



# LANSING **BWL** CONNECTIONS

**APRIL 2026**

## 2025 Water Quality Report

Every year the Lansing Board of Water & Light submits an Annual Water Quality Report which contains information about the source of your tap water, the results of the tests that we regularly conduct to assure the quality of your water and additional information you may wish to know about your drinking water. We update the report annually before July 1 with information about the previous calendar year.

To view the 2025 Water Quality Report, visit [lbwl.com/waterqualityreport](http://lbwl.com/waterqualityreport) or use the QR code below.

To learn more about BWL's water, visit [lbwl.com/water](http://lbwl.com/water).



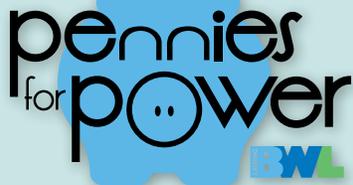
## Customer Satisfaction Survey

We're committed to serving YOU. That's why we're asking for your feedback in our customer satisfaction survey. Click below to take the survey.

[Residential Customer](#)

[Commercial Customer](#)





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

Learn more and sign up online at [lbwl.com/pennies](http://lbwl.com/pennies).

### Report Outages

Power, Downed Line or Streetlight

866-710-8222

Outage Center

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

BWL Mobile App

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



## THROWBACK

FACT:

## Calciner Plant

In the 1950's, BWL built a 30-ton a day calciner plant, which recycled the hardness removed from water. For more information about the calciner and BWL's history, be sure to check out

[lbwl.com/141](http://lbwl.com/141).

