




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)

### 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.

## 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. Additionally, seniors 65 and older and active military and their families are protected from electric shut-off during the heating season. Contact 211 for payment assistance information, or the BWL to inquire about a payment plan.



LansingBWL



BWLComm

Nov 2023

**BWL CONNECTIONS**  
LANSING

## Light Up Your Holiday Season!

Are your holiday lights a tangled mess? Save yourself a headache and energy costs when you replace them with LEDs. ENERGY STAR® certified decorative light strings:

- Use 75% less energy than conventional incandescent light strings and come with a manufacturer's warranty of at least three years.
- Don't have flimsy filaments or fragile glass, so they are much more durable and shock-resistant than other light strings.

- Are independently tested to meet strict lifetime and electrical requirements.

In addition to saving money with reduced energy costs, you can save upfront with rebates from BWL's Hometown Energy Savers® Be Bright! Instant Discount Lighting Program. Check out our list of participating retailers, and keep more cash in your pocket for holiday gifting!

Visit [lbwl.com/lighting](http://lbwl.com/lighting) to find our shopping tips, bulb selection guide, light savings calculator and more information on energy efficient lighting.

## Understanding Your Bill Changes

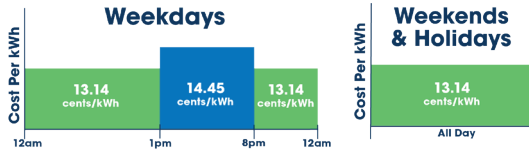
Beginning November 1, you'll notice changes to your BWL electric bill. All electric customers will be updated to a time of use calculation to help you better manage your energy usage.

The cost to generate energy is at its most expensive during peak demand, like on a hot summer day, and can put a strain on the power grid. On/Off-Peak hours allow you and the BWL to better manage costs and consumption, while also having a positive impact on the environment.

### Rate - RES1

Valid beginning November 1, 2023

■ = Off-Peak RES1 ■ = On-Peak RES1



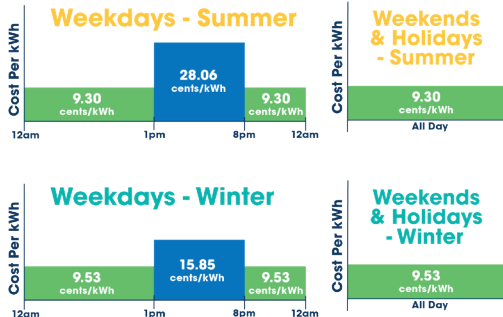
RES1 rates are the same in summer & winter.

Residential electric customers on the standard RES1 rate will see an off-peak rate of \$0.1314 per kilowatt-hour (kWh), and \$0.1445 per kWh during on-peak year-round.

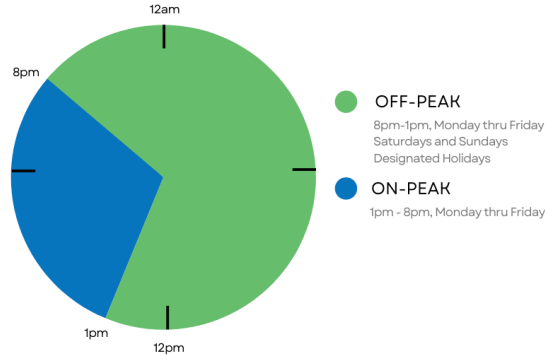
### Rate - RESTOU

Valid beginning November 1, 2023

■ = Off-Peak RESTOU ■ = On-Peak RESTOU



BWL will also continue offering its "Off-Peak Savers Rate" (RESTOU) to residential electric customers who want to take a more active approach and are looking for extra savings by shifting their energy usage to off-peak times. To sign up for the RESTOU rate, please contact our Customer Service Department at 517-702-6006 or email [customerservice@lbwl.com](mailto:customerservice@lbwl.com).



Both time of use calculations will see on-peak hours from 1pm-8pm Monday through Friday. Off-peak hours will include 8pm-1pm, recognized holidays, and on Saturdays and Sundays.

The change to time of use rates will not increase an average residential customer's electric bill. However, BWL residential and commercial customers for all utilities will see a rate increase beginning November 1. For example, the monthly financial impact of this increase for an average residential customer (750 kWh) would be approximately \$5.57, and approximately \$3.71 for an average residential water customer (5 CCF).

For more information and to read all utility rates, go to [lbwl.com/services](http://lbwl.com/services).



**Our offices will be closed on Friday, November 10 for Veterans Day.**

**BWL thanks all veterans for their service!**



**Our offices will be closed on Thursday, November 23 and Friday, November 24 for Thanksgiving.**

**We wish you and yours a very Happy Thanksgiving. We are thankful for our customers!**