

New BWL Outage Map!

The BWL is excited to announce the launch of our new Outage Management System and Outage Map! This new system will be more robust, allowing for significant improvements in our outage response and tracking capabilities. The map allows you to report your power outage using the Outage Center on our website, or on your mobile device with our mobile app. The map will display the number of affected customers, cause of the outage if it's known and an approximate Estimated Time of Restoration (ETR) once the crew assessment is completed.

Additional features allow customers to check the status and get updates on their outage electronically. The BWL will send out status messages directly to our customers who choose to receive callbacks for restoration time changes and service restorations.

The changes you will see include:

- No house icon when reporting outages. You'll be able to use the drop down to report outages at your service locations.
- Outage reporting blocks have been updated. Instead of a large area appearing for only one outage, the area is smaller in size and more representative of the outage location.

If you have the current BWL Outage App, you'll need to download the update for these new features. If you don't currently have the BWL Outage App, you can

download it FREE for Apple or Android.

Visit the Outage Center on our website at lbwl.com/outagecenter for more information.

LANSING BWL
Hometown People. Hometown Power.
OUTAGE MAP

- REPORT OUTAGE
- OUTAGE CENTER
- OUTAGE SUMMARY

Customers Affected: 4,281
Active Outages: 8
Last Updated: 2:20 PM EST, 2/4/2019

4 FEB 2019

Location: Map Satellite

Map Legend:

Affected Customers: Number of Outages:	
🟢 ≤50	🟦 ≤9
🟡 51-200	🟪 10-99
🟠 201-500	🔴 100-999
🟣 501-2000	🟡 1000-9999
🟤 2001-3000	🟢 10000+
🟥 3001+	🟩 Planned

ADOPT A RIVER
POWER of the Pollinators

Saturday, May 11
9am - 4pm
Impression 5 Science Center

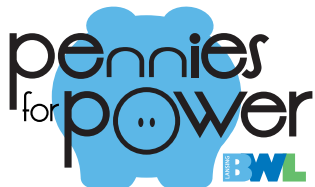
Registration begins March 18
at Impression5.org

IMPRESSION 5
LANSING BWL
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pennies for power


You can now register for Pennies for Power online!

Visit lbwl.com/pennies





Pennies for Power helps provide shut-off protection for BWL customers who are struggling to make ends meet.

There are four ways to help:

 **Round Up**
Round up my monthly utility bill to the next whole dollar

 **Add \$1**
Add a dollar to my monthly bill

 **Round Up and Add**
Round up my monthly bill to the next whole dollar and add \$_____

 **One Time Donation**
Enclosed is a check for \$_____ as my one-time contribution to Pennies for Power

Name: _____

Date: _____

Address: _____

Phone: _____

BWL Account Number: _____

Mail to:
Board of Water & Light
PO Box 13007, Lansing, MI 48901-3007

Sign up online at lbwl.com/pennies



Report Outages

Power, Downed Line or Streetlight
877-295-5001

Outage Center
lbwl.com/outagecenter

BWL Mobile App
lbwl.com/app

Outage Texting
898295/txtbwl

Water Main Break
517-702-6490

Medical Alert Form

If in-home medical equipment depends on electricity, sign up for our medical alert list. Call 517-702-6006, or go to 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. Call 517-702-6006.

Winter Shut-off Protection

Customers having difficulties paying their utility bills may qualify for a winter protection plan. Call 517-702-6006.



LansingBWL



BWLComm

Apr 2019

BWL CONNECTIONS
LANSING

Illuminate Earth Day with Conservation

Earth Day is April 22 and BWL's Hometown Energy Savers® program (and ENERGY STAR®) have some recommendations to reduce energy use:

- **Smart Thermostats**
According to ENERGY STAR, "For the average American household, almost half of the annual energy bill goes to heating and cooling - more than \$900 a year"; upgrade to an ENERGY STAR—certified programmable thermostat.
- **LED Lighting**
Make the switch to ENERGY STAR certified LED lighting to save up to 75% more electricity than traditional options. Plus the bulbs will last for 13+ years!
- **Refrigerators**
Replace your outdated refrigerator with an ENERGY STAR certified model and you'll save \$270+ over the next five years.

We offer rebates on these items and more! Call 800-573-3503 or visit hometownenergysavers.com for information on how you can start saving today.

