



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

There are four ways to help:

-  Round Up
Round up my monthly utility bill to the next whole dollar
-  Add \$1
Add a dollar to my monthly bill
-  Round Up and Add
Round up my monthly bill to the next whole dollar and add \$_____
-  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

Sign up online at lbwl.com/pennies

Report Outages

Power, Downed Line or Streetlight

877-295-5001

Outage Center

lbwl.com/outagecenter

BWL Mobile App

lbwl.com/app

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 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. Additionally, seniors 65 and older and active military and their families are protected from electric shut-off during the heating season. Contact 211 for payment assistance information, or the BWL to inquire about a payment plan.



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Gift of Savings!

What makes a great holiday gift? The gift of savings! Think about your loved ones not just this December, but for years to come. When you gift with ENERGY STAR® certified products, that's exactly what you're doing - giving your loved ones long-lasting, quality gifts that will save them energy and money.

When you think of ENERGY STAR, you might think of energy-efficient light bulbs or home appliances. But did you know they also certify many giftable items, such as tablets, laptops, sound bars and even holiday lights? In fact, there's even an ENERGY STAR Holiday Gift Guide to help you choose the best energy-saving holiday presents this gifting season. Having the ENERGY STAR certification means the product you give will not only perform the same or better than other standard electronics, but also save more energy.

Shop the Holiday Gift Guide at energystar.gov/products/holiday. Plus, save even more with rebates from Hometown Energy Savers® on qualifying ENERGY STAR products. For rebate details and applications, visit lbwl.com/energysavers.

Time of Use Tips

On November 1, we updated all residential electric customers to a time of use (TOU) calculation. Time of use allows our customers to better manage their electric bill by shifting their consumption to off-peak hours. Here are some tips to consider to help you save!

Know Your Rate Plan: Whether you're on a REST rate or a RESTOU rate, on and off-peak hours are the same. Learn more about each at lbwl.com/billingchanges.

Shift Energy Intensive Tasks: Move energy-intensive tasks to off-peak hours, such as starting the dishwasher, using your washer or dryer or charging an electric vehicle.

Utilize a Smart Thermostat: Adjust the temperature settings by a few degrees on a smart thermostat during on-peak and off-peak hours.

Get The Family Involved: Ensure everyone in your household is aware of time of use and works to shift their energy during those on-peak times.

Limit Phantom Load: Use smart power strips or unplug devices that draw power even when turned off, such as game consoles, printers and computer monitors.

Time for an Upgrade: Old appliances tend to use more energy. Upgrade to newer appliances with high-efficiency, low-energy settings and save money on your bill regardless if you use them on or off peak. With new appliances, you will also be able to better track your energy usage. To find rebates visit lbwl.com/energysavers.

Happy Holidays: Switch your old Christmas lights out for new LED lights for the most cost savings. Better yet, put them on a timer and schedule them to come on during off peak hours!

By utilizing these tips, you'll not only be able to lower your bill, but also learn more about the energy you use in your home. If you're interested in opting into our Off-Peak Savers rate, contact Customer Service at 517-702-6006 or customerservice@lbwl.com.

Be sure to also check out BWL's Hometown Help Program, an in-home assessment that can help you better understand time of use and find high efficiency appliances and light bulbs to help you save money during on and off-peak times. For more information, visit lbwl.com/hometownhelp.



Our offices will be closed on Monday, December 25 and Tuesday, December 26. We wish you a very Merry Christmas!

Our offices will be closed on Monday, January 1 and Tuesday, January 2. Happy New Year!