

LEAD IN DRINKING WATER

In July 2004 our Board of Commissioners voted to eliminate all lead service lines connecting water mains to customer homes and businesses. Lead was a commonly used construction material through the early 1950's and many homes built during that period have lead service lines. Although the BWL is and always has been in compliance with regulations governing lead, this ten-year, \$30 million project will eliminate a potential source of lead exposure for our customers.

There's no detectable lead in BWL drinking water when it leaves our conditioning plants but if water sits for several hours in lead pipes or fixtures, small amounts of this metal can dissolve into your water. In addition to lead service lines, potential sources are indoor copper plumbing joined by lead solder (lead solder was outlawed in 1988), or homes with brass plumbing fixtures (even brass classified as "no-lead" can contain up to 8% lead). You can reduce the risk of lead exposure by observing these simple practices:

- Run your water until it's cold before using it for consumption, and
- Use only water from the cold faucet for drinking or cooking.
- If your house has a lead service line and the water has not been used within the last 6 hours or longer, run your tap for 7 minutes before using any water for cooking or drinking. As an alternative, use filtered water for drinking or cooking if you have a lead service line. The BWL offers free water filters and replacement cartridges to customers with lead service lines. To find out if your house has a lead service line, call our Customer Service Department at 702-6006.

Visit our website at www.lbwl.com for more information about lead in drinking water.

SPECIAL INFORMATION

EMERGENCIES AND POWER OUTAGES

The Board of Water & Light can be reached 24 hours a day to report power outages, loss of water or steam service and other emergencies in connection with our service. For electric emergencies call the BWL PowerLine toll free, 1-877-BWL-5001 (1-877-295-5001). To report problems with water or steam service, call (517) 702-6490.

CALL FIRST, DIG LATER

If you plan to be digging on your property, be safe, not sorry. Call Miss Dig at 1-800-482-7171 to have the utility companies in your area determine the location of underground wiring or gas lines.

**Michigan's Largest Municipal Electric Utility
Supplier of Electric, Water, Steam and
Chilled Water Services**

(517) 702-6006 • 1-800-493-8009 • www.lbwl.com



**HOMETOWN PEOPLE.
HOMETOWN POWER.**

**WELCOME
TO LANSING AND
THE BOARD OF
WATER & LIGHT
SYSTEM**



FROM THE GENERAL MANAGER ...

Welcome to the Lansing Board of Water & Light utility system.

We're very different from any other utility company you may know. As you'll read later in this brochure, we're a public utility, which means our customers are owners of the system serving them.

You'll find that the Lansing area is a great community. The Board of Water & Light (BWL) has a long tradition of service to this community. Our vision is to be our customers' utility of choice. For me, that involves three basic things—rates, reliability, and service. As customers of other organizations ourselves, we know what it is to receive excellent service. Employees at the BWL continue to strive to better understand our customers' expectations and equal or exceed those expectations.

We want you to know what we are doing to meet that goal. So please, take a moment to look through this brochure and learn a little more about the BWL and the services your hometown utility has to offer.

A handwritten signature in blue ink, appearing to read "J. Peter Lark".

**J. Peter Lark
General Manager**

A LITTLE ABOUT US

The Board of Water & Light is a municipally owned public utility, not a private, investor-owned utility. We sell no stock, pay no dividends, and make no profit. Unlike investor-owned utilities, our rates are not set or regulated by the Michigan Public Service Commission. They are established by our governing body, our Board of Commissioners.

The BWL Board of Commissioners is made up of eight Lansing residents, each appointed for a four-year term on the board by the Mayor and confirmed by City Council. Commissioners serve without pay.

Meetings of the Board of Commissioners are open to the public and are held every other month, usually on the fourth Tuesday. The meetings are held at 5:30 p.m. in the Board Room at 1232 Haco Drive in Lansing.

The Board of Water & Light's mission is to provide the Greater Lansing area with reliable, high-quality utility services, at the lowest possible cost, using sound environmental practices; and to be prepared to meet the future needs of BWL customers.

**HOMETOWN PEOPLE.
HOMETOWN POWER.**

OTHER PROGRAMS AND SERVICES

OUTDOOR PROTECTIVE LIGHTING

Some 3,000 customers rent “peace of mind” from the BWL in the form of outdoor security lighting for their homes and businesses. This rental service is for customers who want to enjoy dusk-to-dawn lighting, without bothering with the cost of installation, maintenance or upkeep. For a reasonable fixed monthly rate, we’ll install a light on a BWL utility pole, supply electricity to the light, and perform all maintenance on the equipment. A light can be placed on an existing pole or a new pole can be installed. For more details, call BWL Customer Project staff at (517) 702-6270. A representative will be glad to meet with you for a free consultation about your outdoor lighting needs.

GREENWISE ELECTRIC POWER®

Want to help the environment? The BWL GreenWise Power Program allows you to buy some of your electricity from clean, renewable sources like wind, water and biomass energy. GreenWise Power produces fewer pollutants than traditional power, but costs more to produce. Each 250-kilowatt-hour block of GreenWise Power purchased adds \$7.50 to your monthly bill. Even with the added cost, however, your public power BWL rates are likely to be less than rates at Michigan’s investor-owned utilities.

SURGESENTINEL™

The BWL’s SurgeSentinel Program provides whole-house protection from the damage that lightning and electrical surges can cause. For just a few pennies a day, you can safeguard your investment in your home’s expensive electromechanical and electronic equipment.

PENNIES FOR POWER

Since the program began in 1998, BWL Pennies for Power has raised hundreds of thousands of dollars to provide utility shutoff protection for low income families in the Lansing area. Customers participating in the program have the option of each month automatically donating the pennies it would take to round up their bill to the nearest dollar or designating a flat amount to be added to their bill for Pennies for Power.

LEVELIZED BILL PAYMENT

If you are someone who doesn’t like surprises, the BWL’s levelized billing plan may be right for you. Under the plan, the BWL equalizes your bills, so you pay the same amount each month and avoid seasonal ups and downs in utility costs. Your levelized monthly payment will be based on your average annual consumption.

SENIOR CITIZEN RATES

If you are 65 or older and are the head of your household, you may qualify for a special senior citizen electric rate. For information on this or other BWL rates, call (517) 702-6006, or stop in at the BWL offices at 1232 Haco Drive in Lansing.

AUTOMATIC LEAVE-ON SERVICE

As an added convenience for landlords, the BWL offers an automatic leave-on service. This service assures that BWL utilities remain on after tenants discontinue their service. Call (517) 702-6006 for more information.

LIVE OUTSIDE THE AREA?

Use the BWL’s toll-free number when you call for service or information: 1-800-493-8009.



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HOMETOWN POWER.

BILL PAYMENT OPTIONS

PAY AUTOMATICALLY

Automatic Bank Deduction

Many of our customers with local checking accounts use our Direct Bank Payment Plan. By authorizing the BWL to directly bill your checking account for utility charges, you save postage and envelopes, eliminate check writing, and avoid late payment fees. To enroll, either sign up for the plan at our main office or complete and mail the Bank Authorization Form enclosed in your new customer welcome packet. You may cancel your authorization at any time.

Automatic Credit Card Payment

If you wish, your BWL utility bills can automatically be charged to your VISA, MasterCard or Discover Card. Payment authorizations are printed on the back of your utility bill. You may choose to pay current or future bills with your credit card.

PAY ONLINE

Check out the BWL’s Web site at www.lbw.com to sign up for fast, convenient eBill Presentment and Payment service. With the service, you will be able to receive your utility bills over the Internet, view payment history up to six months and pay BWL bills, as well as many other online bills, from one location. You do not have to sign up for online payment in order to get eBill Presentment service. You can choose to make payments online by bank deduction, which can be paid automatically each month or scheduled up to a year in advance, or by credit card.

Customers also have the option of making a one-time BWL utility bill credit card payment online via our Web site, without signing up for eBill Presentment and Payment.

PAY BY MAIL

Return the self-addressed envelope provided with your statement after checking the appropriate box for payment. You can enclose a check or money order, or you can use your credit card to make a payment by filling out the required information on the back of the bill. Please note that prompt payment will avoid a 5 percent late payment penalty.

PAY IN PERSON

Customer Service Center and Drive-Up Window

Our Customer Service Center, located at 1232 Haco Drive in Lansing, is open from 7:45 a.m. to 5:30 p.m. Monday through Friday. The Customer Service Center features free parking and a drive-up window for customer convenience is open from 7:30 a.m. – 5:30 p.m.

PAY BY PHONE

The BWL has partnered with EDS Payment Services to provide you with more options to pay your bill. Using a touch tone telephone, you can make one-time payments using your VISA, MasterCard, American Express or Discover card. We can also directly debit your bank account. Call (517) 702-6006 to use this convenient method of payment.

PAY STATIONS

For the convenience of customers, the BWL has also authorized a number of independent pay agents throughout the city to accept payments on our behalf. The pay agents, who charge customers a minimal fee for this service, have no information regarding customer accounts. A list of BWL independent agent pay stations is enclosed in your new customer welcome packet.

DROP BOXES

Customers may also drop off payments anytime day or night, seven days a week at our Downtown location or our Customer Service Center.

PAST DUE BILLS

Customers having difficulty paying their BWL utility bills should contact our Customer Service Department at (517) 702-6006. Our Customer Service Representatives will work with you on a payment plan.