





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 2023



Learn More about the Quality of BWL Water

The Lansing Board of Water & Light submits an Annual Water Quality Report which contains important information about the source of your tap water, the results of tests that we regularly conduct to assure the quality of your water and additional information you may wish to know about your drinking water.

We update the report annually before July 1, with information about the previous calendar year.

To view the BWL 2022 Water Quality Report, please visit lbwl.com/WaterQualityReport or use the QR code to view it now.

If you would like to receive a paper copy, please contact the BWL Environmental Services Department at [517-702-6360](tel:517-702-6360).



To learn more about BWL's water, visit lbwl.com/water.



ENERGY STAR® Whole Home Dehumidifier

Banish Mold and Mildew!

Spring and the onset of warmer weather leads to lots of new growth – but that doesn't have to be the case inside your home. Prevent your residence from becoming a breeding ground for mold and mildew with an ENERGY STAR® whole-home dehumidifier.

Moisture Matters

High humidity is not only uncomfortable, but can be damaging to your home and health. Excess moisture in the air can cause wood to rot or paint to peel. Humid air is also the culprit for many indoor air pollutants that can lead to serious health issues, such as dust mites, mold and spores.

ENERGY STAR® whole-home dehumidifiers are specifically designed to maintain the proper level of humidity in your entire home, with advantages that allow you to:

- Breathe easy
- Eliminate unhealthy air
- Increase air comfort
- Protect from mold & mildew

Reap the Rewards

A whole-home dehumidifier can also relieve the demands made on your air conditioner during hot, humid days. Drier air feels cooler, so you can turn your thermostat up a few degrees. The AC doesn't run as often, saving electricity and cutting costs.

Save even more energy and money by choosing an ENERGY STAR® dehumidifier over less efficient conventional models. PLUS! Earn a \$500 incentive from BWL when you install a new ENERGY STAR®

certified whole-home dehumidifier in your home.

See incentive details and check out additional savings available through the Hometown Energy Savers® program at lbwl.com/energysavers.



The North Family Generation at BWL

Putting on little work boots and safety gear in the 1980's to go experience the BWL coal handler life with his grandpa, Harold North, Jarod North knew someday he wanted to become one himself. As he was taught how to run the equipment and get his hands dirty in the black, thick coal, his love for the work grew deeper.

With BWL's Erickson Power Station retiring – and ending BWL's use of coal, in 2022, there's a story to tell about how it started and ended with the North family.

The North family has a three-generation

streak of hard-working BWL employees. Harold North, the first coal handler to unload a coal car at Erickson Power Station, set the right tone for his son and grandson to begin their careers at BWL. His son, Jeff North, worked in maintenance for several departments while at BWL. He started at the Ottawa Power Station and then was a supervisor at the Dye Water Plant to end his 35-year career.

Jarod's little work boots quickly turned into bigger ones when he started at the BWL in 2000 as a coal handler. He has always enjoyed running the equipment and being in that field of work. Knowing he won't be in the coal industry anymore was a touching ending.

"As I unloaded the last coal car and knowing my grandpa unloaded the first, it was very bittersweet for me. It brought back a lot of memories as a kid running around out here with my grandpa, as well as carrying on our generation of being coal handlers," says Jarod.

Erickson retiring has hit home for many people, but for the North family it's the end of a generational journey.

