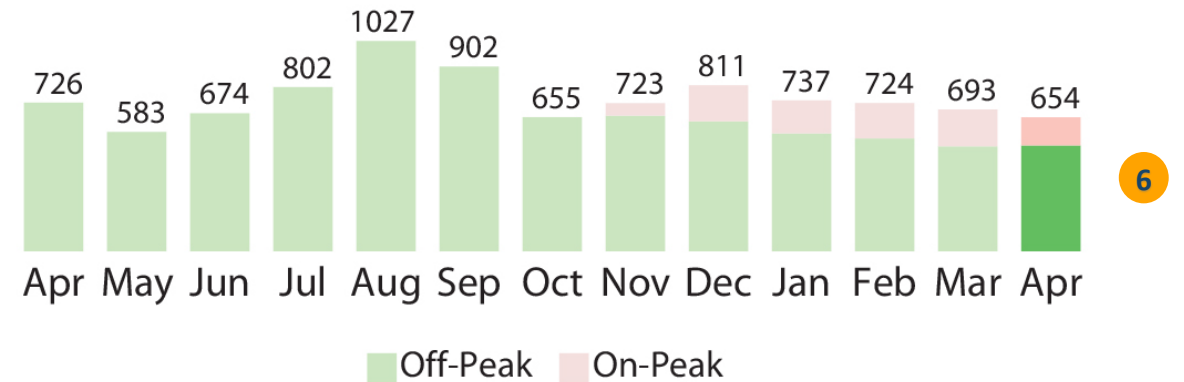
9. Average kWh Per Day

Electric Usage

Meter Number: 12345678 **1**

03/09/24 - 04/06/24 (29 Days) **2**

Begin Read	End Read	Usage	Type
2956.77	3094.03	137.26	kWh On
33498.98	34016.12	517.14	kWh Off
3 36455.75	4 37110.16	5 654.41	kWh Total



 Current Usage **7** 654 kWh

 Avg Cost per day **8** \$4.32

 Avg kWh per day **9** 22.57 kWh

Water Billing Details

1. Service Billing Rate
2. Meter Number
3. Environmental Charge
4. Basic Service Charge
5. Commodity Charge – Block 1
6. Commodity Charge – Block 2
7. Water Power and Chemical Cost Adjustment
8. City of Lansing Water Hydrant Surcharge
9. Total Water Charges

Water Service		
1	W01 Residential Water Service (Meter # 12345678) 2	
3	Environmental Charge	4 CCF x \$0.00 \$0.00
4	Basic Service Charge - 5/8" Meter	1 MONTH x \$16.86 \$16.86
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6	Commodity Charge - Block 2	2 CCF x \$5.42 \$10.84
7	Water Power and Chemical Cost Adjustment	4 CCF x \$0.278 \$1.11
8	City of Lansing Water Hydrant Surcharge	1 MONTH x \$2.25 \$2.25
9 Total Water Charges		\$37.86

Water use is billed in CCF units, an industry standard for utilities. 1 CCF stands for 100 Cubic Feet and is equal to 748 gallons.

Sewer Billing Details

10. Service Billing Rate

11. Basic Service Charge

12. Inflow/Infiltration Charge
– Fixed

13. Commodity Charge

14. Inflow/Infiltration Charge
Commodity

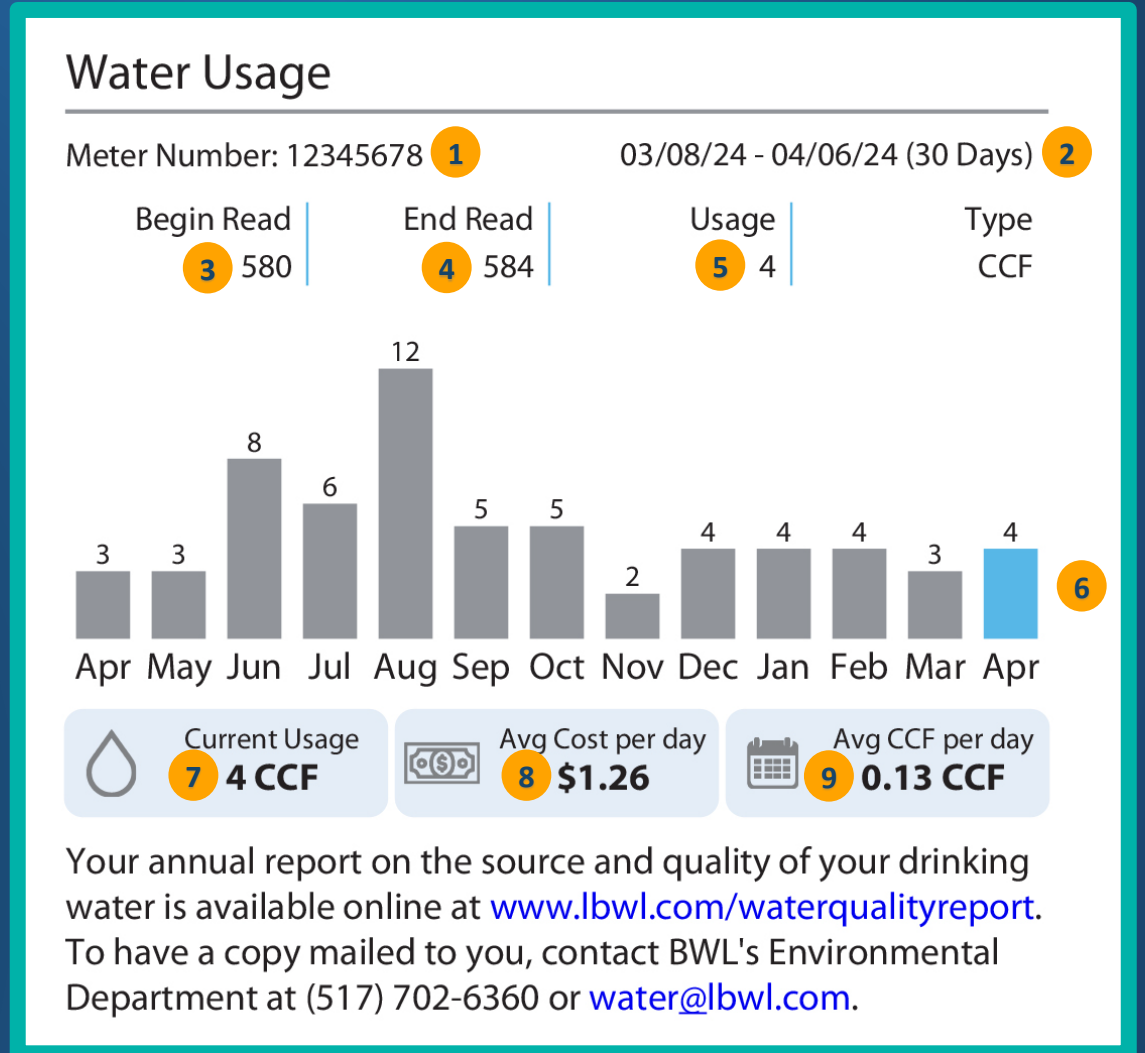
15. Total Sewer Charges

Sewer Service		
10	X01 Residential Sewer Service	
11	Basic Service Charge	1 MONTH x \$2.37 \$2.37
12	Inflow/Infiltration Charge - Fixed	1 MONTH x \$11.15 \$11.15
13	Commodity Charge	4 CCF x \$6.80 \$27.20
14	Inflow/Infiltration Charge Commodity	4 CCF x \$1.20 \$4.80
	15 Total Sewer Charges	\$45.52

City of Lansing Sewer charges are billed by the BWL.

Water Usage Details







1. Meter Number
2. Billing Period
3. Beginning Read
4. Ending Read
5. Usage
6. Monthly Historical Graph
7. Current Usage
8. Average Cost Per Day
9. Average CCF Per Day



Available Payment Options

1. AutoPay
2. Online
3. Mail
4. Kiosk
5. Phone
6. In-Person

Ways to Pay For more information please visit lbwl.com/paybill.

AutoPay	Online	Mail	Kiosk	Phone	In-Person
					
<p>1</p> <p>Sign up for AutoPay through the Customer Self-Service Portal.</p> <p>AutoPay is initiated two business days before the bill's due date and can use checking and savings accounts as well as credit and debit cards.</p>	<p>2</p> <p>The Customer Self-Service Portal is the quickest and easiest way to pay your bill</p> <p>To register for the Customer Self-Service Portal, please visit www.lbwl.com.</p>	<p>3</p> <p>Send your payment to: Lansing Board of Water & Light P.O. Box 30824 Lansing, MI 48909-8311</p> <p>We accept check or money order. Payment will be processed within 2-3 business days.</p>	<p>4</p> <p>Self Service Kiosk Locations: Customer Service Center 1232 Haco Drive Quality Dairy locations: *700 N Pine St *2121 W. Holmes Rd *4500 W Saginaw Hwy *5100 S Waverly Rd *5010 Dunkel *720 W. Jolly Rd</p>	<p>5</p> <p>Pay your bill over the phone with your checking or savings account or your credit or debit card.</p> <p>Please call (517) 702-6006 to use our automated system. This service is available 24/7.</p>	<p>6</p> <p>24 Hour Drop Box Locations: Customer Service Center 1232 Haco Drive & Corner of W Allegan Street And Townsend Street</p> <p>Customer Service Center: Hours: 9:00AM - 4:30PM, Monday - Friday. Closed weekends & holidays</p>

Customer Resources

Website:

- lbwl.com/readbill
- lbwl.com/electric
- lbwl.com/water

Call Center:

- 517-702-6006
- Monday – Friday
- 7am – 5pm

Customer Service Center:

- Monday – Friday
- 9am – 4:30pm
- Closed Weekends & Holidays

Email:

customerservice@lbwl.com

Thank You





Mission, Vision & Values

Lansing Board of Water & Light

Agenda

1. Review Current Assets
2. Why Make Changes
3. Proposed Updates

Current Mission

The mission of the BWL is to provide a safe, reliable and affordable utility experience through public ownership, climate consciousness and innovative strategies.

Current Vision

The vision of the BWL is a commitment to being the “Utility of the Future” while supporting community growth. The BWL will provide carbon neutral utility products, services and programs with exceptional customer service that are financially accessible to all customers. This will be accomplished by utilizing evolving, cutting-edge technology, as well as partnering with the Greater Lansing region and a highly skilled, diverse workforce.

Current Values

Integrity - We provide safe, reliable and affordable service in an ethical and conscientious manner. This responsibility includes our impact on the planet and people we serve.

Innovation - We evolve operations by mitigating business and environmental risks with foresight and agility.

Initiative - We are goal-oriented and results driven.

Inclusion - We celebrate and value differences. As a corporate citizen that is publicly owned, contributions from our employees and customers are instrumental to our success.



Why Make Changes



CLEAN, CONCISE
LANGUAGE



EASY TO REMEMBER



MORE CONNECTED TO
EMPLOYEES



AVOID JARGON AND
OUTDATED LANGUAGE



INCLUSIVE FOR ALL
UTILITIES

No Changes to Mission

The mission of the BWL is to provide a safe, reliable and affordable utility experience through public ownership, climate consciousness and innovative strategies.

Proposed Vision

The vision of the BWL is to deliver exceptional utility and customer service. The BWL will provide environmentally conscious utility products and programs that support regional growth by retaining a diverse, highly skilled workforce and implementing innovative technology solutions.

Vision Statements



Current

The vision of the BWL is a commitment to being the “Utility of the Future” while supporting community growth. The BWL will provide carbon neutral utility products, services and programs with exceptional customer service that are financially accessible to all customers. This will be accomplished by utilizing evolving, cutting-edge technology, as well as partnering with the Greater Lansing region and a highly skilled, diverse workforce.

Proposed New - UPDATED

The vision of the BWL is to deliver exceptional utility and customer service. The BWL will provide environmentally conscious utility products and programs that support regional growth by retaining a diverse, highly skilled workforce and implementing innovative technology solutions.

BWL CARES

Proposed Values

- **Customer Driven** – We strive to meet the needs of every customer in every interaction.
- **Accountability** – We operate with integrity and take ownership for business decisions made today that will lead to long-term organizational success.
- **Respect** – We celebrate everyone’s differences, perspectives and traditions.
- **Environmentally Focused** – We contribute to the health of our community by providing clean energy and water, reducing waste and promoting sustainable initiatives.
- **Safety** – Safety is always job one, ensuring a safe working environment and community for everyone.



Proposed Value Statements

Current

Integrity - We provide safe, reliable and affordable service in an ethical and conscientious manner. This responsibility includes our impact on the planet and people we serve.

Innovation - We evolve operations by mitigating business and environmental risks with foresight and agility.

Initiative - We are goal-oriented and results driven.

Inclusion - We celebrate and value differences. As a corporate citizen that is publicly owned, contributions from our employees and customers are instrumental to our success.

Proposed New

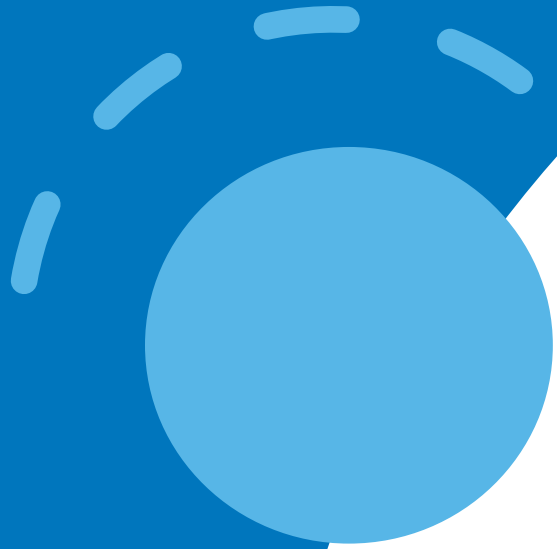
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Questions?



Strategic Plan FY 2026

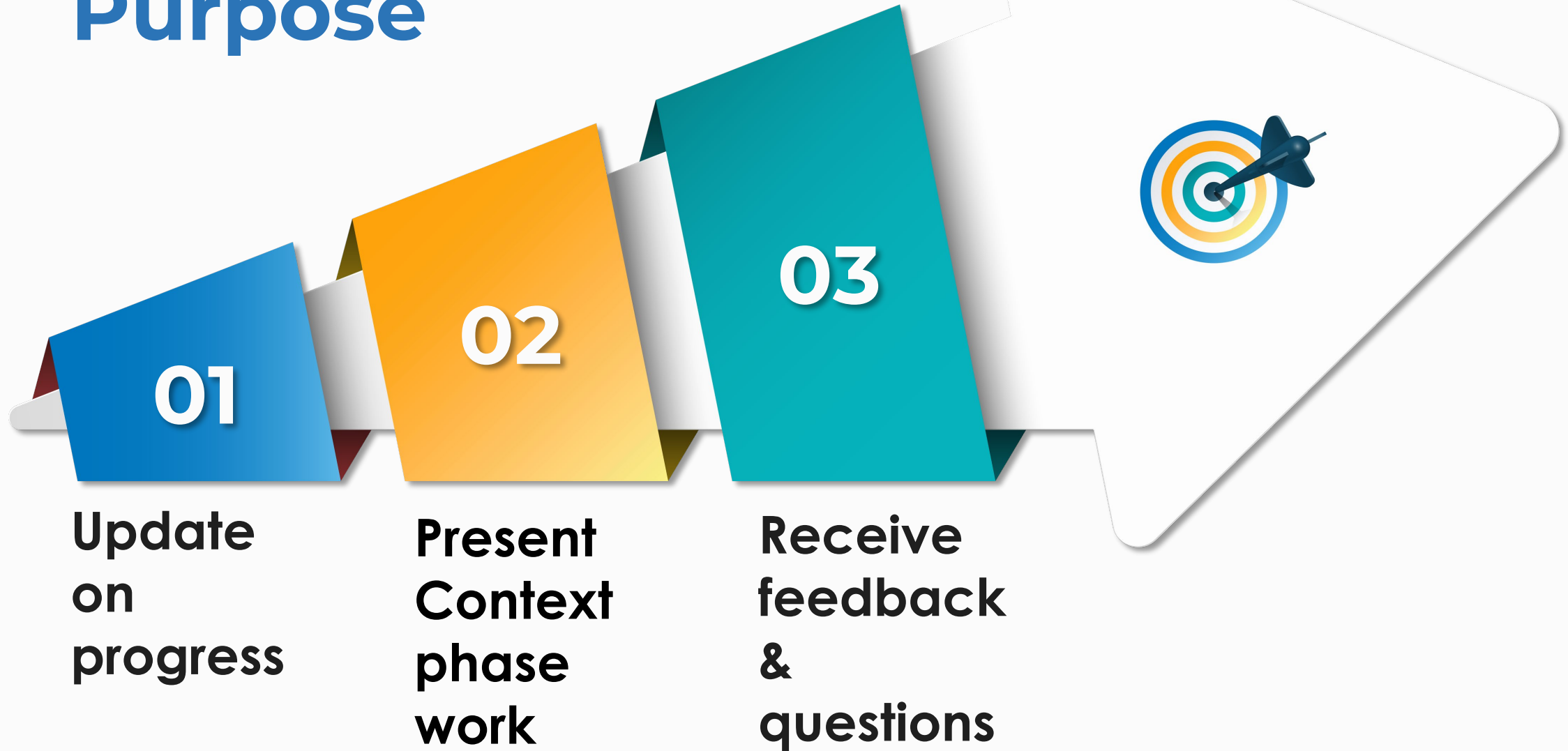
May 2024 Development
Checkpoint



HOMETOWN PEOPLE. HOMETOWN POWER.



Purpose





Agenda

- 1. Timeline**
- 2. Framework**
- 3. FY2026 Strategic Plan Team Update**
- 4. Mission, Vision, Values**
- 5. Stakeholder Engagement**
- 6. Landscape/SWOT**
- 7. Upcoming Dates**



FY2026 Strategic Plan: Timeline



- We are in the **Strategic Plan Development** phase.
- Project kicked off January 18, 2024.
- On track to present for approval in Fall 2024

FY2026 Strategic Plan Team

Executive Sponsor: Mark Matus
General Counsel

Kellee Christensen
Director, Strategic Planning &
Development

Tony Heriford
Supervisor, Strategy

Amy Adamy
Manager, Public Relations &
Marketing

Breina Pugh
Government & Community
Relations Manager

Rebecca Rostar
Supervisor, Organizational Training
Dev. & Change Mgmt.

Claire Drolshagen-Puck
Sustainability Administrator

Leah Bucio
Business Analyst, Planning

Consultant:
Aether Advisors, LLC



Strategic Plan Framework

- Checkmarks: Planned workshops are complete
- Process is iterative.
- One stage can prompt conversation on other stages



Mission, Vision & Values



Stakeholder Feedback

- Extensive stakeholder feedback effort
- **Board of Commissioners Meeting**
- **Interviews (23)**
 - BWL Leadership
 - Customers
- **Questionnaires**
 - Lansing City Council
 - Municipalities
- **Surveys**
 - BWL Employees (300)
 - Public (147)



Themes from Stakeholder Feedback

Strong consensus that current Strategic Priorities are still relevant

Support for clean energy and environmental stewardship

BWL is a valued community partner

Need investment in aging & new infrastructure

Need affordable rates & attention on vulnerable customers

Customers value reliability, restoration & affordability above all else

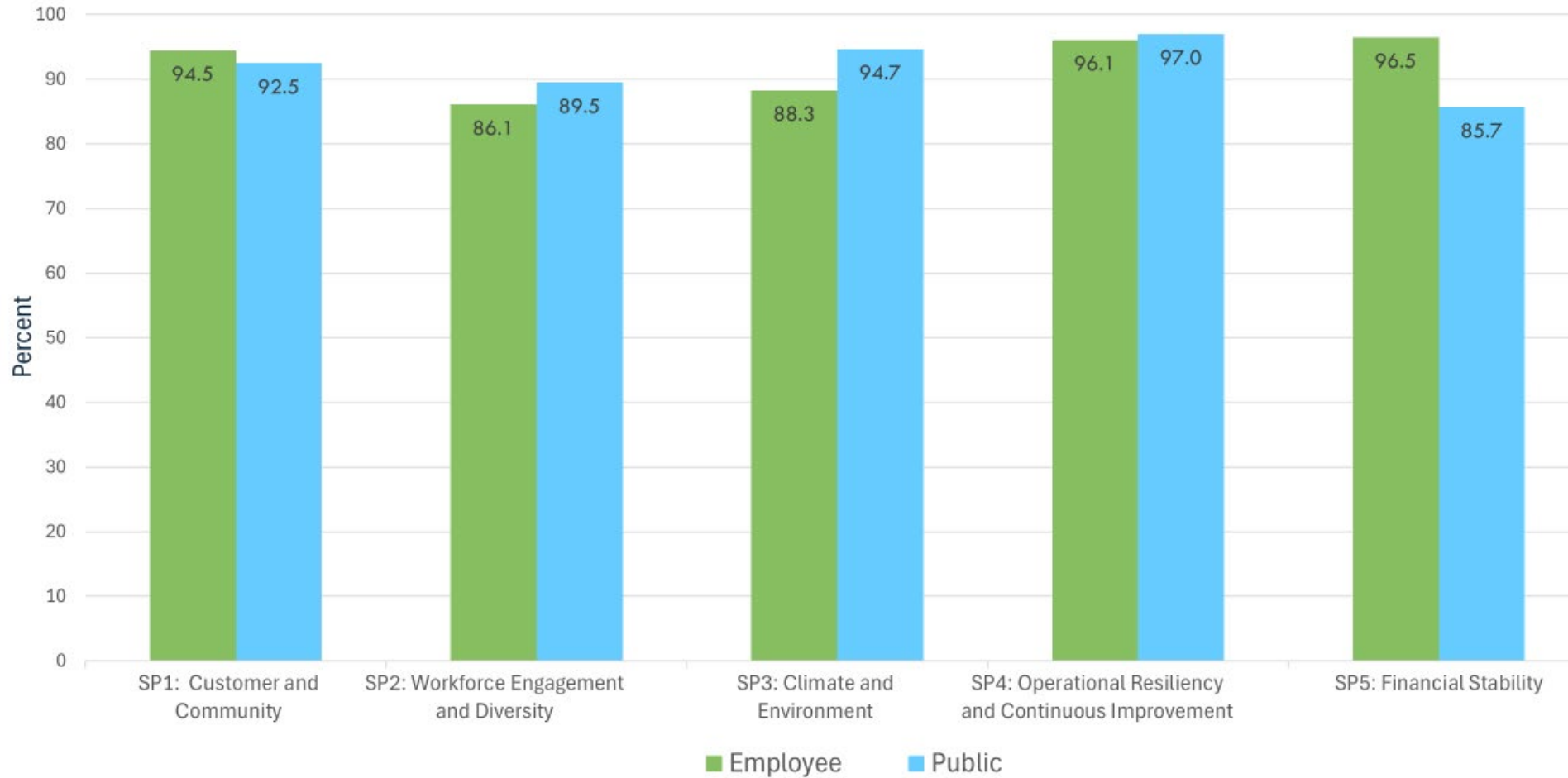
Public & Employee surveys similar, except for BWL strengths

BWL should use technologies to improve customer experience

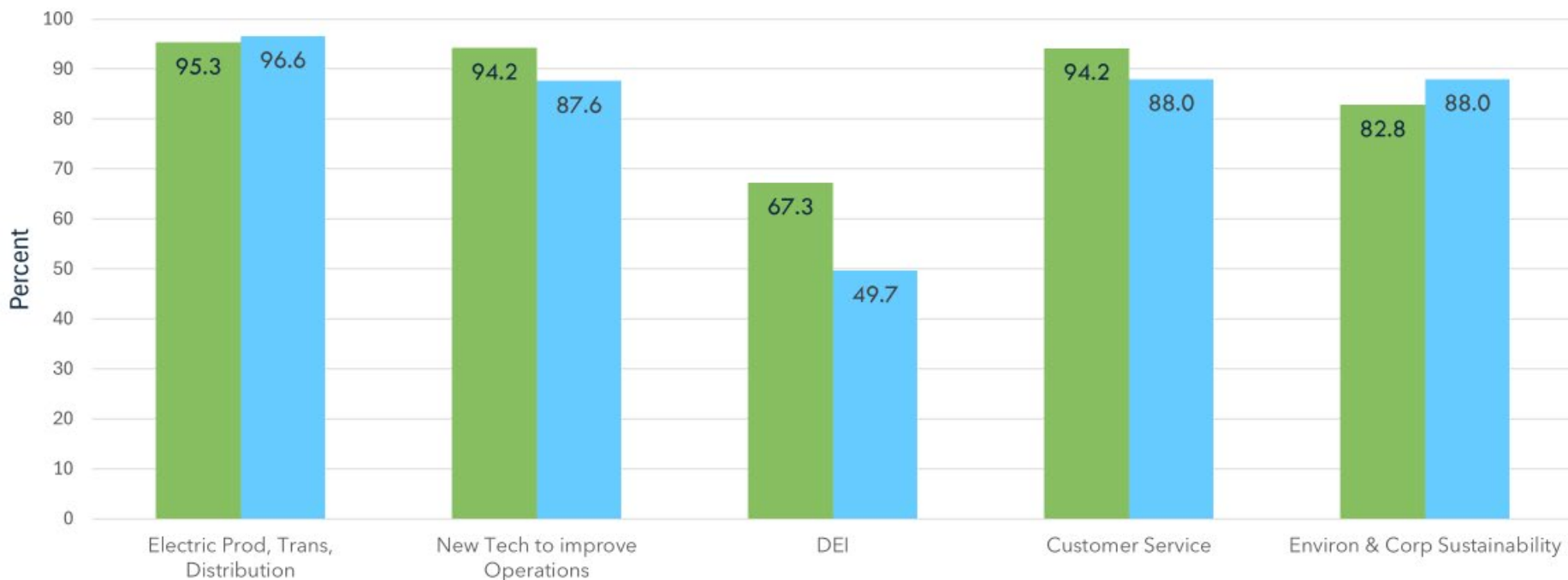
Improve work efficiency, accountability & priority-setting (internal)

Strategic Priorities and Goals: Relevance for the Future FY2026 Plan

Comparing BWL Employee and Public Opinion Respondents



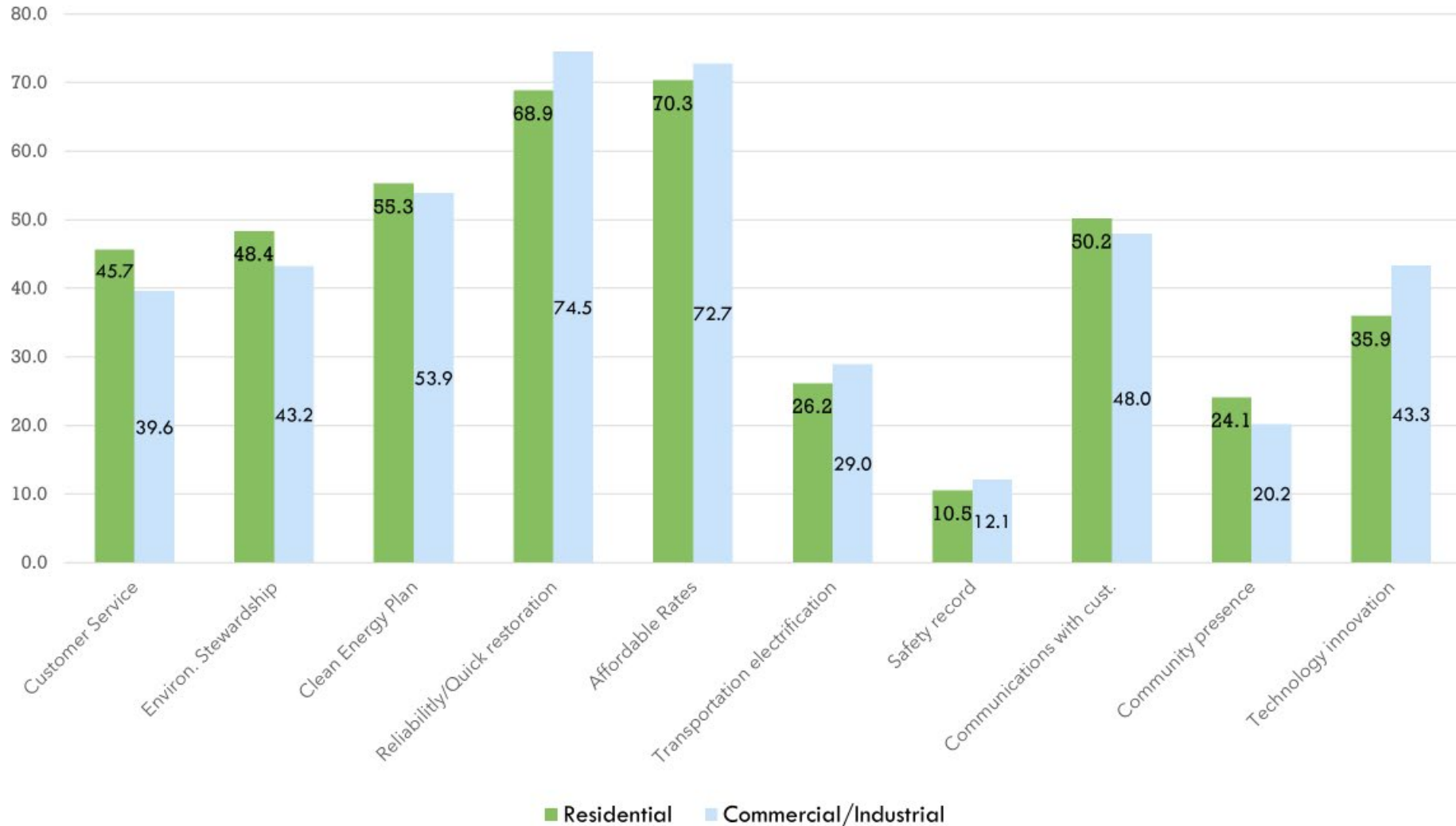
Where would increased attention be most beneficial for Customers? (% responding “Significant or “Moderate” Benefit) Comparing BWL Employee and Public Opinion Respondents



* Not sure/Don't Know response percents range from 1.0% to 11.3%

■ Employee ■ Public

Percent with Increasing Interest in BWL Efforts Residential vs. Commercial/Industrial Customers



Landscape & S.W.O.T.



Landscape:

- What is happening externally?

Landscape

What is happening externally - now and over the next few years - that could affect BWL or its customers?



Market, Economy, & Employment Trends

- Risk of higher interest rates
- Tight labor market
- Lansing workforce
- Remote work trend
- New industry in Lansing

Industry & Technology Trends

- Aging infrastructure
- Rapidly changing technology
- New tech requires new skills
- Increased tech integration
- Unknown AI impacts
- Increased cyber attacks

Regulatory, Legislative & Government

- MI Clean Energy bill
- Emissions regulation
- Available grant funding
- Governor's goal on rate affordability

Competitors & Competitive Focus

- Distributed energy resources
- Supply chain disruption
- Keeping up with large utilities

Customers & Community

- Customer information needs
- Energy burden
- Special industry groups
- Green Energy interest
- Customer payment

Other External Stakeholders

- Impact of large customers
- Key supplier relationships

S.W.O.T.

- Strengths
- Weaknesses
- Opportunities
- Threats

SWOT Analysis

What We Can Control	Strengths Special capabilities, success factors, or market positioning that could be leveraged to achieve objectives	Weaknesses Areas that need improvement or internal issues or concerns that could impede objectives
What We Need to Address	Opportunities Prospects to improve operations, improve customer experience, and/or improve your finances	Threats Potential external hazards or barriers to achieving objectives

Strengths

- Operate & conduct business safely
- Reputation: High quality & reliable service, quick restoration
- Competitive residential rates
- Public Utility: Local board oversight
- Forward Thinking: Clean Energy Plan ahead of legislation
- Strong Customer Relationship

Weaknesses

- People: Keeping the right people in the right spots at the right time
- Aging Infrastructure: Increased maintenance & continued investment
- Competing with large utilities: Supply chain challenges, same services
- Shifting Priorities: Pursuing many opportunities & initiatives
- Work Processes: New initiatives across multiple departments, requiring efficient ways of managing work

O

pportunities

- Clean Energy Priorities: Resources & funding
- Workforce Planning: Succession planning, training & development
- Technology implementation: Systems integration, training & generative AI use
- Customer Outreach: Programs, technology
- External Partnership: Business & supplier relationships, government & other utilities
- Regional growth and development

T

hreats

- Changing legislation & regulation
- Rapid pace of technology and cyber threats
- Providing reliable energy given addition of intermittent resources
- Uncertain future customer demand
- Uncertain political & economic landscape
- Supply chain & costs
- Increased severe weather events⁵⁵

Next Steps

- **May 21st**

Board of Commissioners Meeting

- Present Mission, Vision & Value statements

- **June-July 2024**

Directors Meetings

- Risk Assessment
- Strategies
- Success Measures & Targets

- **September 2024 COW and Board Meetings**

- Present FY26 Strategic Plan for review and approval

Thank You!



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