



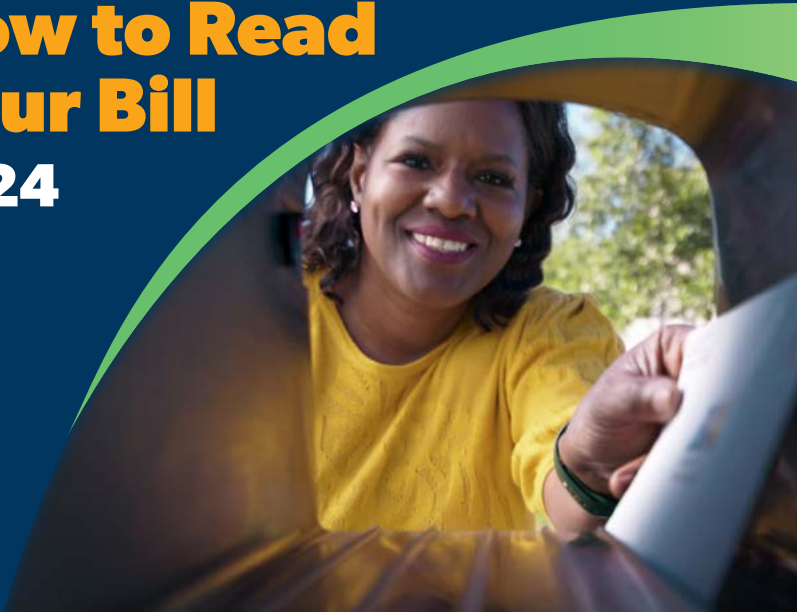
LANSING

# BWL

Hometown People. Hometown Power.

## How to Read Your Bill

2024



LANSING

# BWL

Welcome to the Lansing Board of Water & Light's (BWL) Guide to How to Read Your Bill. This guide will explain the details of each charge on your bill, showing you where you can locate them, monthly usage, your bill due date and more. You'll also be able to find your meter numbers and dates of service for the charges, and explanations for what each charge is for and why it's being charged. We created this guide so it's easier for you to understand your bill once you receive it.

If you have further questions not addressed in this guide, please call our Customer Service team at 517-702-6006, and we'll be happy to assist you.



# Front Page Details

1. Customer Account Summary
2. Billing Period Summary
3. Payment Stub



Visit: [lbwl.com](http://lbwl.com)

Call: (517) 702-6006

Account Name JOHN DOE  
Service Address 1234 TEST AVE LANSING  
Bill Date 04/15/24

1

Amount Due	\$208.77
Please Pay By	May 06, 2024
Account Number	12345678

## Important Account Info

BWL offers AutoPay and sending bill notifications via e-mail and text messaging. For more information or to sign up visit [www.lbwl.com](http://www.lbwl.com).

## Account Summary

03/08/24 - 04/06/24 (30 Days)

Previous Balance	\$200.42
Payments Received - Thank you!	-\$200.43
<b>Balance Forward</b>	<b>-\$0.01</b>

## Current Charges & Adjustments

See back for charge details

Electric Charges	\$125.40
Water Charges	\$37.86
Sewer Charges	\$45.52

**Total Current Charges \$208.78**

**Total Amount Due This Bill \$208.77**

2

## Message Center



We want to make sure your customer information and email are up to date in our system. Visit [www.lbwl.com/customerinfo](http://www.lbwl.com/customerinfo) or call 517-702-6006 to verify today.

Detach and return this portion with payment. See reverse for other ways to pay. Unpaid amounts will incur a late fee on the current period charges.



LANSING BOARD OF WATER & LIGHT  
PO BOX 30824  
LANSING, MI 48909-8311

Account Number 12345678  
Due Date 05/06/24

**Total Amount Due \$208.77**

## Amount Enclosed

Check this box to participate in BWL's "Pennies for Power" by rounding up your monthly bill.



Contribute to a greener community by enrolling in eBill. Sign up at [myaccount.lbwl.com](http://myaccount.lbwl.com).

3



332 1 AV 0 807 00213304LBWS2671504D 1089P-0112478000332

JOHN DOE  
1234 TEST AVE  
LANSING MI 48915-1167

T2

## SEND REMITTANCE TO:

LANSING BOARD OF WATER & LIGHT  
PO BOX 30824  
LANSING MI 48909-8311

0012345678 0000020877 0012345678 0000020877 0

11000008

# Customer Account Summary

## 1. Amount Due

- Balance owed to be paid by the assigned due date. This balance will include both current billing period charges in addition to any past due balances or fees.

## 2. Current Billing Period Due Date

- Required due date for the dollar amount listed in the "Amount Due" field. If the proper balance is not paid by the due date, a customer's account could be subject to a late fee reflected on the next bill.

## 3. Account Number

- Unique 8-digit account number assigned to one customer address.

## 4. Account Name and Service Address

- Account holder's name as listed in our system and the address connected to the specific account number connected to that bill.

## 5. Bill Date

- Date that specific bill was printed and mailed.

## 6. Important Account Information

- If a customer is enrolled in a BWL program such as Budget Billing or a Payment Plan, this section would provide them a breakdown and additional information regarding their status within that program. If they're not enrolled in any programs, this section will provide customizable messages regarding program offerings.

## 7. Billing Period Summary

- Summary breakdown of what makes up the "Amount Due."

## 8. Message Center

- Customizable section where monthly offerings or important information is shared.



Visit: [lbwl.com](http://lbwl.com)

Call: (517) 702-6006

Account Name JOHN DOE  
Service Address 1234 TEST AVENUE  
Bill Date 04/15/24

Amount Due **\$208.77**

Please Pay By May 06, 2024

Account Number 12345678

#### Important Account Info

BWL offers AutoPay and sending bill notifications via e-mail and text messaging. For more information or to sign up visit [www.lbwl.com](http://www.lbwl.com).

#### Account Summary

03/08/24 - 04/06/24 (30 Days)

**Previous Balance** \$200.42  
Payments Received - Thank you! -\$200.43

**Balance Forward** -\$0.01

#### Current Charges & Adjustments

See back for charge details

Electric Charges \$125.40

Water Charges \$37.86

Sewer Charges \$45.52

**Total Current Charges** \$208.78

**Total Amount Due This Bill** \$208.77

#### Message Center



We want to make sure your customer information and email are up to date in our system. Visit [www.lbwl.com/customerinfo](http://www.lbwl.com/customerinfo) or call 517-702-6006 to verify today.



# Billing Period Summary

## 1. Current Billing Period

- Includes the dates of service in addition to the number of days this current bill is created from.

## 2. Previous Balance

- Balance due on the previous billing period. This would have been the "Amount Due" on the bill last month.

## 3. Payments Received

- Payments made to the previous billed balance.

## 4. Balance Forward

- Dollar amount remaining on the account after the payments were applied to the previous billed balance.

## 5. Electric Charges

- Electric consumption charges for the current billing period. See page two of the bill for the detailed breakdown.

## 6. Water Charges

- Water consumption charges for the current billing period. See page two of the bill for the detailed breakdown.

## 7. Sewer Charges

- Sewer consumption charges for the current billing period. See page two of the bill for the detailed breakdown.

## 8. Total Current Charges

- The sum of the electric, water and sewer charges for the total current billing period.

## 9. Total Amount Due This Bill

- Total balance due for this billing period, including any past due balances. In the example provided there are no past due balances, so the only balance due for this billing period are the current charges. If the customer's payment did not cover the full "Previous Balance" last month and there was a dollar amount listed in the "Balance Forward" section, this would be added to the "Total Current Charges" to determine the "Total Amount Due This Bill."

## Account Summary

03/08/24 - 04/06/24 (30 Days)

1

2	<b>Previous Balance</b>	<b>\$200.42</b>
3	Payments Received - Thank you!	-\$200.43
4	<b>Balance Forward</b>	<b>-\$0.01</b>

### Current Charges & Adjustments

See back for charge details

5	 Electric Charges	\$125.40
6	 Water Charges	\$37.86
7	 Sewer Charges	\$45.52

8	<b>Total Current Charges</b>	<b>\$208.78</b>
---	------------------------------	-----------------

**Total Amount Due This Bill**

**\$208.77**

9

# Payment Stub Details

## 1. Customer Mailing Information

- Customer's name as listed in our system and the preferred mailing address provided.

## 2. Account Number

- Unique 8-digit account number assigned to one customer address.

## 3. Current Billing Period Due Date

- Required due date for the dollar amount listed in the "Amount Due" field. If the proper balance is not paid by the due date, a customer's account could be subject to a late fee reflected on the next bill.

## 4. Total Amount Due

- Balance owed to be paid by the assigned due date. This balance will include both current billing period charges in addition to any past due balances or fees.

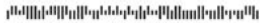
Detach and return this portion with payment. See reverse for other ways to pay. Unpaid amounts will incur a late fee on the current period charges.



LANSING BOARD OF WATER & LIGHT  
PO BOX 30624  
LANSING, MI 48909-8311



Contribute to a greener community by enrolling in eBill. Sign up at [myaccount.lbw.com](http://myaccount.lbw.com).



332 1 AV 0.507 021330-LBW0207150-ID 1GRP-071247000332

JOHN DOE  
1234 TEST AVE  
LANSING MI 48915-1167

T:2

Account Number  
Due Date

12345678  
05/06/24

Total Amount Due

\$208.77

Amount Enclosed

- Check this box to participate in BWL's "Pennies for Power" by rounding up your monthly bill.

SEND REMITTANCE TO:



LANSING BOARD OF WATER & LIGHT  
PO BOX 30624  
LANSING MI 48909-8311

0012345678 0000020877 0012345678 0000020877 0



# Back Page Details

1. Monthly Usage Details
2. Current Charge Details
3. Ways to Pay

## Usage Profile

**1**

### Electric Usage

Meter Number: 12345678 03/09/24 - 04/06/24 (29 Days)

Begin Read	End Read	Usage	Type
2956.77	3094.03	137.26	kWh On
33498.98	34016.12	517.14	kWh Off
36455.75	37110.16	654.41	kWh Total



Current Usage	Avg Cost per day	Avg kWh per day
654 kWh	\$4.32	22.57 kWh

### Water Usage

Meter Number: 12345678 03/08/24 - 04/06/24 (30 Days)

Begin Read	End Read	Usage	Type
580	584	4	CCF



Current Usage	Avg Cost per day	Avg CCF per day
4 CCF	\$1.26	0.13 CCF

Your annual report on the source and quality of your drinking water is available online at [www.lbw.com/waterqualityreport](http://www.lbw.com/waterqualityreport). To have a copy mailed to you, contact BWL's Environmental Department at (517) 702-6360 or [water@lbw.com](mailto:water@lbw.com).

## Current Charge Details

**2**

### Electric Service

RES1 Standard Residential Electric Service (Meter # 12345678)		
Basic Service Charge	1 MONTH x \$20.50	\$20.50
Commodity Charge On-Peak - Winter	137.26 kWh x \$0.1445	\$19.83
Commodity Charge Off-Peak - Winter	517.14 kWh x \$0.1314	\$67.95
Power Supply Cost Recovery Adjustment	654.41 kWh x \$0.0155	\$10.14
Electric Environmental Charge	654.41 kWh x \$0.002	\$1.31
Electric Renewable Energy Plan Surcharge	1 MONTH x \$0.00	\$0.00
Low-Income Energy Asses't Fund (LIEAF)	1 MONTH x \$0.88	\$0.88
Michigan Sales Tax		\$4.79
<b>Total Electric Charges</b>		<b>\$125.40</b>

### Water Service

W01 Residential Water Service (Meter # 12345678)		
Environmental Charge	4 CCF x \$0.00	\$0.00
Basic Service Charge - 5/8" Meter	1 MONTH x \$16.86	\$16.86
Commodity Charge - Block 1	2 CCF x \$3.40	\$6.80
Commodity Charge - Block 2	2 CCF x \$5.42	\$10.84
Water Power and Chemical Cost Adjustment	4 CCF x \$0.278	\$1.11
City of Lansing Water Hydrant Surcharge	1 MONTH x \$2.25	\$2.25
<b>Total Water Charges</b>		<b>\$37.86</b>

### Sewer Service

X01 Residential Sewer Service		
Basic Service Charge	1 MONTH x \$2.37	\$2.37
Inflow/Infiltration Charge - Fixed	1 MONTH x \$11.15	\$11.15
Commodity Charge	4 CCF x \$6.80	\$27.20
Inflow/Infiltration Charge Commodity	4 CCF x \$1.20	\$4.80
<b>Total Sewer Charges</b>		<b>\$45.52</b>

**Total Current Charges & Adjustments \$208.78**

## Ways to Pay

 For more information please visit [lbw.com/paybill](http://lbw.com/paybill).

**3**

AutoPay	Online	Mail	Kiosk	Phone	In-Person
<p>Sign up for AutoPay through the Customer Self-Service Portal.</p> <p>AutoPay is initiated two business days before the bill's due date and can use checking and savings accounts as well as credit and debit cards.</p>	<p>The Customer Self-Service Portal is the quickest and easiest way to pay your bill.</p> <p>To register for the Customer Self-Service Portal, please visit <a href="http://www.lbw.com">www.lbw.com</a>.</p>	<p>Send your payment to: Lansing Board of Water &amp; Light P.O. Box 30824 Lansing, MI 48909-8311</p> <p>We accept check or money order. Payment will be processed within 2-3 business days.</p>	<p><b>Self Service Kiosk Locations:</b> Customer Service Center 1232 Hacci Drive Quality Dairy locations: *700 N Pine St *2121 W. Holmes Rd *4500 W Saginaw Hwy *1100 S Waverly Rd *6010 Durkai *720 W. Jolly Rd</p>	<p>Pay your bill over the phone with your checking or savings account or your credit or debit card.</p> <p>Please call (517) 702-6006 to use our automated system. This service is available 24/7.</p>	<p><b>24 Hour Drop Box Locations:</b> Customer Service Center 1232 Hacci Drive &amp; Corner of W Allegan Street And Townsend Street</p> <p>Customer Service Center Hours: 9:00AM - 4:30PM Monday - Friday Closed weekends &amp; holidays</p>

# Monthly Usage Details & Billing Details

## 1. Electric Service

- Breakdown of charges and dollar amounts which add up to the "Total Electric Charges" for the billing cycle.

## 2. Electric Usage

- Electric usage historical graph that provides electric billing period and historical usage for the last 13 months of usage. Green reflects off-peak and red reflects on-peak.

## 3. Water Service and Sewer Service

- Breakdown of charges and dollar amounts which add up to the "Total Water Charges" or "Total Sewer Charges" for the billing cycle.

## 4. Water Usage

- Historical graph that provides water billing period and historical usage for the last 13 months. Sewage is billed directly off water usage and has no additional graph.

## 5. Total Current Charges & Adjustments

- The total balance due for this specific billing period is the sum of the electric, water and sewer charges. If a fee was added throughout the billing period, there would be an additional section under the sewer charges labeled "Miscellaneous Charges." These miscellaneous charges would also be included in the "Total Current Charges & Adjustments."

## Usage Profile

### Electric Usage

2

Meter Number: 12345678 03/09/24 - 04/06/24 (29 Days)

Begin Read	End Read	Usage	Type
2956.77	3094.03	137.26	kWh On
33498.98	34016.12	517.14	kWh Off
36455.75	37110.16	654.41	kWh Total



Current Usage	Avg Cost per day	Avg kWh per day
654 kWh	\$4.32	22.57 kWh

### Water Usage

4

Meter Number: 12345678 03/08/24 - 04/06/24 (30 Days)

Begin Read	End Read	Usage	Type
580	584	4	CCF



Current Usage	Avg Cost per day	Avg CCF per day
4 CCF	\$1.26	0.13 CCF

Your annual report on the source and quality of your drinking water is available online at [www.lbw.com/waterqualityreport](http://www.lbw.com/waterqualityreport). To have a copy mailed to you, contact BWL's Environmental Department at (517) 702-6360 or [water@lbw.com](mailto:water@lbw.com).

## Current Charge Details

### Electric Service

1

RES1 Standard Residential Electric Service (Meter # 12345678)

Basic Service Charge	1 MONTH x \$20.50	\$20.50
Commodity Charge On-Peak - Winter	137.26 kWh x \$0.1445	\$19.83
Commodity Charge Off-Peak - Winter	517.14 kWh x \$0.1314	\$67.95
Power Supply Cost Recovery Adjustment	654.41 kWh x \$0.0155	\$10.14
Electric Environmental Charge	654.41 kWh x \$0.002	\$1.31
Electric Renewable Energy Plan Surcharge	1 MONTH x \$0.00	\$0.00
Low-Income Energy Assist Fund (LIEAF)	1 MONTH x \$0.88	\$0.88
Michigan Sales Tax		\$4.79
<b>Total Electric Charges</b>		<b>\$125.40</b>

### Water Service

W01 Residential Water Service (Meter # 12345678)

Environmental Charge	4 CCF x \$0.00	\$0.00
Basic Service Charge - 5/8" Meter	1 MONTH x \$16.86	\$16.86
Commodity Charge - Block 1	2 CCF x \$3.40	\$6.80
Commodity Charge - Block 2	2 CCF x \$5.42	\$10.84
Water Power and Chemical Cost Adjustment	4 CCF x \$0.278	\$1.11
City of Lansing Water Hydrant Surcharge	1 MONTH x \$2.25	\$2.25
<b>Total Water Charges</b>		<b>\$37.86</b>

### Sewer Service

W01 Residential Sewer Service

Basic Service Charge	1 MONTH x \$2.37	\$2.37
Inflow/Infiltration Charge - Fixed	1 MONTH x \$11.15	\$11.15
Commodity Charge	4 CCF x \$6.80	\$27.20
Inflow/Infiltration Charge Commodity	4 CCF x \$1.20	\$4.80
<b>Total Sewer Charges</b>		<b>\$45.52</b>

## Total Current Charges & Adjustments

5

\$208.78





# Understanding Your Electric Bill

Understanding how your electric bill is calculated is more than knowing the rates you pay. You also need to understand how much energy you're using to calculate your total cost.

## Watt (W)

### Definition

A watt measures amps & volts to calculate how much energy is being used. Think of electricity like water flowing through a pipe. Amps are like the amount of water flowing through the pipe, while volts are like the pressure of the water. The more amps and volts you have, the more energy you're using. To calculate watts, multiply the amps by the volts. For example, if you have 2 amps and 110 volts, you get 220 watts.

### Example

A watt is the energy used by a device.

For example, a 600-watt refrigerator requires 120 volts and 5 amps of energy to run.  $120 \text{ volts} \times 5 \text{ amp} = 600 \text{ watts}$ .

## Kilowatt (kW)

### Definition

A kilowatt is the measure of how much power an electric appliance consumes  
 $\text{kW} = 1 \text{ kilowatt}, 1 \text{ kW} = 1000 \text{ W}$

### Example

To calculate the amount of kW a 600W appliance uses divide by 1000W  
 $600 \text{ W} / 1000 = 0.6 \text{ kW}$

## Kilowatt-Hour (kWh)

### Definition

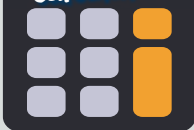
A kilowatt-hour measures the energy an appliance uses in kW per hour  
 $\text{kWh} = 1 \text{ kilowatt hour}$

### Example

To calculate the amount of kWh your 1500W appliance for 2 hours a day  
 $0.6 \text{ kW} \times 2 \text{ hours} = 1.2 \text{ kWh per day}$

To calculate the kWh it uses a month  
 $1.2 \text{ kWh} \times 30 \text{ days in a month} = 36 \text{ kWh per month}$

break out the calculator

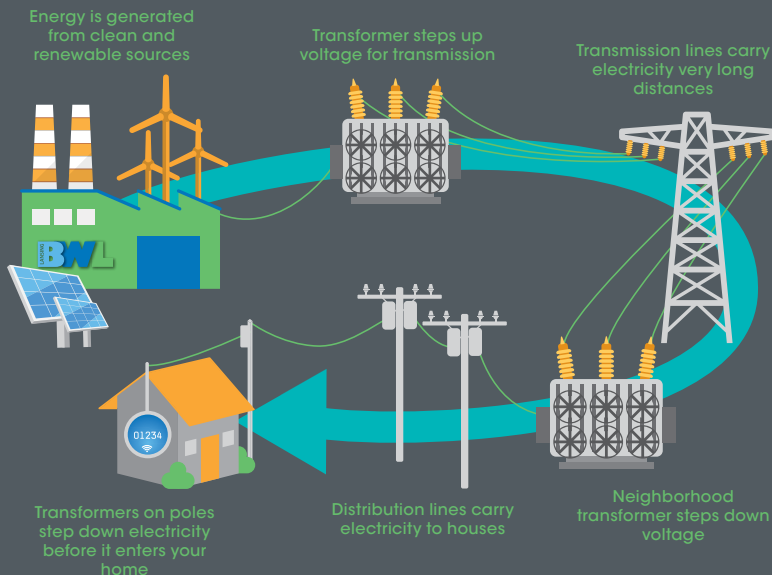


Need help estimating usage for your household electric items?

Go to  
[lbwl.com/electric-calculator](http://lbwl.com/electric-calculator)  
to learn more & use the online calculator

# Understanding Your Electric Bill Basic Charges

Understanding how your electricity is delivered and measured also helps you understand how your bill is calculated.



The basic charge on your electric bill is your portion of line and equipment maintenance, which helps to ensure that consistent power is delivered to your house. The charge also includes customer service, billing and processing services.

Your kWh is measured with a smart meter, typically located where the power line goes into your home. Smart meters use digital technology that enable us to read your meter remotely.

# Electric Service Details

## 1. Service Billing Rate

- Customer rate description.

## 2. Meter Number

- Unique meter number assigned to this service.

## 3. Basic Service Charge

- Minimum charge on a monthly bill. Every customer with the same service type and rate will be charged the same basic service charge each month.

## 4. Commodity Charge On-Peak

- Specific rate charged to all kWh (kilowatt hour) usage that happens during the hours of 1pm-8pm, Monday through Friday.

## 5. Commodity Charge Off-Peak

- Specific rate charged to all kWh usage that happens during the hours of 8pm-1pm. Weekends and holidays are billed following the off-peak rate.

## 6. Power Supply Cost Recovery Adjustment (PSCR)

- Allows the monthly adjustment of rates for the costs incurred in supplying electricity. All rates with kWh billing are subject to this adjustment and can be a charge or a credit depending on the overall cost of supplying electricity.

## 7. Electric Environmental Charge

- Permits the recovery of money spent due to environmental remediation and mitigation activities that are required by law. All electric rates with kWh billing are subject to this charge. All revenue collected is directly applied to offset environmental expenses. If there's an excess of revenue collected compared to expenses, the charge will be refunded to the applicable rates.

## 8. Electric Renewable Energy Plan Surcharge

- Intended to recover renewable energy plan program costs as required by 2016 PA 342.

## 9. Low-Income Energy Assistance Fund (LIEAF)

- \$0.88 surcharge placed on all residential electric customer bills every billing period, a requirement for BWL enrolling in the PA-95 program. This means electric shut-offs due to non-pay will continue year-round.
- Reviewed annually, it's required to be capped at \$1 per meter.

## 10. Michigan Sales Tax

- Subject Michigan Sales Tax rate of 6%.

## 11. Total Electric Charges

- Sum of all electric line items listed above.

Electric Service		
<b>1</b>	<b>RES1 Standard Residential Electric Service (Meter # 12345678)</b>	<b>2</b>
<b>3</b>	Basic Service Charge	1 MONTH x \$20.50 \$20.50
<b>4</b>	Commodity Charge On-Peak - Winter	137.26 kWh x \$0.1445 \$19.83
<b>5</b>	Commodity Charge Off-Peak - Winter	517.14 kWh x \$0.1314 \$67.95
<b>6</b>	Power Supply Cost Recovery Adjustment	654.41 kWh x \$0.0155 \$10.14
<b>7</b>	Electric Environmental Charge	654.41 kWh x \$0.002 \$1.31
<b>8</b>	Electric Renewable Energy Plan Surcharge	1 MONTH x \$0.00 \$0.00
<b>9</b>	Low-Income Energy Assist Fund (LIEAF)	1 MONTH x \$0.88 \$0.88
<b>10</b>	Michigan Sales Tax	\$4.79
<b>11</b>	<b>Total Electric Charges</b>	<b>\$125.40</b>

**For explanation of electric rates, go to [lbwl.com/customers/electric](http://lbwl.com/customers/electric).**

# Electric Usage Details

## 1. Meter Number

- Unique meter number assigned to this service.

## 2. Billing Period

- Includes the dates of service in addition to the number of days of energy consumption this bill is based off of.

## 3. Beginning Read

- Read taken on the final day of the previous billing period.

## 4. Ending Read

- Read taken on the final day of the current billing period.

## 5. Usage

- Difference of usage between the beginning and the ending reads of the meter. This is the total kWh consumption of the current billing period and what this bill will be calculated on. You can see the total kWh for the month in addition to the kWh used in the on-peak shown in red and off-peak shown in green.

## 6. Monthly Historical Graph

- Shows the 13-month history of total kWh usage by month.

## 7. Current Usage

- Snapshot of the kWh total used for the month.

## 8. Average Cost Per Day

- Total electric charges for this billing period divided by the number of days in the billing period.

## 9. Average kWh Per Day

- Total kWh usage divided by the number of days in the billing period.

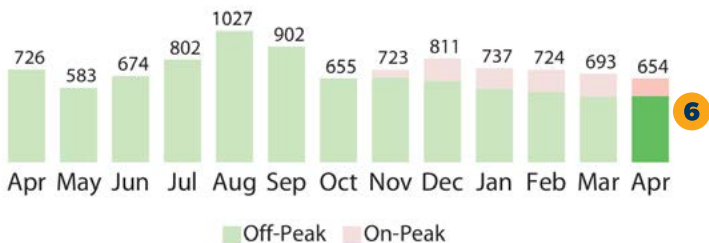


## Electric Usage

Meter Number: 12345678 **1**

03/09/24 - 04/06/24 (29 Days) **2**

Begin Read	End Read	Usage	Type
2956.77	3094.03	137.26	kWh On
33498.98	34016.12	517.14	kWh Off
<b>3</b> 36455.75	<b>4</b> 37110.16	<b>5</b> 654.41	kWh Total



Current Usage

**7**

654 kWh



Avg Cost per day

**8**

\$4.32



Avg kWh per day

**9**

22.57 kWh



# Utility Shut-Off Protection

## Flexible Payment Arrangements

At BWL, we do everything we can to prevent shut-offs from happening, including working with customers to develop flexible payment schedules and connecting them to information and community dollars available.



We're happy to offer flexible payment plans to:

- Customers with low incomes
- Families with active members in the U.S. military
- Senior customers 65 and older

If you're at risk of falling behind on your bills or would like to set up a flexible payment plan, please contact our Customer Service Department at 517-702-6006.



## Medical Alert Form

If you have medical equipment in your home that depends on electric power, please fill out our Medical Alert Form. Visit [lbwl.com/shutoffprotection](http://lbwl.com/shutoffprotection) to download the form.

## Third Party Notification Form

You can now arrange to have a friend, relative or landlord receive a copy of your bills, including any shut-off notice you receive. If you're out of town or overlook a notice, the person you choose can give you a friendly reminder.



This free service gives you another measure against utility shut-off. To get started, fill out our Third Party Notification Form. Visit [lbwl.com/shutoffprotection](http://lbwl.com/shutoffprotection) to download the form.

# Understanding Your Water Bill & Basic Charges

Understanding how your water bill is calculated is more than knowing the rates you pay. First you need to understand how water is measured and delivered to your dwelling. Water meters measure the quantity and volume of water that passes through a pipe or outlet. BWL uses meters with new ultrasonic measurement technology that are very accurate.

## Centum Cubic Feet (CCF)

### Definition

Centum Cubic Feet (CCF) is the measured consumption through a water meter.

1 CCF (100 cubic feet of water) = 748 gallons

### Example

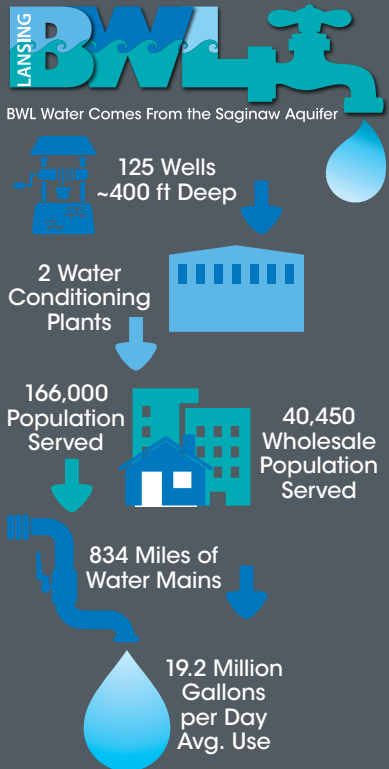
A home using 1500 gallons of water a month would use 2 CCF

**1500 gallons/748 gallons = 2 CCF**

Water rates are made up of two components.

The Commodity Charge based on the rate and amount of CCF used (see above).

A monthly Basic Service Charge is based on meter size which helps to cover the water infrastructure (see right) and provide safe, reliable water  
**24/7/365.**



# Water & Sewer Service Details

## 1. Service Billing Rate

- Customer rate description.

## 2. Meter Number

- Unique meter number assigned to this service.

## 3. Environmental Charge

- Permits the recovery of money spent due to environmental remediation and mitigation activities that are required by law. All water rates with CCF (centum cubic feet) billing are subject to this charge. All revenue collected is directly applied to offset environmental expenses. If there's an excess of revenue collected compared to expenses, the charge will be refunded to the applicable rates.

## 4. Basic Service Charge

- Minimum charge on a monthly bill. Every customer with the same service type, meter size and rate will be charged the same basic service charge each month. Different rates and meter sizes may have different service charge amounts.

## 5. Commodity Charge - Block 1

- Charged per CCF for the first 2 CCF of water used in the billing period. (Water use is billed in CCF units, an industry standard for utilities. 1 CCF stands for 100 Cubic Feet and is equal to 748 gallons.)

## 6. Commodity Charge - Block 2

- Charged per CCF for all CCF over 2 CCF of water used in the billing period.

## 7. Water Power and Chemical Cost Adjustment

- Allows the monthly adjustment of rates for the costs incurred in supplying water. All rates with CCF billing are subject to this adjustment. This can be a charge or a credit depending on the overall cost of supplying water.

## 8. City of Lansing Water Hydrant Surcharge

- Rider placed by the City of Lansing who owns the water hydrants.

## 9. Total Water Charges

- Sum of all water line items listed above (1-8).

## 10. Sewer Billing Rate\*

- Customer rate description as determined by the City of Lansing.

## 11. Basic Service Charge

- Minimum charge on a monthly bill as determined by the City of Lansing.

## 12. Inflow/Infiltration Charge - Fixed\*

- Determined by the City of Lansing.

## 13. Commodity Charge\*

- Usage amount is billed directly off how much water was used during that billing period. Rate is determined by the City of Lansing.

## 14. Inflow/Infiltration Charge Commodity\*

- Usage amount is billed directly off how much water was used during that billing period. Rate is determined by the City of Lansing.

## 15. Total Sewer Charges\*

- Sum of all sewer line items listed above (10-14).

\* City of Lansing Sewer charges are billed by the BWL



### Water Service

<b>1</b>	<b>W01 Residential Water Service (Meter # 12345678)</b>	<b>2</b>		
<b>3</b>	Environmental Charge	4 CCF x \$0.00		\$0.00
<b>4</b>	Basic Service Charge - 5/8" Meter	1 MONTH x \$16.86		\$16.86
<b>5</b>	Commodity Charge - Block 1	2 CCF x \$3.40		\$6.80
<b>6</b>	Commodity Charge - Block 2	2 CCF x \$5.42		\$10.84
	Water Power and Chemical Cost Adjustment	4 CCF x \$0.278		\$1.11
<b>8</b>	City of Lansing Water Hydrant Surcharge	1 MONTH x \$2.25		\$2.25
	<b>9 Total Water Charges</b>			<b>\$37.86</b>



### Sewer Service

<b>10</b>	<b>X01 Residential Sewer Service</b>			
<b>11</b>	Basic Service Charge	1 MONTH x \$2.37		\$2.37
<b>12</b>	Inflow/Infiltration Charge - Fixed	1 MONTH x \$11.15		\$11.15
<b>13</b>	Commodity Charge	4 CCF x \$6.80		\$27.20
<b>14</b>	Inflow/Infiltration Charge Commodity	4 CCF x \$1.20		\$4.80
	<b>15 Total Sewer Charges</b>			<b>\$45.52</b>

**For explanation of water rates, go to  
[bwl.com/customers/water](http://bwl.com/customers/water).**

# Water Usage Details

## 1. Meter Number

- Unique meter number assigned to this service.

## 2. Billing Period

- Includes the dates of service in addition to the number of days of water consumption this bill is based off of.

## 3. Beginning Read

- Read taken on the final day of the previous billing period.

## 4. Ending Read

- Read taken on the final day of the current billing period.

## 5. Usage

- Difference of usage between the beginning and ending reads of the meter. This is the total CCF consumption of the current billing period and what this bill will be based on.

## 6. Monthly Historical Graph

- Shows the 13-month history of total CCF usage by month.

## 7. Current Usage

- Snapshot of the total CCF usage for the month.

## 8. Average Cost Per Day

- Total water charges for this billing period divided by the number of days in the billing period.

## 9. Average CCF Per Day

- Total CCF usage divided by the number of days in the billing period.

# Water Usage

Meter Number: 12345678 **1**

03/08/24 - 04/06/24 (30 Days) **2**

Begin Read

**3** 580

End Read

**4** 584

Usage

**5** 4

Type

CCF



**6**



Current Usage

**7** 4 CCF



Avg Cost per day

**8** \$1.26



Avg CCF per day

**9** 0.13 CCF

Your annual report on the source and quality of your drinking water is available online at [www.lbwl.com/waterqualityreport](http://www.lbwl.com/waterqualityreport). To have a copy mailed to you, contact BWL's Environmental Department at (517) 702-6360 or [water@lbwl.com](mailto:water@lbwl.com).

# Available Payment Options

## 1. AutoPay

- Customers enroll themselves and payments are initiated two days prior to the due date.
- Forms of payment accepted include: checking/savings accounts and credit/debit cards.

## 2. Online

- Forms of payment accepted through the Customer Self-Service Portal include: checking/savings accounts and credit/debit cards.

## 3. Mail

- Physical check or money order payments can be mailed in an enclosed envelope included with your bill to our P.O. Box along with the payment stub. Payments are processed within two-three business days of being received.

## 4. Kiosk

- Six kiosks are located inside Quality Dairy stores in Lansing in addition to the drive-thru kiosks located at the Haco Customer Service Center.
- Forms of payment accepted include: checking/savings accounts, credit/debit cards, checks, money orders and cash.

## 5. Phone

- One-time payments can be made over the phone through our automated payment system.
- Forms of payment accepted include: checking/savings accounts and credit/debit cards.

## 6. In-Person

- Payments can be made directly with a BWL employee in the Haco Customer Service Center Lobby. Physical payments can also be dropped into the 24-hour drop box locations.
- Forms of payment accepted include: checking/savings accounts, credit/debit cards, money orders and cash.



## Ways to Pay

For more information please visit [lbwl.com/paybill](http://lbwl.com/paybill).

1 AutoPay	2 Online	3 Mail	4 Kiosk	5 Phone	6 In-Person
<p>Sign up for AutoPay through the Customer Self-Service Portal.</p> <p>AutoPay is initiated two business days before the bill's due date and can include checking and savings accounts as well as credit and debit cards.</p>	<p>The Customer Self-Service Portal is the quickest and easiest way to pay your bill.</p> <p>To register for the Customer Self-Service Portal, please visit <a href="http://www.lbwl.com">www.lbwl.com</a>.</p>	<p>Send your payment to: Lansing Board of Water &amp; Light P.O. Box 32824 Lansing, MI 48909-8311</p> <p>We accept check or money order. Payment will be processed within 2-3 business days.</p>	<p><b>Self Service Kiosk Locations:</b> Customer Service Center 1322 Haiso Drive Quality Dairy locations: *700 N Pine St *2121 W. Holmes Rd *4500 W Saginaw Hwy *5300 S Waverly Rd *5010 Durbin *120 W. Jolly Rd</p>	<p>Pay your bill over the phone with your checking or savings account or your credit or debit card.</p> <p>Please call (517) 702-6006 to use our automated system. This service is available 24/7.</p>	<p><b>24 Hour Drop Box Locations:</b> Customer Service Center 1322 Haiso Drive &amp; Corner of W Allegan Street And Townsend Street</p> <p>Customer Service Center: Hours: 9:00AM - 4:30PM, Monday - Friday Closed weekends &amp; holidays</p>

# Customer Resources

## Website:

- [lbwl.com/readbill](http://lbwl.com/readbill)
- [lbwl.com/electric](http://lbwl.com/electric)
- [lbwl.com/water](http://lbwl.com/water)

## Call Center:

- **517-702-6006**
- **Monday - Friday**
- **7am - 5pm**

## Email:

- [customerservice@lbwl.com](mailto:customerservice@lbwl.com)

# Ways to Pay



## Pay Online

[lbwl.com/paybill](http://lbwl.com/paybill)

- AutoPay
- Venmo
- Amazon Pay
- Paypal
- PayPal Credit



## Pay by Phone

517-702-6006



## Mail To

Lansing Board of Water & Light  
P.O. Box 30824  
Lansing, MI 48909-8311



## Drive-thru Fee-Free Payment Kiosks

BWL Haco Customer  
Service Center  
1232 Haco Drive  
Lansing



## Quality Dairy Fee-Free Payment Kiosks

- 700 N. Pine St.
- 2121 W. Holmes Rd.
- 4500 W. Saginaw Hwy.
- 5100 S. Waverly Rd.
- 5010 Dunckel Rd.
- 720 W. Jolly Rd.



## Dropbox Locations

- **BWL Haco Customer Service Center**  
1232 Haco Drive  
Lansing
- **Corner of W. Allegan St. & Townsend St.**



## In-Person

**BWL Haco Customer Service Center**  
1232 Haco Drive  
Lansing

**Your Bill**



## Haco Customer Service Center

1232 Haco Dr., Lansing, MI 48912

Open 9am-4:30pm, Monday-Friday

## Call Center

517-702-6006, 7am-5pm, Monday-Friday

## 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. 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.

[lbwl.com](http://lbwl.com)



LansingBWL

BWLComm