




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

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.

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

Mar 2024

BWL CONNECTIONS

Upgrade Your Heat Pump Clothes Dryer

Heat pump clothes dryers mean more than energy savings. If you're looking to upgrade your clothes dryer soon, where and how to ventilate your dryer could be a thing of the past. That's because dryers using ventless heat pump technology - meaning it recycles hot air within a dryer rather than ventilating it out - can be placed in any room of the house with an electric and water hookup.

Yes, it's that simple!

These machines also bring added benefits, including reduced energy use by 28% (compared to standard dryers), increased safety and less fire risk due to the lack of ventilation, and being gentler on clothes due to lower drying temperatures.



cont. inside

cont. from the front

So, how do they work?

Heat pump dryers work in a closed loop system. Instead of letting hot air escape via ventilation, the air is recycled and its moisture is removed with an evaporator. This makes the air ready for use again, and less electricity is needed to heat it back up to temperature.

Because of the evaporator function, water removed during the drying process needs to be drained. This can either be done manually or via other adjustments like using a drain hose or connecting your clothes dryer to your washer drain.

Get \$100 back from BWL on your heat pump dryer purchase!

We're proud to offer BWL electric customers cash rebates for qualifying ENERGY STAR® appliances through our Hometown Energy Savers® Program.

Customers who purchase a qualifying ENERGY STAR heat pump clothes dryer may be eligible to get \$100 in rebates from BWL. To apply, be sure to have a copy of all receipts or invoices used for your product purchase and installation. Options are available to apply online, via email, by mail and via fax.

To get started, visit our website at lbwl.com/appliances or call (800) 573-3503.

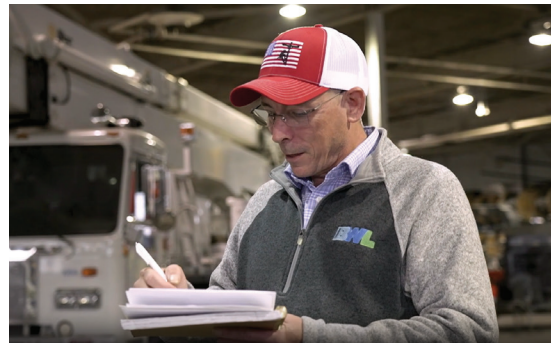


BWL Veterans Featured on Military Makeover: Operation Career with Montel Williams

The BWL staff and leadership, our governing Board of Commissioners and the BWL Diversity, Equity & Inclusion (DEI) Committee are committed to ensuring an inclusive environment where all individuals experience a sense of belonging and respect and are empowered to be their authentic selves.

Veterans are an important part of our community and bring a richness to our DEI efforts. We're always looking to hire strong talent, and when you've been trained and have worked for the U.S. Military, we know we can expect the very best. We're committed to hiring veterans across our organization, bringing success and value that's unmatched.

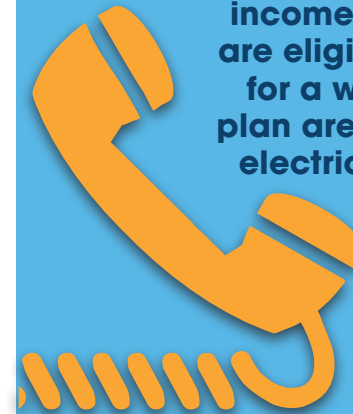
The BWL was recently featured in Military Makeover: Operation Career with Montel Williams airing on Lifetime, which highlights veterans who have made positive transitions to civilian life at companies who offer opportunities like the BWL. If you want to learn more about our passion and commitment to veterans, visit lbwl.com/DEI.



Senior Shut-off Protection

Seniors 65 and older and low income customers who are eligible and sign up for a winter protection plan are protected from electric shut-off during the heating season.

Contact us at 517-702-6006 for more information.



Keeping On Together

Are you looking for financial assistance on your bills? Join us and over a dozen community partners at BWL's Community Resource Fair on Tuesday, March 19 from 2-6pm at Letts Community Center. To learn more, visit lbwl.com/shutoffprotection.