



BWL Holiday Light Exchange

Beginning on November 14, BWL residential electric customers can exchange two strands of working incandescent holiday lights for two FREE strands of energy-saving LED holiday lights while supplies last (limit of two strands per household). The exchange will end on November 27 or sooner if supplies run out.

The LED holiday light exchange will take place at these locations:

BWL Customer Service Center
Monday – Friday, 9 am to 5 pm
1232 Haco Dr., Lansing

City of East Lansing, Department of Public Works Office
Monday – Friday, 8 am to 5 pm
1800 East State Rd., E. Lansing

Hannah Community Center
Monday – Friday, 6 am to 10 pm
Saturday, 8 am to 8 pm
Sunday, Noon to 8 pm
819 Abbot Rd., E. Lansing

You must be a BWL residential electric customer to qualify. Bring a valid Michigan ID and a current BWL electric bill to participate.

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



Financial Empowerment Center Offers Free Financial Counseling to BWL Customers

The City of Lansing and Capital Area Community Services offer free one-on-one financial counseling to BWL customers and Lansing area residents through the new Lansing Financial Empowerment Center. The program is funded by the Cities for Financial Empowerment Fund through support from Bloomberg Philanthropies, founded by New York City Mayor Michael Bloomberg.

“It isn’t just about getting free financial advice, it’s about having an advocate,” said Mayor Virg Bernero. “Our counselors go to bat for their clients – helping them remove errors on their credit reports, and negotiating lower payments and interest rates during times of financial hardship. Our counselors empower their clients with information on how to achieve financial stability.”



Lansing Mayor Virg Bernero (r) and New York Mayor Michael Bloomberg

The Center has four, full-time financial counselors, who offer counseling sessions at Capital Area Community Services, Advent House Ministries, Head Start on Grand River, Ingham County Department of Human Services, and Tabernacle of David Church. Counseling is offered in several languages, and evening and weekend sessions are available.

If you need help with a financial issue, or even if you are just looking for a “gut-check” to confirm you are taking advantage of all available resources, make a free appointment today by calling 2-1-1, or **1-866-561-2500**. Your counselor will help you access safe and affordable bank products, improve your credit score, pay down debt, and save for the future. There are no income or residency requirements. It’s free, safe, confidential and it can help YOU get the power!

Silver Bells in the City

Downtown Lansing will be aglow for the 29th Annual Silver Bells in the City on **Friday, November 22 from 5-9 p.m.** Thousands of young and old alike from all over Michigan will gather to celebrate this holiday season tradition, as the BWL is once again proud to be the signature sponsor of Silver Bells.

After the Electric Light Parade, the State Capitol will sparkle as the official State Christmas Tree is lighted, followed by a spectacular fireworks display cascading over the Capitol dome (weather permitting). Be sure to check out the schedule of events for all of this year’s exciting Silver Bells festivities at silverbellsinthecity.org.



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.lbw.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.



BWL's First Wind Energy-generated Electricity Starts in 2014

The BWL will add its first wind energy component to its renewable energy portfolio through a power purchase agreement with Exelon Wind that will produce wind energy-generated electricity for BWL customers starting in the fall of 2014.

The wind energy will come from eight Nordex wind turbines – which are designed for lower-wind sites and will be on 300 foot towers that will be located east of Ithaca in Gratiot County, where more than 300 wind turbines are located.

Each BWL wind turbine will be capable of producing 2.4 megawatts of electricity. All eight wind turbines are expected to generate approximately 60,000 megawatt hours annually, which is enough energy to power over 6,600 homes.

Exelon Wind is the largest owner and operator of wind farms in Michigan.

The BWL is a leader in renewable energy, and was the first utility in Michigan to develop a renewable portfolio standard.

The BWL is on track to meet the 10% renewable energy goal by 2015, as established by Michigan law.



Beware of the Phantom

Halloween brings out witches, vampires and ghouls, but did you know that a special kind of “phantom” could be sucking electricity from your home every day of the year? Appliances use electricity even when they’re turned off—this wasted energy is often called “phantom load.”



To scare away phantom load, look for electronics with remote controls, digital displays or clocks, rechargeable batteries, or items with a plug or external power source.

Examples include:

- Televisions • DVD players • Coffee makers • Cell phone chargers
- Video game consoles • Toasters • Computers • Printers • Stereos

Once you’ve found these phantoms, it’s time to:

- 1. Unplug.** Unplug rarely used or easily accessed appliances when they aren’t in use.
- 2. Use a smart energy strip.** Smart strips sense when the main energy-using appliance, such as a TV or computer is turned off and automatically cut power to that device and all related components.

Don’t let electronics cost you money when they aren’t in use. The BWL’s Hometown Energy Savers® program offers a **\$10 rebate on smart strips** to help with phantom load.

Visit lbwl.com/energysavers to download the rebate application.

Boost Your Bottom Line With a Commercial Kitchen Exhaust Hood Upgrade

Commercial kitchen ventilation alone can consume over 20% of the total energy used in an operation, making exhaust hoods an essential target when it comes to increasing energy efficiency and decreasing energy costs. The BWL Hometown Energy Savers® Business Program is proud to offer incentives for commercial kitchen exhaust hood replacements, as well as a variety of other commercial kitchen incentives. For more details, call **877-NRG-LBWL (877-674-5295)** or visit lbwl.com/energysavers.

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: _____