

## Giving Season

Help others with  
**Pennies for Power**

See Page 2



**Q:** We recently moved into a rental house. I'd like to make some energy-efficiency improvements to save money, but I don't know if my landlord will go along with them. Any ideas about what I can do on my own? -- T.M., Lansing

**A:** You certainly want to consult with the property owner/manager before making changes to the house. Some landlords will work with tenants to make energy cost-savings. For instance, installing a programmable thermostat should not have any negative impact on the property, and can save you, the tenant, 15 percent or more on your heating bills.

You might also ask the property owner if you can install a low-flow shower head in the bathroom, and lower the hot water temperature to 120 degrees.

Even if the landlord is reluctant to make changes to the property, you can do several things to lower your energy costs. Examples: Use "smart strips" for your plug-in electronics, and air dry dishes instead of using the dishwasher's dry cycle.

The U.S. Department of Energy says the typical American family spends at least \$2,000 a year on home utility bills -- but that can be cut by 25 percent through energy efficiency. It's certainly worth your time and effort to work with your landlord on these important energy-saving ideas.

Do you have a question for the Q Corner? Email us at [sxs@lbwl.com](mailto:sxs@lbwl.com), call (517) 702-6735 or fax us at (517) 702-6855.

## Check out BWL's new Website & eServices Features



The Lansing Board of Water & Light has enhanced its website and system for customers wishing to pay their bills online.

It's fast, easy and accessible from your home computer or wherever you have Internet access.

*Here are some attractive features of eServices:*

- Secure online payments.
- View your statements electronically.
- Sign up for our convenient AutoPay program.
- Enroll in Pennies for Power, the BWL program to assist families struggling to pay their utility bills.
- Sign up for paperless billing.
- Print copies of past statements.
- Review multiple accounts from one website.

Your new eServices benefits start once you enroll online. Begin by going to [www.lbwl.com](http://www.lbwl.com) and click on the eServices log. Just follow the simple steps to create your unique username and password.

To enroll, you will need:

1. Your billing account number.
2. The last four digits of your Social Security number.

If you have any questions or trouble enrolling, call our customer service hotline where our representatives are standing by to assist you: **(517) 702-6006**.

There are many benefits to eServices, including:

- You can make fast, convenient, and secure payments from anywhere.
- No more writing checks.
- No postage stamp costs.
- No more waiting on hold to pay your bill by phone.
- Less paperwork to keep track of.
- One convenient location to find all your BWL statements.
- Convenient reminders of your paperless enrollment.

Consider making the switch today to BWL eServices!

## New hours at BWL's Customer Service Center

In November, the BWL changed its hours of operation at its Customer Service Center, 1232 Haco Drive, Lansing.

Here are the current days and times:

**Customer Drive-through:** Monday-Friday 8:30 a.m.-5 p.m.

**Lobby:** Monday-Friday 8:30 a.m.-5 p.m.

**Call Center:** Monday-Friday 8:30 a.m.-5:30 p.m.

We encourage BWL customers to consider signing up for eServices (see story above) as an alternative to paying bills in person at our Customer Service Center.

Additionally, we're exploring the installation of kiosks where customers can pay in person by using an ATM-style machine.

We will keep you updated online as well as in Connections about these new, convenient additions to our bill-paying options.

### Report Outages

Power or Streetlight  
1-877-295-5001

Water Main Break  
517-702-5490

SeeClickFix.com

### Medical Alert Form

If in-home medical equipment depends on electricity or water, you probably should be on our medical priority list. Call (517) 702-6006, or go to [www.lbwl.com](http://www.lbwl.com) and click on Medical Alert Form.



### Seniors Shut-off Protection

If you are 65 or older, the BWL will not shut off your electricity during the heating season. Call (517) 702-6006.

### Military Families

Families with active members of the U.S. Military are protected from shut-offs. For details, call (517) 702-6006.

### Low-Income Families

You may qualify for a winter protection payment plan. Call (517) 702-6006.

## Save in 2013 with BWL's Hometown Energy Savers®

The New Year is fast approaching -- and now is a good time to think about investing in energy savings in 2013.

Energy improvements will reduce your costs and allow you to take advantage of BWL rebates.

The BWL Hometown Energy Savers® program offers a variety of financial incentives and programs for residential and business electric customers. Detailed information can be found online by visiting [lbwl.com/EnergySavers](http://lbwl.com/EnergySavers).

Here's a look at some of our energy-saving incentives:

### For Your Home

**Appliance Recycling** - We'll pick up your older, working refrigerator or freezer for FREE and you'll get a \$30 check. You may also get \$15 when you turn in your inefficient dehumidifier and/or room air conditioner at Recycle Rama on April 13, 2013.



### High Efficiency Products

- Cash rebates from \$15 to \$150 are available for the purchase and installation of qualifying equipment such as dehumidifiers, high efficiency central and room air conditioners, furnace motors (with new furnace) and more. Rebate applications are available online.



**Efficient Lighting** - Through special promotions at area retailers, BWL offers products such as standard and specialty type compact fluorescent lights (CFLs) and Light Emitting Diodes (LEDs). Visit the BWL website for a list of participating stores. Customers can also conveniently dispose of burned-out CFL bulbs at 20 **CFL Recycling Sites** in the Lansing area.

**Multi-family** - We work with property managers to directly install lighting and water-saving measures that reduce energy consumption for residents.

For all of the above residential programs, call **800-573-3503**.

**Home Energy Suite** - Go online and learn about your home's energy use with the *Home Energy Calculator* at [lbwl.com/EnergySavers](http://lbwl.com/EnergySavers). This interactive online tool lets you calculate energy savings, while providing great tips. Also find extensive information in the *Home Energy Library* on homes and outdoor living. And for fun education projects, visit *Kids Korner!*

**Lower My Bill** - Are you having trouble paying your utility bills? BWL's program is FREE for residential electric customers. You'll get a home energy assessment that identifies how you can cut your costs. We'll install free energy-saving products such as CFLs. And, if eligible, you will be referred to additional available programs, including cash incentives, free weatherization services and payment assistance. Call **702-6006** to set up a free visit.

### For Your Business

#### Prescriptive & Custom Rebates -

Rebates are available for commercial and industrial businesses for the purchase and installation of energy-efficient upgrades (lighting, air-conditioning, refrigeration, etc.).

**Small Business Direct Install** - Drive down your electrical use by applying for the BWL's business incentives. Call **877-674-5295** for more information.

Business customers may receive BWL's **Hometown Energy Solutions eNewsletter** at no charge. Get the latest industry updates and find the energy-related answers you are seeking. Send an email to [srs@lbwl.com](mailto:srs@lbwl.com) to sign up.

### For Your Group

Experts from the BWL's **Energy Speakers Bureau** are available for group presentations to neighborhood organizations, civic groups and businesses in our service area. Call **702-6597** or email [nrm@lbwl.com](mailto:nrm@lbwl.com) to schedule.



## YES! I WANT TO HELP NEEDY FAMILIES

Printed on recycled paper

**Pennies for Power** helps provide shut-off protection for local families that are struggling to make ends meet. Help out by mailing this coupon back to us with your utility payment.

- Round my utility bill each month to the nearest dollar and contribute the difference to Pennies for Power
- Please add \$ \_\_\_\_\_ to my bill each month as a contribution to Pennies for Power
- Enclosed is a check for \$ \_\_\_\_\_ as my one-time contribution to Pennies for Power

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

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

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

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