

Energize your Summer with HVAC Combo Rebates

Now through Labor Day 2020, HVAC combo bonus rebates include:

- **HVAC Combo Bonus**
 - Additional \$75 bonus when you install a Furnace ECM blower motor and Central Air Conditioning system at the same time
- **Smart HVAC Combo Bonus**
 - Additional \$100 bonus when you install a Furnace ECM blower motor, Central Air Conditioning system and a Wi/Fi or Smart Thermostat at the same time
- **A/C Tune-Up Bonus**
 - Additional \$25 bonus with a standard A/C tune-up. (Total rebate of \$75!)

For more information about the summer bonus program, call 800-573-3503 or visit lbwl.com/energysavers.



New Construction: How to Start Off on a Green Foot

ENERGY STAR® estimates that your new-construction project will stand for the next 50-100 years, so when you're given the chance to build something new, you want to be sure you're making it the best it can be.

To help you stay within your budget with your green goals in mind, BWL's Hometown Energy Savers® Business Program provides money-saving incentives. Here is a list of the eligible items:

- Commercial kitchen equipment
- Compressed air systems
- Controls
- Lighting
- Mechanical systems

Getting ready to begin your project? Reach out to us first. Call 877-NRG-LBWL (877-674-5295) or visit lbwl.com/energysavers.

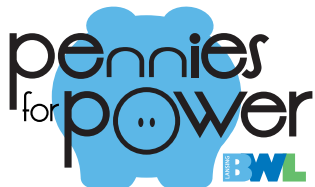


Visit my2020census.gov to participate!

Fill out the survey that you received in the mail and send it back in the postage-paid return envelope.




Call 1-844-330-2020 for a phone interview version of the Census 2020 Survey.





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

Jul 2020



Payment Assistance During COVID-19

The BWL suspended all utility shut-offs and stopped collections for past due balances in early March due to COVID-19 as part of the our Hometown People, Hometown Power commitment. The BWL is urging anyone owing past due balances to reach out for help to maintain your services when BWL resumes shut-offs once COVID-19 is better controlled:

- Contact BWL's Customer Service Department to set up payment arrangements at customerservice@lbwl.com or 517-702-6006 Monday through Friday from 7am-5pm. The BWL will work with our customers to create flexible payment arrangements to reconcile past due balances.
- Call 211 or visit mi211.org for information on how to obtain assistance with paying utility bills. The State of Michigan has been awarded additional federal funding to help those facing financial hardship during COVID-19.
- Apply for State Emergency Relief directly through MI Bridges. Visit newmibridges.michigan.gov for bill payment assistance or call 855-275-6424.

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