

energy than necessary. Then we can walk you through your options, including accessing rebates and equipment replacement guidance. We can also confirm financial incentives or next steps for any projects you may have in mind. Call **Residential: 800-573-3503** and **Business: 517-316-7859**.

Online Energy Education Resources:

Get clear advice on the most cost-effective ways to lower your electric bills. Visit lbwl.com/energysavers to access multiple Energy Resources including:

- Energy Savers: Access all program rebate application forms for your home and business, as well as participating contractors and retailers.
- Energy Advisor: You can perform your own basic assessment of your home using our virtual tool.
- Home Energy Library: An in-depth resource and guide to all aspects of energy improvements.

TIPS

Open curtains to let natural light keep your work and home area bright without wasting energy on lighting. In addition, the following rebates on ENERGY STAR®



Lighting are available. Save up to 75 percent more electricity!

- LED outdoor fixture: up to \$10
- LED replacement bulb or downlight fixture kit: up to \$5 in-store rebate
- DLC-qualified 4' linear pin-base replacement bulb: up to \$3



Adjusting the thermostat by two degrees during the day can save an average of 3% on your energy bill. A new thermostat can help by automatically adjusting the heat or air conditioning levels at night and/or when you're away.

- Programmable thermostats: \$10
- Smart/Wi-Fi thermostats: \$50

Run the dishwasher with a full load of dishes and wash clothes in cold water. In addition, the following rebates are available when you purchase ENERGY STAR® appliances:

- Room air conditioners: \$50
- Dehumidifiers: \$50
- Air purifiers: \$100
- Clothes washers: \$50
- Advanced electric clothes dryer: \$25
- Refrigerators: \$75
- Chest and upright freezers: \$50

Change your furnace filters regularly. Clean filters allow for your furnace and central air conditioner to work more efficiently.

Control costs with a high efficiency furnace or central air conditioning system.

- High-efficiency furnaces: \$150
- Central air-conditioning systems and tune-ups: \$50-\$500
- Central air-source heat pump systems: \$250-\$450
- Mini/multi-split heat pump systems: \$550

Check out the full lineup of residential rebates at lbwl.com/energysavers or call 800-573-3503 today!

**BE COUNTED
LANSING**

CENSUS 2020



ONLINE

Go to <https://respond.census.gov/acs> and enter your user ID to participate. Be sure to keep track of your generated PIN.



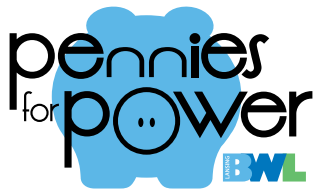
BY MAIL

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



BY PHONE

Call 1-800-354-7271 for a phone interview version of the Census survey. To complete the survey in Spanish, call 1-877-833-5625.



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

May 2020

Energy Savings



To protect the health of our staff and customers, BWL Hometown Energy Savers® has suspended on-site walkthroughs, assessments and appliance recycling until further notice. We are aware that now more than ever many of you may need our support in reducing your energy costs while you're spending more time at home. Our staff is working remotely to provide you with rebates and ways to make energy-efficient choices. Remember that small changes can result in savings. Check out our resources below:

Over-the-Phone Consultations:

Calling us is a great place to start. We may ask you a few questions about your home or facility's electricity use to give us a better picture of where you may be using more



LANSING