



Winter weather means it's time to remember how to keep safe and warm. The following are winter weather terms to familiarize yourself with:

- **Freezing Rain** - Rain that freezes when it hits the ground, creating a coating of ice on roads, walkways, trees and power lines.
- **Sleet** - Rain that turns to ice pellets before reaching the ground. Sleet also causes moisture on roads to freeze and become slippery.
- **Winter Weather Advisory** - Winter weather conditions are expected to cause significant inconveniences and may be hazardous. When caution is used, these situations should not be life threatening.
- **Winter Storm Watch** - A winter storm is possible in your area. Tune in to NOAA Weather Radio, commercial radio, or television for more information.
- **Winter Storm Warning** - A winter storm is occurring or will soon occur in your area.
- **Blizzard Warning** - Sustained winds or frequent gusts up to 35 miles per hour or greater and considerable amounts of falling or blowing snow (reducing visibility to less than a quarter mile) are expected to prevail for a period of three hours or longer.
- **Frost/Freeze Warning** - Below freezing temperatures are expected.

## Water Main Breaks Can Cause Discolored Tap Water

Temperature fluctuations during winter freeze-thaw cycles can cause an increase in water main breaks when the underground pipes are impacted by deeper frost lines. Customers in some areas of our water distribution system may experience brief periods of discolored water as a result. This discoloration typically comes from iron that accumulates in the cast iron mains and has been picked up by a dramatic change in flow. A dramatic change in flow can also be caused by main repair or replacement, flushing or firefighting activities. While the water may be discolored, it presents no health threat and is safe to drink. Customers should wait about an hour and run a pencil size stream of cold water from their kitchen sink for 10-20 minutes, and the discoloration should disappear. If the discoloration does not go away after flushing your faucet, call the BWL Water Department at 517-702-6490. Please visit our Annual Water Quality report for more information on your water supply. [lbwl.com/WaterQualityReport](http://lbwl.com/WaterQualityReport)

BWL drinking water continues to meet or exceed all quality standards established by the U.S. Environmental Protection Agency (EPA) and the Michigan Department of Environmental Quality (MDEQ).

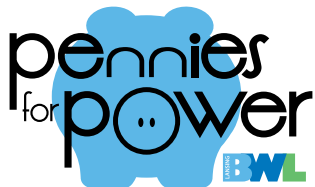


## You Upgrade Your Commercial Kitchen... We Serve Up Rebates and Energy Savings

As restaurant owners likely know, commercial kitchens demand more energy usage than other parts of daily operation. That's why upgrading to energy efficient equipment can make the most significant impact on energy bills.

The BWL Hometown Energy Savers® Business Program offers a variety of commercial kitchen and refrigeration rebates that can help make upgrades more affordable – and help businesses see a faster return on their investment. Qualifying equipment includes ENERGY STAR® steam cookers, dishwashers, ice machines, refrigeration and more! For more information on the available rebates, call 877-674-5295 or visit [lbwl.com/energysavers](http://lbwl.com/energysavers).





Pennies for Power helps provide shut-off protection for BWL customers who are struggling to make ends meet.

There are three ways to help:



**Round Up**

We will round your monthly utility bill up to the next whole dollar and contribute the difference.



**Round Up and Add \$1**

You can round up your monthly bill to the next whole dollar, add a dollar to your bill each month or round up and add a dollar.



**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



**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](http://lbwl.com) and click on 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

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**BWL CONNECTIONS**  
LANSING

**You'll Love Our Rebates!**

Since 2008, the BWL Hometown Energy Savers® Program has been helping customers lower their energy usage and save money. In addition to recycling services and on-site energy assessments, our residential customers have taken advantage of valuable rebates when they purchased qualifying equipment – and 2018 will be no different!

Visit [lbwl.com/energysavers](http://lbwl.com/energysavers) or call 800-573-3503 for qualifying products, local retailers and rebate applications.

