




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

866-710-8222

Outage Center

lbwl.com/outagecenter

BWL Mobile App

lbwl.com/app

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/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

July 2024

BWL CONNECTIONS
LANSING

**NEW POWER
OUTAGE
NUMBER
EFFECTIVE
JULY 1**

866-710-8222

**TEXT 295688
(BWLOUT)**

LBWL.COM/OUT

**Scan the QR code
below to add the
new number to
your contacts.**



Pump Up the Savings!

If you've never heard of a heat pump water heater (HPWH), they can be a helpful tool in saving big on your annual energy costs.

These energy-efficient water heaters utilize heat pump technology – that is, moving heat rather than generating it – to help heat your home's water with less energy use. As a Lansing Board of Water & Light (BWL) customer, you're eligible for cash rebates when you purchase and install an HPWH in your home.

How do HPWH's work?

It might be strange to think of your water heater moving heat rather than creating or generating it, as is the case with more traditional heating types. However, this technique helps HPWHs be two to three times more efficient than other conventional heaters, such as electric resistance water heaters.

ENERGY STAR® describes heat pumps as comparable to "a refrigerator working in reverse." Heat pump water heaters take heat from the environment and transfer it to where it needs to go - in this case, to a water tank - where a refrigerator does the opposite to keep heat out and keep it cool.

When compared to more traditional methods of heating, upgrading to an efficient HPWH model, like one that's ENERGY STAR certified, can help you save big – around \$550 per year for a family of four.

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Get cash rebates for your HPWH.

On top of annual energy savings, BWL customers can save big on the upfront costs of purchasing a heat pump water heater for their home. BWL customers who purchase an ENERGY STAR certified heat pump water heater can earn a \$500 cash rebate.

Ready to save?

Visit lbwl.com/hvac or call 800-573-3503 to learn more about available heating and cooling rebates, find a contractor and start your rebate application.



Slow Down & Go Around!

Whether you see our field workers in a bucket or on the ground, be sure to slow down and go around. Not only do we want to ensure the safety for our employees working, but for you, too.



A promotional graphic for the August 10 BWL REO Depot 5K run. The background is blue with a green diagonal stripe. At the top, it says "August 10" in large orange letters, "Start 9am" in white, and "BWL REO Depot" in white. Below that, it says "Register at lbwl.com/5k" in white. On the right, there is a logo for the Lansing Board of Water & Light, with "Benefiting: McLaren Greater Lansing Foundation" below it. At the bottom, there is a photograph of several runners in blue shirts and black pants, with race bibs. One runner in the foreground has bib number 693. A pair of blue and white sneakers is shown in the bottom right corner. The text "BWL 5K" is written in large, stylized letters at the bottom.