

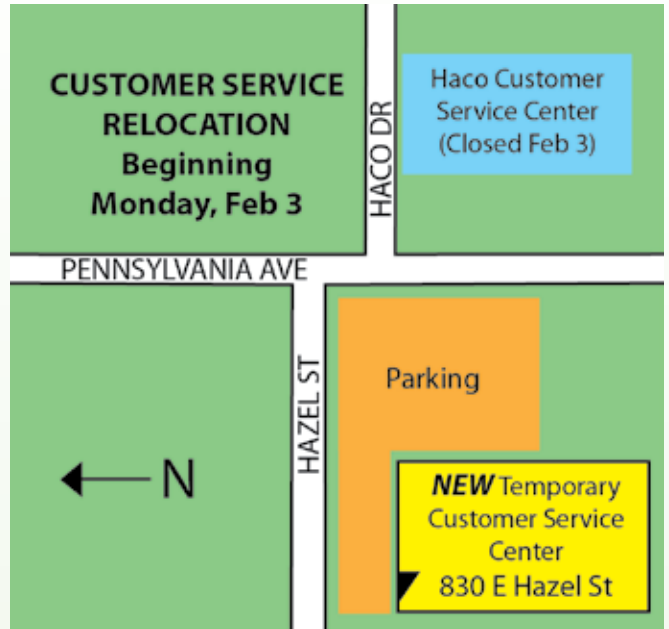
HACO CUSTOMER SERVICE MOVE!

Beginning Monday, Feb. 3, the Haco Customer Service Center will relocate just a stone's throw away to 830 E. Hazel St. west of Pennsylvania Ave. This temporary move will allow renovations at Haco to take place, which is expected to last approximately one year when the Haco Customer Service Center will return.

The temporary Hazel St. center will have walk-up windows for customer payments. The Hazel St. center will not have drive-up windows. Parking will be available along Hazel St. and in the parking lot at the corner of Hazel St. and Pennsylvania Ave.

For customer convenience, payment kiosks will be placed in the Hazel St. center and in the lobby of the REO Town Headquarters building located at 1201 S. Washington Ave. The Hazel St. kiosk will accept cash payments. The Hazel St. and REO kiosks will accept payments by credit/debit cards and checks, and will allow customers to review account balances and make payment arrangements.

You can always save time and energy by paying electronically! Register for eServices at lbwl.com by clicking on the eServices button under payment options. You can also make your electronic payment through our payment over-the-phone-option by calling (517) 702-6006. These options will allow you to pay either by credit/debit card or directly from your bank account. If you sign up for electronic bill delivery or if you sign up for one of the auto-pay options through our eServices website, your electronic payment is absolutely free.



Energy-Saving Resolutions for the New Year

Saving energy is simple, rewarding and it all adds up! Here are three tips from BWL's Hometown Energy Savers® program to help you save energy at home.

1. Set. Program. Relax.

A programmable thermostat automatically controls your home's indoor temperature for you. Set your preferred temperatures, forget about them, and automatically save energy and money.



Results: Save up to 10% on your heating and cooling costs per year.

2. Switch to energy efficient products.

Shop the ENERGY STAR® label for guaranteed product performance and quality. ENERGY STAR® products – from refrigerators to furnaces and light bulbs – are backed with third-party testing, have the same features as standard models, and use significantly less energy.

Results: Expected energy savings from 15-75% per year.

3. Easy water saving options.

Did you know that whenever you use water in your home, you also use energy to pump and heat it? Take some simple steps to save: turn your water heater down to 120 degrees Fahrenheit and install water-saving devices such as faucet aerators and lower-flow showerheads.



Results: Save thousands of gallons of water and energy, too.

For more information on the many ways we can help you save and to check out current rebate offers visit lbwl.com/energysavers or call 800-573-3503.



Like us on Facebook at Lansing Board of Water & Light and follow us on Twitter @BWL.com.



Report Outages

Power or Streetlight

1-877-295-5001

Water Main Break

517-702-6490

SeeClickFix.com

Medical Alert Form

If in-home medical equipment depends on electricity, sign up for 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.



Got the energy-saving bug? Custom Energy Efficiency Projects – Easier Than You Might Think!

Always wondered if you might be overlooking a significant energy-saving opportunity at your facility or have an idea for an energy efficiency project but not sure if it would yield substantial savings? Put your questions to rest and call 877-NRG-LBWL (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. All this in as little as an hour of your time – and at no cost to you. Explore your custom project today!



New in 2014!

Incentives are now available for BWL residential electric customers who install solar PV systems on their private residences. The Hometown Energy Savers® program is providing a \$100 per KW rebate to help customers who want to use renewable energy in their homes. Pre-approval is required.

Go to lbwl.com/energysavers for details or contact John Krzystowczyk at 702-6622 or jmk1@lbwl.com.

Granger Celebrates 5 Year BWL Renewable Energy Anniversary with Pennies for Power Donation

Granger celebrated its 5-year renewable energy anniversary with the BWL by announcing it will contribute five pennies per Curby cart customer in the BWL service territory each month for the next year to Pennies for Power.

The Granger donation is projected to total more than \$14,000, surpassing the largest one-time donation in the history of Pennies for Power, which helps struggling families pay their utility bill.

Eligible families are referred to Capital Area Community Services (CACS), the nonprofit organization that administers Pennies for Power for BWL. CACS does not pass on overhead costs to the program, so every penny goes toward helping BWL and Granger families.

Fill out the coupon below to make your donation to Pennies for Power!



Mayor Virg Bernero, Keith Granger, Granger CEO and J. Peter Lark, BWL General Manager

YES! I WANT TO HELP NEEDY FAMILIES



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: _____