

APPLIANCE RECYCLING

Frequently Asked Questions

Which appliances can be recycled?

Answer: You may recycle up to two refrigerators, freezers, room air conditioners and dehumidifiers.

How much is the incentive for recycling my appliance?

Answer: \$50 for full-size refrigerators and freezers. \$25 for compact refrigerators and freezers, room air-conditioning units and dehumidifiers.

Do I need to be a BWL customer to receive the incentive?

Answer: Yes. In order to receive the incentive, you must be a BWL residential electric customer.

Does my appliance need to be working?

Answer: Yes. Appliances must be operable to qualify for the program. Full-size refrigerators and chest freezers must measure between 10 and 30 cubic feet using inside measurements.

What time can I call to schedule a pick up?

Answer: Our call center is open from 8:00 a.m. to 5:00 p.m. Monday through Friday. **(800) 573-3503**

What days are available for pick ups?

Answer: Every Tuesday. Thursday as needed.

Who comes to pick up my appliance?

Answer: Representatives from BWL's contractor, Lansing Junk Removal, will come to your home and pick up your appliance.

Do I need to help load my appliance onto the truck?

Answer: No. The representatives will take care of all loading responsibilities for your appliance.

Is there anything I need to do to prepare for the appliance pick up?

Answer: Yes. Customers must empty out the unit that is being picked up and clear space around the unit so that it can be easily moved out of their home. If the appliance has a water line it must be disconnected prior to the pickup. There must be a person over the age of 18 present at the time of pick up. We will ask for verification of the customer's Board of Water & Light account number at the time of pick up and a signed release form verifying that the unit is operable.

How do I receive my incentive?

Answer: Your rebate check will be mailed to your home within 4 weeks of pick up.



VISIT: lbwl.com/energysavers

CALL: **(800) 573-3503**

Refrigerators 15 years or older use twice as much energy as a new ENERGY STAR® refrigerator.

