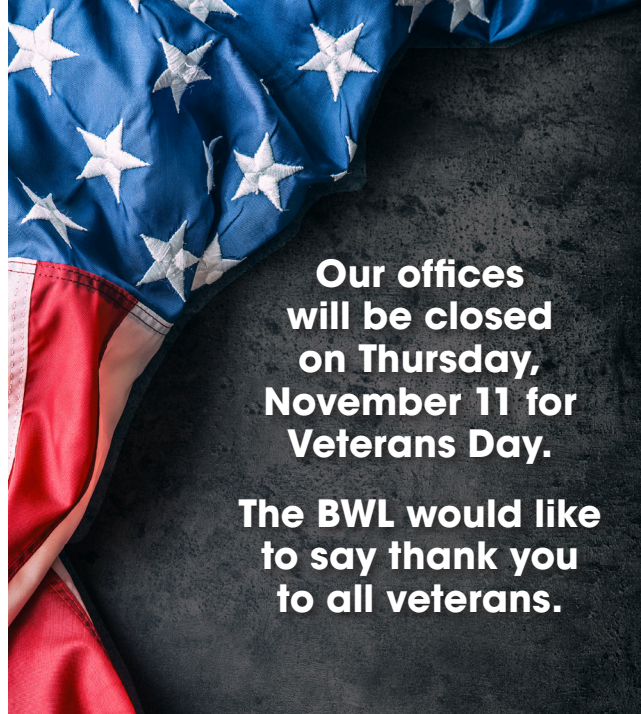


## Value of Water

On October 21, the water industry recognized, "Imagine a Day Without Water." As water users, we may not always appreciate the value of water in our everyday lives but, imagine a day without water. We need water to shower, make coffee, fight fires, grow produce and more. Think of the importance of water during the pandemic. A core message from the Value of Water campaign is "Water is essential...From agriculture to manufacturing, most sectors of our economy rely on water. Without water, our economy would grind to a halt. While nature provides water, it takes pipes, pumps, equipment and people working 24/7 to deliver clean water to homes and businesses."

The typical water customer in our service territory spends on average around \$1 per day per household, making water one of the best values for an essential service. The BWL continues to evaluate options for reinvestment in infrastructure while minimizing the impact on customer bills because our goal is to always provide clean, safe and affordable drinking water.



**Our offices  
will be closed  
on Thursday,  
November 11 for  
Veterans Day.**

**The BWL would like  
to say thank you  
to all veterans.**



**Our offices will be  
closed on Thursday,  
November 25 and  
Friday, November 26  
for the Thanksgiving  
Holiday.**

**We wish you and  
yours a very Happy  
Thanksgiving.**



**TOYS FOR TOTS**

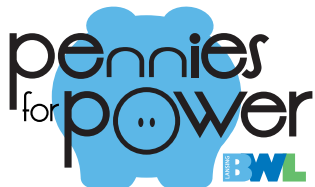
**Toys for Tots Lansing is collecting toys  
and taking donations.**

**Go to [lansing-mi.toysfortots.org](http://lansing-mi.toysfortots.org) for more  
information on collection sites or to  
make a donation.**




**Silver Bells**  
in the city

**5-8:30pm  
DOWNTOWN LANSING  
FRIDAY, NOVEMBER 19**





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.



LansingBWL



BWLComm

Nov 2021

## Ways to Save this Winter Season

Here are some tips to help you save money and energy this winter:

- Many households are busy baking treats and delicious dishes this time of year. Consider baking several items at once to get the most out of the energy required to heat your oven. Additionally, try not to open the door to check on your treats, use the oven light instead.
- Keep the thermostat down when you have visitors. More guests mean more warmth and cranking up the heat is not necessary or cost effective. Additionally, don't forget to turn the heat down when you're sleeping or away.
- Unplug and turn off appliances when you are heading out on your holiday vacation. Your thermostat can be lowered to 55 degrees and set your water heater to the lowest setting.
- Thinking of making some household updates in time for the holidays? Don't forget to take advantage of BWL Hometown Energy Savers® rebates. Get the details at [lbwl.com/energysavers](http://lbwl.com/energysavers) or call 800-573-3503 to learn more.

**BWL CONNECTIONS**  
LANSGING