

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
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

Jan 2021

BWL CONNECTIONS

We Got the LEAD Out ... Did You?

The BWL is celebrating four years since we removed the last known active lead service line in our water service territory. In addition, we continue to use corrosion control treatment to reduce the potential exposure from corrosion of plumbing material in your home and conduct periodic lead and copper testing at homes in our service territory to ensure the corrosion control is effective. While BWL water is lead-free when it's distributed from our water conditioning plants to our customers, the BWL can't control the plumbing materials used in your homes or businesses downstream of the meter. Removing the lead service lines and using the



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We Got the Lead Out . . . Did You?

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corrosion inhibitor are huge first steps, but there's more you can do to help reduce risk to potential exposure.

- **Check your plumbing fixtures.**
Replace old fixtures if necessary. Older fixtures or the solder that connects the pipes could cause higher lead levels in drinking water. Lead solder was banned in 1986, but could be used up until July 1988, followed by a new "lead-free" law in 2014 limiting the amount of lead in faucets and plumbing.
- **Flush your pipes before drinking.**
If your water has sat in your home's plumbing for more than six hours, run the tap until the water feels cold. To conserve water, the water can be collected to water household plants.
- **Use only cold water for drinking,** cooking and making baby formula. Hot water is more likely to contain lead.
- **Clean faucet aerators.**
Lead particles can get caught in the aerators (or screens) on your faucets. It's a good practice to remove the aerators and clean them periodically.

Visit Michigan.gov/MiLeadSafe.gov for more tips on how to reduce lead exposure.



Our offices will be closed in observance of the Martin Luther King Jr. holiday on Monday, January 18.

Save Energy in 2021!

BWL is excited to work alongside our customers to reduce their electricity use in 2021. The Hometown Energy Savers® program offers a variety of financial incentives for our electric customers. Information can be found online by visiting lbwl.com/energysavers.

For Your Home

Call **800-573-3503** to learn more about programs for homeowners, renters and landlords.

Appliance Recycling - We'll pick up your older, working refrigerator or freezer and you'll get a \$50 check in the mail (\$25 for compact units). You can also get \$25 if you recycle your inefficient room air conditioner or dehumidifier with us.

High Efficiency Products - Cash rebates from \$10 to \$550 are available for the purchase and installation of ENERGY STAR™ equipment such as room air purifiers, dehumidifiers, high efficiency central and room air conditioners and more.

Efficient Lighting - Through local retailers, BWL offers instant rebates for many types of LED bulbs. Visit lbwl.com/energysavers for a list of participating stores. Customers can also conveniently recycle burnt-out CFL or LED bulbs at several sites in the Lansing area.

Multifamily - The BWL works with property managers/owners to install LED lighting and water-saving measures that reduce energy consumption for residents.

Hometown Help - Are you having trouble paying your utility bills? Get a free virtual or on-site BWL home energy assessment that identifies how you can cut your costs. For customers with limited incomes we'll provide free LED bulbs and may replace

and recycle refrigerators, dehumidifiers or room air conditioners at no cost or with a small landlord co-pay if applicable.

Home Energy Suite - Go online with the Home Energy Calculator at lbwl.com/energysavers. This interactive online tool lets you calculate energy savings, while providing great tips. Also find extensive information in the Home Energy Library on homes and outdoor living. And for fun education projects visit Kids Korner!

For Your Business

Drive down your costs by applying for the BWL's financial incentives. Call **517-316-7859** for more information.

Prescriptive & Custom Rebates - Incentives are available for commercial and industrial businesses that purchase and install energy-efficient upgrades (lighting, air-conditioning, refrigeration, etc.).

Small Business - A BWL energy expert can identify the best opportunities and incentives for your business to save electricity by upgrading to efficient products such as LED lighting, ENERGY STAR™ air conditioning, commercial refrigeration and kitchen equipment, compressed air equipment and more!

Commercial Building New Construction & Renovation - Business customers who are planning renovations, additions to existing buildings or have a new building being constructed can receive financial incentives for installing efficient equipment.

Hometown Energy Solutions eNewsletter - Business customers may receive the latest industry updates and find the energy related answers you are seeking. Send an email to shellie.starkey@lbwl.com to get your free issues.