

BWL Announces Launch of New Website (cont'd from front page)

The new website is also compliant with the Americans with Disabilities Act (ADA), as well a responsive design to provide the best viewing experience across all devices. To better accommodate non-English speaking customers, the site also provides users the option to translate the site to Spanish or Chinese using Google Translate.

The website was built by locally owned Gravity Works, based in Old Town in Lansing. The site is located at the same address: www.lbwl.com. Customers can also connect with the BWL on Facebook and Twitter.

We Reward You with Rebates for HVAC Enhancements

As HVAC units age, they become less efficient, which means they use more energy and increase your bill. Install an ENERGY STAR® qualified model and your utility bill could decrease by \$115 or more every year. This is where BWL's Hometown Energy Savers® program chips in. We offer rebates to make this enhancement financially appealing.



Get the details at hometownenergysavers.com or 800-573-3503.

BWL Central Substation Project

BWL has completed its Central Substation project and reopened Scott Park in REO Town in Lansing. The project is part of BWL's plan to replace the Eckert Power Station and adjoining Eckert Substation in order to continue providing affordable and reliable power to its customers.

Design charrettes were held to hear public input on the substation's exterior walls and other elements including:

- Public art installation
- 10 historical signs reflecting legacy of the area
- Relocated Sunken Garden
- Live Wall
- New riverfront walking paths and parking lot
- Updated fishing platform
- Timeless brick building-like design to bring out more "REO town grit"
- Three iconic Eckert Power Station stacks element for grand entrance to REO Town at corner of S. Washington Ave. and W. Malcom X St.

2019 Chili Cook Off

celebrate Lansing

BWL

Friday, October 4
5:30-9pm
Cooley Law School Stadium

Pre-Sale Tickets
\$5 for Adults
\$3 for Kids 12 & Under

Day-of Tickets
\$10 for Adults
\$5 for Kids 12 & Under

Presenting Sponsor

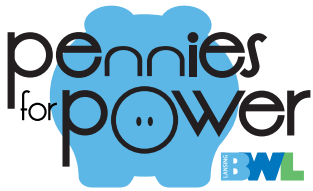
NECA
National Electrical Contractors Association
MICHIGAN CHAPTER
LANSING DIVISION

fb **twitter**

lbwl.com/CCO



The Central Substation is part of Lansing Energy Tomorrow, the BWL's major electric modernization program to replace and upgrade aging infrastructure with clean, efficient and reliable generation and transmission assets.





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 search 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

Sep 2019

BWL CONNECTIONS
LANSING

BWL Announces Launch of New Website

The Lansing Board of Water & Light has launched its newly designed website which features a more modern, responsive design, improved functionality and better organized content. Created with the user's experience in mind, the site features content that customers want most, including information on outages, paying bills and applying for jobs.

"Our customers have asked for better communication from the BWL, and having this improved, new website is one way we're able to deliver on that request," said BWL General Manager Dick Peffley. "The new site is much more current, both in design and content, and truly reflects our brand of being Hometown People, Hometown Power."

cont'd inside

