





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 2021

BWL CONNECTIONS

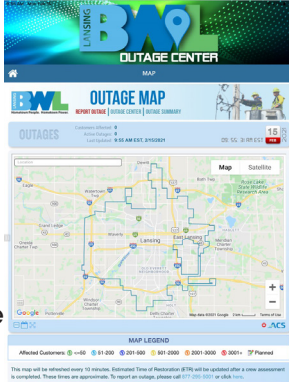


Spring is almost here, which means mating season for our resident peregrine falcons, Titan and August! Since 2004, the BWL has seen over 70 eggs laid in the nesting box, which sits atop the Eckert Power Station. Take a live look inside the nest 24-7 from our falcon cams at lbwl.com/falconcam.



We're Upgrading Your Customer Experience

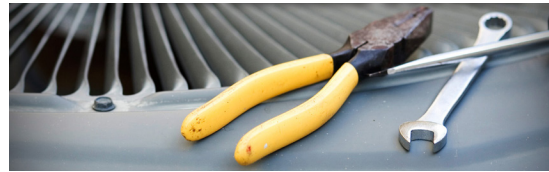
The BWL is upgrading your customer experience with a new bill design and customer portal launching this summer. The BWL is on its way to becoming the Utility of the Future, and that means new features on your bill including consumption details with easy to read graphs. Our new portal will allow you to pay your bill, view your billing statement and enroll in autopay and paperless billing. Stay tuned for more information next month.



Rebates available for Central Air-Conditioning Tune-Ups

Did you know that annual central air-conditioning tune-ups can save electricity, improve your home's comfort and air quality, reduce the risk of costly repairs, and increase the lifespan of your cooling system? With the help of the BWL Hometown Energy Savers® program, you can receive a \$50 rebate when you get your central air-conditioner tuned-up!

Learn more about the BW Hometown Energy Savers® rebates for high efficiency Heating & Cooling equipment by visiting lbwl.com/rebates or calling 800.573.3503.



Order Up! Save with Commercial Kitchen Rebates

Do you have a bustling kitchen at the center of your business? If yes, operations like yours can use up to seven times more energy per square foot than other businesses.

One of the quickest ways to significantly lower your operating expenses is by replacing older kitchen equipment with ENERGY STAR® certified models. Even better, BWL Hometown Energy Savers® offers a variety of rebates to make those commercial kitchen investments more affordable.

You can update your kitchen and lower your costs at the same time. For more information, call 877-NRG-LBWL (877-674-5295) or visit lbwl.com/energysavers.

Time to Upgrade!

We're upgrading with new technologies designed to improve the reliability, efficiency and security of the services provided to all BWL customers. We need your help, as many customers haven't scheduled an appointment for an upgraded water meter.

A technician will need to go inside your home to access and complete the installation of the water meter, most often located in the basement, and an adult over the age of 18 must be present.

This installation is not related to your BWL bill, and there is no cost to upgrade your equipment. Please fill out a form at lbwl.com/bmartwater to schedule an appointment. Failure to schedule an appointment may result in the interruption of your water service.

get smart.
UPGRADE.

