




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

866-710-8222

Outage Center

lbwl.com/outagecenter

BWL Mobile App

lbwl.com/app

Water Emergencies

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/medicalalert.

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

Sept 2024

Fall is in the Air! Is Your HVAC System Prepared?

Opening up the windows, letting in a light breeze and finally being able to turn off the air conditioning can be a nice break from the summer heat. Plus, mild temperatures can be a breather for your energy costs, too.

While you may not usually think of your furnace in September, it's a great time to make sure your system is ready for the cold ahead. Having a clean, efficient HVAC (heating, ventilation and air conditioning) system could mean energy and comfort savings in the months to come – not to mention, you could avoid any serious issues or needed repairs once it does come time for you to turn on the heat.

Making the Switch to a Heat Pump HVAC System

Investing in an efficient HVAC system can help you save energy, money and increase comfort in your home. With winter around the corner, consider upgrading to a cutting-edge solution for high-efficiency heating and cooling – heat pumps. Heat pumps use electricity to move heat, rather than generate heat. During the winter, heat pumps move heat from the outdoors in to warm your home.

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BWL CONNECTIONS
LANSING

Fall is in the Air cont.

Air-source heat pumps are the most common type of heat pump. Today's models can reduce electricity for heating by approximately 65 percent compared to furnaces and baseboard heaters. For homes without ducts, a ductless version called a "mini-split heat pump" is available. Hometown Energy Savers® program rebates for air-source heat pump systems start at \$200 for qualifying BWL customers.

Complete Your Annual HVAC Tune-Up

According to ENERGY STAR®, your home's HVAC equipment should be tuned up every year. This allows you to prevent future issues and keep equipment performance at its peak. Completing a tune-up for an air-source heat pump? You may qualify for a \$50 rebate from Hometown Energy Savers®.

Outside of tune-ups, a simple DIY way to ensure higher efficiency and better air quality in your home is to clean or change your heating and cooling system's air filters. If you're unsure how to do this, your tune-up contractor can walk you through the steps.

To find rebate applications and learn more ways to save – visit lbwl.com/hvac or call 800-573-3503.



Are You Prepared?

Hopefully you've taken the right steps to prepare for any potential power outages, but just in case, here are some helpful reminders of what to do before an emergency:

Emergency Kit: Put together an emergency kit that contains essential items such as a flashlight, non-perishable food, water, blankets, medications and more.

Preserve Food: Avoid opening your refrigerator or freezer to maintain the cold temperatures. A stocked freezer can keep food frozen for around 48 hours if kept shut.

Stay Up To Date: Check the weather and outage updates through a radio or mobile device. You can watch for restoration updates on our outage map at lbwl.com/outagecenter.

Unplug Appliances: Avoid power surge damage when the power comes back on by unplugging major appliances and electronics.

Community Resources: Stay up to date on community shelters or cooling centers that provide relief during long outages.

By being prepared and sharing a plan with your family, you can minimize the impact of a power outage and keep your home safe if the situation does happen. Get more tips at lbwl.com/ready.

And remember, BWL has a new power outage number (866-710-8222) and texting code (295688 – BWLOUT)!



Join BWL for an educational series to learn more about what we offer you as a customer and leave with tips you can implement after every event!

The first series will be held at the BWL REO Town Depot (1201 S. Washington Ave., Lansing) on **Thursday, September 19 from 5-5:30pm** talking about customer programs and energy waste reduction with our Hometown Energy Savers® group. Preregister for this event at lbwl.com.

Keeping
On Together

Are you looking for financial assistance on your bills?

Join us on

Wednesday, October 2 from 2-7pm at Alfreda Schmidt Community Center.

To learn more, please visit lbwl.com/shutoffprotection.