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Q: I was at Impression 5 Science Center recently, and I noticed that the BWL sponsors the water science room. That got me thinking: When is your Adopt A River Day going to be, and are you still going to have the chili cook-off along the Grand River? - A.R., Lansing

A: Our 20th annual **Adopt A River Day will be on May 4, 2013.** That's a milestone we're proud of. Over the decades, Adopt A River has brought thousands of volunteers down to the Grand and Red Cedar rivers, where they help clean and beautify the rivers and Lansing's River Trail. Impression 5 is our chief partner in this annual project, so if you want to get involved, call them at 485-8116, extension 43.

And, yes, there will be another BWL Chili Cook-off this year! Mark your calendars: **May 31 at Lansing's Adado Riverfront Park.** Our chili cook-off team is already planning for this great family event. Watch our website for more details, www.lbwl.com

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

A New Year's resolution that's worth it—literally

We all know about New Year's resolutions that fall by the wayside. Here's one that is truly worth it, because it will save you money:

Make small changes in the way you use energy, in order to reap big rewards.

To help you get started, the BWL's **Hometown Energy Savers® Residential Program** offers simple energy efficiency tips for saving money and helping the environment in 2013 and beyond.

Try these:

Switch to energy-efficient lighting. Replace incandescent light bulbs with ENERGY STAR®-qualified compact fluorescent light bulbs (CFLs). CFLs use 75 percent less energy than traditional options and last up to 10 times longer. You could save more than \$40 over the life of each bulb!

Clean your refrigerator's compressor coils at least once a year. This quick task improves efficiency and extends refrigerator life. If you're in the market for a new refrigerator, look for ENERGY STAR®-qualified models, which use 15% less energy than non-certified models. And don't forget to take advantage of our cash rebate for recycling your old refrigerator or freezer—we'll even haul it away for **FREE**.

Don't forget! Our Residential Hometown Energy Savers® program offers rebates on energy-efficient lighting, heating and cooling equipment, home appliances, and more. Visit lbwl.com/EnergySavers or call **800.573.3503** for more information on the many ways we can help you save.



Attention, business owners: We have an energy-efficiency plan for you

Have you ever wondered how much money your business could save through energy efficiency?

Or, do you have an idea for an energy efficiency project but aren't sure it would yield substantial savings?

We are confident we can help. Call **BWL's Hometown Energy Savers Business Program** at **877-674-5295**.

An energy efficiency expert will visit your facility to help identify opportunities, perform calculations on energy savings potential, and assist with navigating the custom project application.

The cost: about an hour of your time. You will not be charged for this energy-efficiency analysis.

Explore your custom project today!



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 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.

'Phantom load' wastes energy, costs you \$\$

The recent holiday season brought a wave of new electronic gadgets into many people's homes.

But with those new laptops and coffee makers come some unwelcomed guests, often called "phantom loads" or "energy vampires." These devices use electricity even though they are supposedly turned off.

National studies estimate that the typical U.S. household wastes about one month's electricity bill due to phantom load.

Look around your home or business, and you're bound to see several appliances or electronic devices that use small amounts of electricity, even when they are not in use.

Common culprits are televisions, computer monitors, DVD players and various chargers for things like cell phones and digital cameras.

The U.S. Department of Energy estimates this energy waste can account for up to 15 percent of home energy use.

Fortunately, there are ways to fight back. The easiest (but not necessarily the most practical) way is to simply unplug

the devices. You can simplify matters by using a power strip that will shut off several devices with a flip of the switch.

There are also smart energy strips. If you use one of these to charge your cell phone, for instance, it automatically stops using electricity when the phone is fully charged.

When shopping for electric-powered devices, look for the energy-efficient models that are ENERGY STAR®-rated.

An ENERGY STAR®-rated computer, for example, uses 70 percent less energy than one that is not rated. The U.S. Department of Energy offers a database for consumers shopping for electronics at www.energy.gov.

For other tips on saving energy, visit our website, www.lbwl.com.



2013: REO Town project on time, on budget

This is a big year for the BWL, and for REO Town.

Our \$182 million cogeneration plant and BWL headquarters will be completed in the second half of 2013. Economic experts call the project in REO Town a "game-changer" for the REO Town neighborhood. Plus, it is one of the biggest development projects ever in Lansing.

The project remains on schedule and on budget.

The cogeneration plant is expected to come online on July 1, 2013. It will use natural gas to produce both electricity and steam, reducing greenhouse gases by 50 percent compared to an old, coal-fired plant currently producing steam.

The adjoining BWL headquarters should be occupied in the fall of 2013, housing about 180 BWL employees.

For updates on this exciting project, visit our website, www.lbwl.com.



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- 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: _____