

Storm Guide

2026



LANSING **BWL**

Hometown People. Hometown Power.

Are You

The Lansing Board of Water & Light (BWL) is ranked as one of the top utilities in the state for reliability and restoration times – and we take our job seriously, providing customers with safe and reliable utilities 24/7, 365 days a year. However, even the most reliable utility isn't immune to severe weather and we want customers to be prepared. Throughout this guide we'll share helpful tips on preparation, how to report an outage, how BWL restores power and other details to help you feel confident in the wake of a storm.

Prepared



Preparing for a Power Outage

Severe weather can be unpredictable, but you can be ready with some preparation. Think about the items you use daily that require electricity: lights, phones, cookware, the refrigerator, etc. Even before severe weather strikes, plan ahead with an emergency kit. The kit should include items such as batteries, flashlights, water and nonperishable food for everyone in your household, a can opener, first-aid supplies, a radio, cash, pet supplies and a portable charger for your phones. If a storm is on the horizon, make sure to charge up all of your devices, too.





Medical Needs

If you have medical devices that require power or medications that need refrigeration, make a plan with your doctor and find out how long they can be stored at a warmer temperature.



Be Aware

Sign up for BWL's emergency alerts by visiting lbwl.com/ready. You can also follow BWL on social media:

- **Facebook:** @LansingBWL
- **X:** @BWLComm

How to Report Your Outage

If you lose power, report your outage using one of these four options:

- Visit the Outage Center at lbwl.com/out.
- Download BWL's Outage App by searching "Lansing BWL" in your app store to find the free BWL Outage Center mobile app for both Apple and Android devices.
- Call **866-710-8222**.
- Text **OUT/OUTAGE** to **295688/lbwlout**.





BWL Emergency Preparedness Phone Numbers & Webpages

- Outage Line or Report a Downed Wire: **866-710-8222**
- Customer Service: **517-702-6006**
- Visit the Outage Center: lbwl.com/out



City of Lansing Resources

- Call 311
- Facebook: [@LansingPublicService](https://www.facebook.com/LansingPublicService)



Other Preparedness Resources

- ready.gov
- michigan.gov/miready
- michigan.gov/mdhhs/safety-injury-prev/publicsafety/ophp
- michigan.gov/michiganprepares



If the Power Goes Out

Food Safety

When the power goes out, food safety matters. After an outage, knowing what's safe to keep and what's not can help protect your family.

- Avoid opening the refrigerator or freezer to maintain cold temperatures.
- If the power is out for more than a few hours, use ice packs and coolers to keep perishable food cold.
- Use a thermometer to check the temperature of your fridge or freezer to make sure it's under 40 degrees.
- A stocked freezer can keep food frozen for up to 48 hours if kept shut.



Generator Safety

Generators are great to have, but it's crucial you follow some general safety guidelines to keep you and your family safe.

- Never operate a generator inside your home or garage - proper ventilation is critical.
- Opening windows and doors will **NOT** prevent carbon monoxide buildup in enclosed spaces.
- Make sure your generator is at least 20 feet from your house.
- Be aware of how you're feeling and your surroundings when using a generator. Symptoms of carbon monoxide poisoning include blurry vision, headache, dizziness and fatigue, confusion, chest pain, nausea and vomiting and shortness of breath. High concentrations of carbon monoxide can be deadly in less than five minutes.



Stay Away from Downed Lines



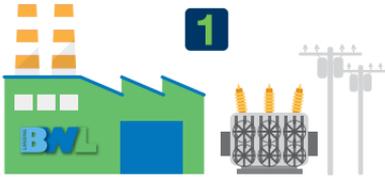
Explanation of ETR's

At BWL, our plan is simple - restore power to everyone as quickly and as safely as possible. As customers, one of the first things you do after your power goes out may be to check the outage map to find your estimated time of restoration (ETR).

We want to help explain how that time is determined, why it might change and how we restore customers.

Our crews begin work in the field once the storm has passed and winds drop below 40mph to assess any damage - like downed lines or tree debris. When you first report an outage, your ETR will default to four hours. As damage is assessed and reported back to operations for a clearer picture of our restoration plan, your ETR could change if the job will take longer or if outages are widespread. Even if you don't see crews in your area, rest assured we're working hard to restore your power as quickly as possible.

How We Restore Power



1

We start our restoration plan with utility production facilities and identify downed lines while placing wire guards to keep customers at a safe distance.

2

Repairs begin with critical sites such as hospitals and nursing care facilities, police and fire, and water and wastewater treatment facilities.

3

Next, we focus on restoring power to the remaining households and businesses, starting with electrical circuits where the largest numbers of customers are without power.

4

Finally, after returning power to large-impact areas, we begin to restore circuits that have only a single to a handful of outages on them.

Crews in the Field

After a storm, it's all hands on deck. Our field staff after a storm can include:

- **Lineworkers and Tree Crews**

They're working to clear tree debris, assess damage, make repairs to lines and poles and more. It's important to give them space so everyone can stay safe.



- **Wire Guards**

After a storm or if a wire is down, you might notice our crews parked nearby. Their job is to keep everyone a safe distance from any wires that might still be live. You'll know them by the signs on their trucks, like the one shown here.

- **Remember when you see our crews working in the field to slow down and go around!**



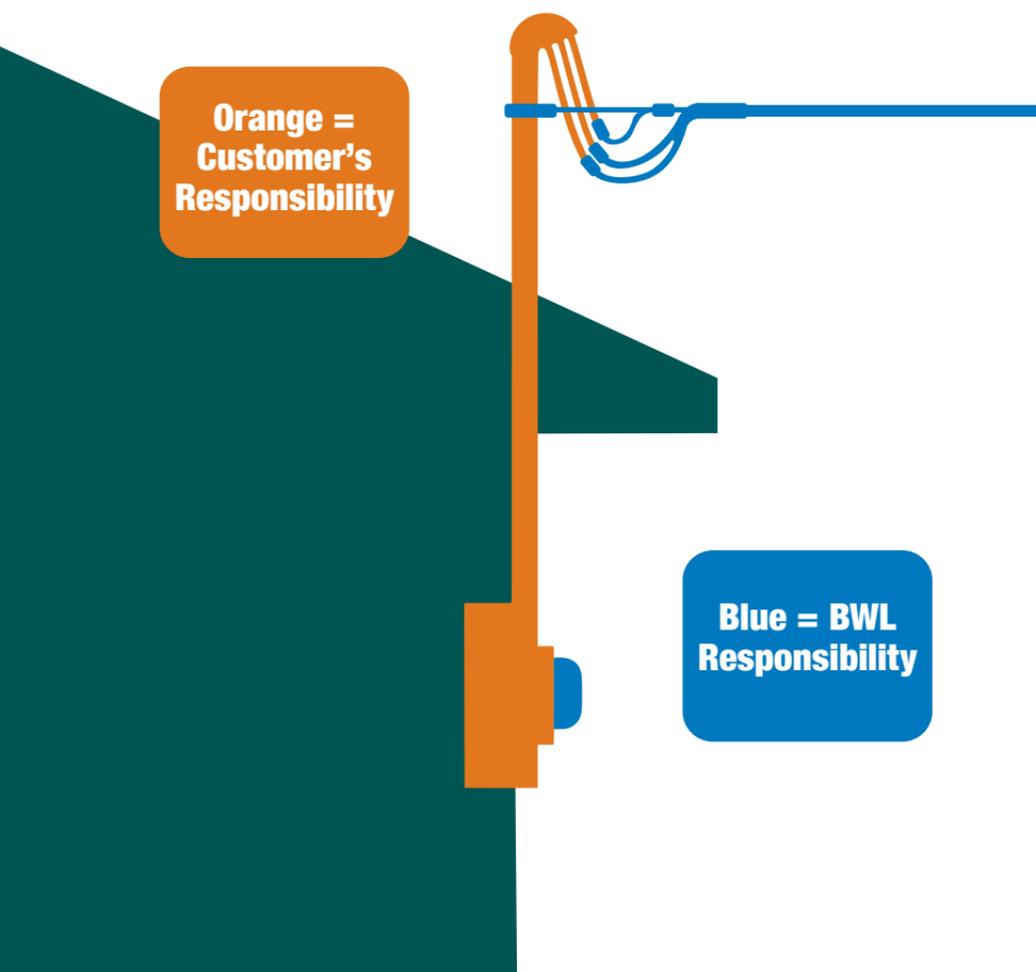
Outage Credit

BWL customers who experience an electric outage solely attributable to BWL-owned equipment for 72 consecutive hours (three days) or more can apply for a \$25 extended outage credit. To be eligible for the extended outage credit, an application must be received within three months of the first day of the outage, and the affected account must be active on the date of application. If the application is approved, the BWL will apply the extended outage credit to the account. Learn more at lbwl.com/outagecredit.



Mast Repair Information

Buildings connect to electrical service through an electrical service mast. While BWL is responsible for the lines that run up to the mast, the mast itself is the property and responsibility of the home or business owner. If your mast is damaged and you lose electrical service as a result, you're responsible for making necessary repairs before BWL can restore your power. Visit lbwl.com/mastrepair for financing options, approved contractors and details regarding your mast.



The diagram illustrates the components of an electrical service mast. A vertical orange line represents the mast, which is the customer's responsibility. At the top, three orange wires connect to a blue horizontal line representing the utility lines, which are BWL's responsibility. A blue box at the bottom right indicates that the blue lines are BWL's responsibility. The mast is shown with a blue cap at the top and a blue box at the bottom where it connects to the building's electrical system.

**Orange =
Customer's
Responsibility**

**Blue = BWL
Responsibility**

Frequently Asked Questions ?

My estimated time of restoration changed. Why?

As our crews get into the field to assess damage like tree debris, poles down, wires down and damage to other infrastructure, these numbers are updated to reflect a more accurate estimation of how long repairs may take.

I see trucks with people just sitting inside. Why aren't they working?

These trucks are wire guards, protecting downed wires that may be live. Their job is to keep everyone safely away from the lines.

How can I report an outage or check the status of my outage?

You can check the status of your outage by visiting our Outage Center at lbwl.com/out, downloading the BWL Mobile App, texting STAT or STATUS to **295688**, or calling **866-710-8222**.

What if I need my mast repaired?

Typically it's clear when your mast needs repaired, but if not, a BWL employee reconnecting your services will let you know we can't restore your power until it's repaired by a licensed electrician. For more information on mast repairs, visit lbwl.com/mastrepair.

If my neighbor's mast needs to be repaired, will that affect my restoration time?

Masts mark where BWL power lines connect to a home or business and are the customer's responsibility. Whether your neighbor fixes their mast right away or not, it does not affect your restoration time.

My power was restored and turned back off. What happened?

In some cases your power may be restored and briefly be shut off for the safety of our lineworkers as they make repairs and restore other customers.

Why do my neighbors have power, but I still don't?

Even though you're in the same neighborhood, you may be serviced by different circuits. We understand seeing your neighbors get power while you're still out can be frustrating, and we encourage you to check your outage status for updates.

What do I do if I see a downed line?

Stay at least 25 feet away from a downed power line and report it to **866-710-8222** or **911**.

Does BWL offer an outage credit if my power is out?

BWL offers an electric outage credit for customers who have been without power for 72 hours. Visit lbwl.com/outagecredit for more information.

Why are crews coming in from out of state?

When a powerful storm hits, mutual aid crews from around Michigan and even other states may be called in to help. These crews work alongside our own to restore power safely and quickly.

My meter is back on but my power is not?

Check the breaker box to make sure the power switch that feeds your house is back on. This switch can pop and flip to off when the power goes out.

Can I use my water/toilet when the power is out?

Try to use water or the toilet sparingly. Depending on your home's plumbing and water source, the tank on your toilet may not automatically fill.

Haco Customer Service Center

1232 Haco Dr., Lansing, MI 48912

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 and click on Medical Alert Form.

Report Outages

Power, Downed Line or Streetlight

866-710-8222

Outage Center

lbwl.com/out

BWL Mobile App

lbwl.com/app

Water Emergencies

517-702-6490



lbwl.com



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