






Pennies for Power helps provide shut-off protection for BWL customers who are struggling to make ends meet.

There are four ways to help:

 **Round Up**  
Round up my monthly utility bill to the next whole dollar

 **Add \$1**  
Add a dollar to my monthly bill

 **Round Up and Add**  
Round up my monthly bill to the next whole dollar and add \$\_\_\_\_\_

 **One Time Donation**  
Enclosed is a check for \$\_\_\_\_\_ as my one-time contribution to Pennies for Power

Name: \_\_\_\_\_

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

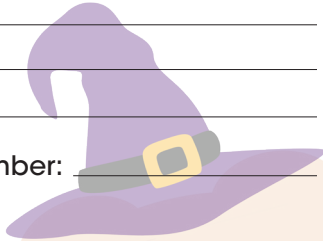
Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

BWL Account Number: \_\_\_\_\_

Mail to:  
Board of Water & Light  
PO Box 13007, Lansing, MI 48901-3007

Sign up online at [lbwl.com/pennies](https://lbwl.com/pennies).



# BWL CONNECTIONS

## Report Outages

Power, Downed Line or Streetlight

866-710-8222

Outage Center

[lbwl.com/outagecenter](https://lbwl.com/outagecenter)

BWL Mobile App

[lbwl.com/app](https://lbwl.com/app)

Water Emergencies

517-702-6490

## Medical Alert Form

If in-home medical equipment depends on electricity, sign up for our medical alert list. Call 517-702-6006, or go to [lbwl.com/medicalalert](https://lbwl.com/medicalalert).

## Shut-off Protection

BWL customers at risk of shut-off are now eligible for Federal Low Income Home Energy Assistance Program (LIHEAP) and Michigan Energy Assistance Program (MEAP) funding assistance, and may also qualify for a winter protection payment plan. Seniors 65 and older, and low income customers who sign up for a winter protection plan, are protected from electric shut-off during the heating season. Additionally, active military customers may be eligible for extended payment arrangements to prevent service disruption. Contact 211 for payment assistance information, or the BWL to inquire about a payment plan.



LansingBWL



BWLComm

Oct 2024

# BWL CONNECTIONS

## BWL Water Quality

Every year the Lansing Board of Water & Light submits an Annual Water Quality Report which contains important information about the source of your tap water, the results of tests that we regularly conduct to assure the quality of your water and additional information you may wish to know about your drinking water. We update the report annually before July 1, with information about the previous calendar year.

To view the BWL 2023 Water Quality Report, please visit [lbwl.com/WaterQualityReport](https://lbwl.com/WaterQualityReport). If you would like to receive a paper copy, please contact the BWL Environmental Services Department at 517-702-6360.

To learn more about BWL's water, visit [lbwl.com/water](https://lbwl.com/water) or scan the QR code below.



LANSING

## Celebrate Energy Awareness Month with BWL

Each year, October marks National Energy Awareness Month. At BWL, we're proud to be a climate-conscious utility company. Our vision is to deliver exceptional utility and customer service, which includes providing carbon neutral utility products. We're proud to offer our customers a wide variety of energy saving programs and services through our Hometown Energy Savers® Program.

### Saving Energy at Home

Homeowners and renters who are BWL customers can take advantage of the following resources:

- Rebates for recycling old refrigerators, freezers, air conditioners or dehumidifiers
- Rebates on qualified ENERGY STAR® appliances and lighting
- Rebates and guidance on energy-efficient heating and cooling systems
- Free Home Energy Visit to assess how your home is using energy
- Rebates for switching to qualified electric equipment and EV charger installation
- Support and incentives for renewable energy production
- Enrollment in a program to help reduce peak energy demand and grid stress

If you're unsure where to start, we recommend getting a Home Energy Visit first. Not only will you get a free,

personalized in-home energy assessment, but you'll also get some helpful tools to start you on your energy saving journey, such as a custom energy saving kit with LED bulbs, education and tips on ways to save, and water-saving measures if your home uses an electric water heater.

### Saving Energy at Your Business

BWL also offers resources to commercial customers, including:

- Incentives for nearly any project type, including Compressed Air, Indoor Agriculture, Lighting, and Non-Lighting (VFDs, Computer Room Air Conditioning, HVAC, Refrigeration, Food Service, Industrial, etc.)
- Custom incentives for larger, more complex projects requiring a tailored solution
- Enhanced lighting and refrigeration incentives for small businesses under 25,000 square feet
- Incentives for making the switch to electric lawn equipment and forklifts
- Incentives for EV charging station installation
- Support and incentives for renewable energy production

### Ready to Save?

We hope you're inspired to start your energy saving journey. To get started, visit [lbwl.com/energysavers](http://lbwl.com/energysavers) or call 800-573-3503 to learn about all the rebates and incentives available to you as a BWL customer.

## YOU'RE INVITED

to the 40<sup>th</sup> annual Silver Bells in the City presented by BWL and the City of Lansing on Friday, November 22. Come enjoy the lighting of the

state tree, electric light parade and more. Learn more at [silverbellsinthecity.com!](http://silverbellsinthecity.com)



Your future awaits at BWL! We're hosting a career fair on Thursday, October 24 from 5-7pm at the REO Depot (1201 S. Washington Ave, Lansing). Come hand in your resume!