





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

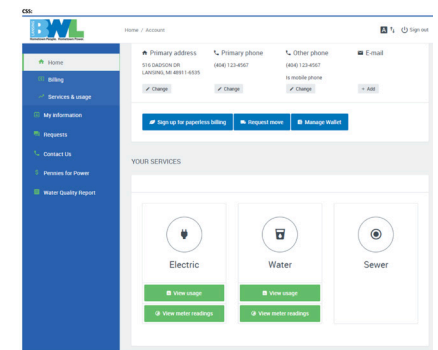
Jul 2021

BWL CONNECTIONS

Register for BWL's New Customer Portal

You may notice your BWL bill looks different this month—that's because we've officially launched our new, upgraded billing system. This means an easier to read bill and more information about your account all in one space. It also means you're now eligible to register for our new customer portal! The new portal gives you access to analyze consumption data to better manage utility costs, pay your bill, view your billing history, and enroll in AutoPay and paperless billing.

Part of upgrading required a new account number be issued to every BWL customer. Your new account number is located on your printed bill, and will allow you access to register within the new customer portal. Visit www.lbwl.com/new-bill for more information and to get started.



Why Do I Occasionally Have Discolored Tap Water?

Customers in some areas of our water distribution system may experience brief periods of orange, yellow, red or brown water. This discoloration typically comes from iron that accumulates in the cast iron mains and has been picked up by a dramatic change in water, which can be caused by main breaks, repair or replacement, hydrant inspections, flushing or firefighting activities that disrupt the normal flow through the water main. While the water may be aesthetically unpleasant and impart a metallic or slightly bitter taste, it presents no health threat. If you must drink the water, draw some into a pitcher or tall glass and let it stand long enough to allow the discoloration to settle. Generally, if you wait about an hour or so, then flush your cold water faucet at a pencil stream for 10-20 minutes, the discoloration should disappear. If the discoloration does not go away after flushing your faucet, call the BWL Water Dispatcher at 517-702-6490.

Please visit our Annual Water Quality report for more information on your water supply. <http://www.lbw.com/WaterQualityReport/>. BWL drinking water continues to meet or exceed all quality standards established by the U.S. Environmental Protection Agency (EPA) and the Michigan Department of Environment, Great Lakes, and Energy (EGLE).



Stay Cool and Save Money this Summer with an HVAC Combo Rebate

Heating and cooling your home accounts for more than 50% of most household's energy costs. Help keep the temperature in your home and your bills lower this summer by purchasing an energy efficient cooling system. Hometown Energy Savers® offers rebates up to \$500 on central AC systems. Now through Labor Day 2021, you can receive an additional \$50 bonus when you install a Central Air Conditioning or Central Air Source Heat Pump System and a Smart Thermostat at the same time!

Keep your current central A/C operating at peak efficiency with a tune up and Hometown Energy Savers will reward you with a \$50 rebate.

Don't miss out! Call 800-573-3503 or visit lbwl.com/hvac to learn more.



FREE Kids Race will follow, all kids receive a medal

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August 14
Start 9-9:30am
BWL REO Depot

For more information or to register, go to lbwl.com/5k

02

 Lansing Board of Water & Light

Benefiting:
 McLaren
GREATER LANSING
FOUNDATION

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