




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](http://lbwl.com/pennies)



### Report Outages

Power, Downed Line or Streetlight  
877-295-5001

**Outage Center**  
[lbwl.com/outagecenter](http://lbwl.com/outagecenter)

**BWL Mobile App**  
[lbwl.com/app](http://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](http://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.



Jun 2021



### Learn More about the Quality of BWL Water

Every year the Lansing Board of Water & Light submits an Annual Water Quality Report which contains important information about the source of your tap water, the results of tests that we regularly conduct to assure the quality of your water and additional information you may wish to know about your drinking water. We update the report annually before July 1, with information about the previous calendar year.

To view the BWL 2020 Water Quality Report, please visit [lbwl.com/WaterQualityReport](http://lbwl.com/WaterQualityReport) or use the QR code to view it now!

If you would like to receive a paper copy, please contact the BWL Environmental Services Department at 517-702-6360.

To learn more about BWL's water, visit [lbwl.com/water](http://lbwl.com/water).



## Energy Savings

Ready for a system upgrade? A new efficient central air conditioner system will help you save on cooling costs and through BWL's Hometown Energy Savers® program you can receive up to \$500 in rebates!

- Use ceiling fans to cool rooms.**  
 A ceiling fan could allow for the thermostat to be raised by about 4 degrees without impacting comfort. Remember to turn them off when you leave a room.
- Open windows at night to gain cool air.** Late spring and early summer evenings in Lansing allow for cool sleeping weather without the need of a cooling system. When you wake in the morning, shut the windows and blinds to capture the cool air.
- Avoid using appliances that generate heat.** Keep your home cool on hot days by not using the stove or oven and reducing activities that generate a lot of heat, such as running the dishwasher or clothes dryer.

Annual central air conditioning tune-ups provide many benefits, including improving your home's comfort and air quality, reducing risks of breakdowns, and ensuring your system is reliable for years to come.

Additionally, the tune-up is eligible for a \$50 rebate! Don't miss out! Call 800-573-3503 or visit [lbwl.com/hvac](http://lbwl.com/hvac) to participate.



## Cool Off Your Chiller Costs

Does your business rely on older chillers for cooling? If so, odds are they're inefficient to run. By upgrading to high-efficiency equipment, you'll not only save on utility costs, but they can also improve the comfort of your building's occupants. To support you with making this upgrade, the BWL Hometown Energy Savers® Business Program offers a \$40-per-ton rebate for both air- and water-cooled chiller replacements!

### Keep It Tuned

If your chiller is newer, keep it running efficiently with a tune-up. You'll help preserve your investment and earn a \$350 rebate from Hometown Energy Savers®!


To learn how you can take advantage of these rebates, lower your costs and make your business more comfortable, call 877-NRG-LBWL (877-674-5295) or visit [hometownenergysavers.com](http://hometownenergysavers.com).



## Upgrading Your Customer Experience

The BWL is upgrading your customer experience with a new bill design and customer portal launching this summer. The BWL is on its way to becoming the Utility of the Future, and that means new features and upgrades on your bill and within the customer portal! Check out [www.lbwl.com/new-bill](http://www.lbwl.com/new-bill) for more information!

02043920004



Visit: [lbwl.com](http://lbwl.com)

Call: 517.702.6006

Account Name: JOHN DOE  
Service Address: 111 TEST STREET LANSING

<b>Amount Due</b>	<b>\$112.68</b>
<b>Please Pay By</b>	May 11, 2021
<b>Account Number</b>	12345678

Important Account Info	
BWL offers AutoPay and sending bill notifications via e-mail. For more information or to sign up visit <a href="http://lbwl.com">lbwl.com</a> .	


  

Account Summary		03/17/2021 - 04/16/2021 (31 Days)
Previous Balance	\$1111.04	
Payments Received - Thank you!	-\$111.04	
<b>Balance</b>	<b>\$0.00</b>	
<b>Current Charges &amp; Adjustments</b>	<b>\$112.68</b>	See back for charge details
Electric Charges	\$60.56	
Water Charges	\$25.38	
Sewer Charges	\$26.74	
<b>Total Current Charges</b>	<b>\$112.68</b>	
<b>Total Amount Due</b>	<b>\$112.68</b>	

### Message Center

Paying online is easy, fast and available 24/7. Go to [lbwl.com](http://lbwl.com) to register.

Bill Date: 04/20/21



LANSING BOARD OF WATER & LIGHT  
PO BOX 13007  
LANSING, MI 48901-3007

Contribute to a greener community by enrolling in eBill. Sign up at [lbwl.staysavedservices.com](http://lbwl.staysavedservices.com)







JOHN DOE  
111 TEST STREET  
LANSING, MI 48915

Detach and return this portion with payment or pay online at [lbwl.com](http://lbwl.com). See reverse side for easy ways to pay.

Account Number	12345678
Due Date	05/11/21
<b>Total Amount Due</b>	<b>\$112.68</b>
<b>AMOUNT ENCLOSED</b>	
<input type="checkbox"/> Check this box to participate in BWL's "Premies for Power" by sending up your monthly bill.	
SEND REMITTANCE TO:	
LANSING BOARD OF WATER & LIGHT PO BOX 13007 LANSING, MI 48901-3007	
12345678507 0000011268 12345678507 0000011268 4	

### Ways to Pay

For more information please visit [lbwl.com/customers/pay-bill](http://lbwl.com/customers/pay-bill).

 <b>AutoPay</b>	 <b>Online</b>	 <b>Mail</b>	 <b>Kiosk</b>	 <b>Phone</b>	 <b>Drop Box</b>
Sign up for AutoPay through eBill.	Online services is the quickest and easiest way to pay your bill. To register for eBill, please visit <a href="http://lbwl.com">lbwl.com</a> .	Send your payment or mailing Board of Water & Light P.O. Box 13007 Lansing, MI 48901-3007. We accept check or money order. Payment will be processed within 48 hours of receipt.	Self Service Kiosk locations: Customer Service Center 12345 Main Street Lansing, MI 48912	Pay your bill over the phone with your checking or savings account or your credit or debit card. Please call (517) 702-6006 to use our automated system. This service is available 24/7.	24 Hour Drop Box Locations: Customer Service Center 12345 Main Street Corner of W Allegan Street and Townsend Street