




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.

BWL CONNECTIONS

Report Outages

Power, Downed Line or Streetlight

866-710-8222

Outage Center

lbwl.com/outagecenter

BWL Mobile App

lbwl.com/app

Water Emergencies

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/medicalalert.

Shut-off Protection

BWL customers at risk of shut-off are now eligible for Federal Low Income Home Energy Assistance Program (LIHEAP) and Michigan Energy Assistance Program (MEAP) funding assistance, and may also qualify for a winter protection payment plan. Seniors 65 and older, and low-income customers who sign up for a winter protection plan, are protected from electric shut-off during the heating season. Additionally, active military customers may be eligible for extended payment arrangements to prevent service disruption. Contact 211 for payment assistance information, or the BWL to inquire about a payment plan.



LansingBWL



BWLComm

Feb 2025

BWL CONNECTIONS

Cold Weather and Water Main Breaks

Winter is here and cold temperatures can cause quite a few problems, including water main breaks. They're unavoidable for any water system and unfortunately in the Michigan climate, it's typical to see an increase during the winter.

Breaks often occur when the outside temperature is below 32-degrees Fahrenheit, which causes the water in the soil to freeze below the frostline. When the ground freezes from the cold temperatures, this increases pressure on the water mains. BWL's water mains are buried deep to

cont. inside



Cold Weather and Water Main Breaks

cont. from the front

help prevent main breaks as much as possible, however, if temperatures are extremely cold, the ground can freeze even deeper.

Water mains are designed to withstand the enormous force placed on them due to the frozen ground, but extended cold temperatures sometimes become too much for the main and they can break.

If you notice discolored water at your faucet, low pressure or water in the road and BWL isn't performing work in the area, this could be a sign of a water main break. Running a stream of water the size of a pencil for 10 to 20 minutes can often clear the lines after a water main break in your area is repaired.

Should you experience any water issues described above, call [517-702-6490](tel:517-702-6490).



Brighten Up The Winter Months with LEDs

February means shorter days and longer nights are still on the menu, which can impact your home's lighting and energy costs. Lighting makes up approximately 15% of your home's energy use each year. Thankfully, you can save around \$225 annually just by making the switch to energy-efficient LED bulbs! Plus, LEDs last up to 25 times longer than traditional incandescent bulbs, so the savings burn bright!

Watts the Difference?

Energy efficient bulbs use up to 90% less energy (measured in watts) to deliver the same amount of light (measured in lumens). To determine which LED bulbs will provide the same amount of light as your standard bulbs, it's best to focus on lumens instead of watts. Check out our "Choose the Right Bulb" guide at lbwl.com/lighting for more tips.

Get Instant In-Store Discounts

To help our customers save when making the switch to LEDs, we've partnered with local Lansing-area retailers to provide instant discounts on qualified energy-efficient lighting. Just look for the BWL "price reduced" sticker when shopping in-store.

Learn more and find a list of participating retailers by visiting lbwl.com/lighting or by calling [800-573-3503](tel:800-573-3503).



Help Us Grow Our Historical Collection

We're seeking additions to our collection of BWL objects to use in the future for educational demonstrations, which can include anything branded with a BWL logo including old uniforms, equipment, light bulbs, toys, etc. Objects over 30 years old are especially welcome.

If you have BWL memorabilia you'd like to donate, please reach out to Emma Hamlin at emma.hamlin@lbwl.com with a description of when and why you received the object, as well as a photo. If the object is being considered for donation, we'll reach out with a formal donation form.

Keeping
On Together

Are you looking for financial assistance on your bills?

Join us on

Tuesday, April 1 from 2-6pm
at Gier Community Center.

To learn more, please visit
lbwl.com/shutoffprotection.