

Adopt A River Day

May 4th



Q: I read somewhere that water mains break more often in the winter. Is that true?
— M.L., Lansing

A: In colder climates such as ours, the freeze-thaw cycle causes the ground to expand and contract. When that shifting occurs, over many years it can weaken the joints where two sections of water main come together.

Water main breaks occur in every municipal water system, and, yes, they often happen more frequently in communities where temperatures swing between extremes.

The BWL owns and maintains nearly 800 miles of water mains through which a daily average of 21 million gallons of water flows to our customers. We have a time-tested system for monitoring our water delivery infrastructure. But we urge the public to help us. If you see a main break, please call (517) 702-6490.

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.

BWL co-sponsors Recycle Rama

Rebates available for our electric customers

The BWL is again proud to co-sponsor Recycle Rama, the Lansing area's largest recycling event.



Recycle Rama is an environmentally smart way to get rid of unwanted items. From books to batteries, appliances to light bulbs and computers to printers — those things and much more are accepted by Recycle Rama. We then work with businesses to have the materials recycled, which reduces the flow of trash going to landfills.

For more information, visit www.recyclelansing.com or call 517-483-4400.

- Date: Saturday, April 13.
- Time: 9 a.m. to 2 p.m.
- Location: 5303 S. Cedar St., Lansing (Ingham County Health Dept.)

There's a bonus for BWL residential electric customers. If you bring a working room air-conditioner or dehumidifier to Recycle Rama, you will receive a \$25 rebate. (Limit two of each per household).



Customers may also buy a new ENERGY STAR® dehumidifier or room air-conditioner at a local retailer and receive an additional \$15 rebate per unit. Along with the initial incentives, these energy-efficient appliances can save the customer 10% to 15% on future energy bills.

Recycle Rama is sponsored by the BWL, Ingham County, the cities of Lansing and East Lansing, Meridian and Delhi townships, Michigan State University's Surplus Store and Michigan Energy Options.

BWL helps property managers save on water, electricity bills

The BWL Hometown Energy Savers® **Multi-family Efficiency Program** works with property managers to install, at no cost, items that reduce electricity usage in each unit. This **free** service includes the direct installation of:

- Compact fluorescent light bulbs (CFLs)
- Water-saving shower heads and faucet aerators (for buildings with an electric water heater)



Property managers, give us a call to get started. We may also be able to provide financial incentives and technical assistance to make your **multi-family construction or remodeling project** more efficient -- saving you money on building and utility costs, while adding comfort and value for your tenants.

Renters, be sure to tell your property manager about the Hometown Energy Savers® program today. Call 800.573.3503 or visit lbwl.com/EnergySavers.

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.

The chili 'Friday' tradition continues ...

Winter is still hanging around, but that hasn't slowed our plans to heat things up at the 18th annual BWL Chili Cook-off.

This year the BWL Chili Cook-off moves back to Friday, so mark your calendar for Friday, May 31, 5 p.m. to 9 p.m. That's when dozens of contestants will serve up thousands of gallons of chili in Lansing's Adado Riverfront Park.

As usual, we're spicing things up with live music, refreshments, a mechanical bull ride and other family-fun activities.

This year's cook-off theme is "Mardi Gras."

As always, proceeds go to benefit local charitable and non-profit organizations.

We'll keep you posted with chili cook-off updates on Facebook and Twitter. "Like" us on Facebook at **BWL Chili Cook-off**. "Follow" us on Twitter @**BWLChiliCookOff**.



Light advice for your home

The cost of lighting in an average home is between 5% and 10% of the total energy bill.

Here are some practical ways to trim your energy costs without sacrificing needed lighting:

— Replace incandescent bulbs with compact fluorescent light bulbs (CFLs). Since incandescent bulbs use only 10% of the electricity (90% is given off as heat), you can save money by switching to CFLs.

CFLs are four times more efficient, cost less to operate and last 10 times as long as incandescent bulbs.

— An LED (Light Emitting Diode) bulb lasts from 50 to 100 times longer than an incandescent light bulb. Although LEDs have a higher initial cost than incandescent bulbs and CFLs, the cost is recouped fairly quickly through lower electricity and replacement costs.



Finally, don't forget some common sense tips for trimming your lighting costs: (1) Turn off lights when you leave a room. (2) Clean light fixtures periodically, because dirt reduces light output.

The BWL offers discounts on a variety of CFLs and LED bulbs at various local retail stores. Visit our website to view the list. Go to www.lbwl.com/EnergySavers.

Businesses: Cash in on compressed air incentives

Though compressed air projects are commonly overlooked, they can produce some of the most significant energy savings for businesses.

The BWL Hometown Energy Savers® Business Program offers a variety of compressed air incentives, from VSD (variable speed drive) air compressors and mass air dryers, to engineered nozzles and flow controllers. There is even an incentive for a compressed air energy audit and leak reduction.

If your business utilizes compressed air, call 877-NRG-LBWL (877-674-5295) or visit www.lbwl.com/EnergySavers to take advantage of these incentives.



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: _____