LANSING BWL CONNECTIONS

DECEMBER 2026



Protecting Your Water

It's been 10 years since the BWL became the second utility in the country to remove all known active lead service lines across the Greater Lansing region.

There is no detectable lead in BWL drinking water when it leaves our conditioning plants. However, we use a corrosion control additive to reduce potential exposure from plumbing materials in your home. To check success, we conduct testing every three years throughout our service territory.

Visit michigan.gov/mileadsafe for more tips on how to reduce lead exposure.

To read more about BWL's water main history, visit lbwl.com/141.

You Can Get the Lead Out Too!

- Flush your pipes before drinking. If your water hasn't been used for more than six hours, run the tap water until it feels cold.
- Only use cold tap water for drinking or cooking. Hot water is more likely to contain lead.
- Remove the aerators (screens) and clean them at least every six months.
- Older faucets, fittings and valves sold before 2014 may contain up to 8% lead, even if marked "lead-free."

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HOLIDAY LIGHT GUIDE

LANSING BWL

INCANDESCENT	LED
2,000 Hour Lifespan	20,000 Hour Lifespan
$68 Cost to Run	$9 Cost to Run
Whole string goes out when one bulb dies	String stays on when one bulb dies

Assumes 10 strands of 25 C9 bulbs run for 7 hours per day for 45 days.

We want to keep you and your family safe this holiday season! For tips about electrical safety, please visit lbwl.com/12tips.



Our offices will be closed on Thursday, December 31 and Friday, January 1. Happy New Year!

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pennies for power BWL

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**.

Report Outages

Power, Downed Line or Streetlight
866-710-8222
Outage Center
lbwl.com/outagecenter
BWL Mobile App
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.

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.

Heat Pump Water Heaters

If you're looking to change your home's water heating system, it's tempting to simply update your existing make or model. But you could be missing out on some major energy savings by ignoring heat pump water heaters (HPWH).

What's a "heat pump" water heater?

You may have heard of heat pumps when it comes to home heating or cooling. Rather than generating heat, heat pumps transfer heat either in to or out of your home. This method of heating is two to four times more efficient for heating and cooling, and those savings also apply when looking at water heating with heat pump technology. A HPWH pulls air from its surrounding environment to heat water. This method reduces the amount of energy needed for heating, helping homeowners save about $550 per year on average water heating costs compared to a standard electric water heater.

Get $500 from BWL for making the switch.

If you're ready to upgrade to a heat pump water heater, you may be eligible for cash back from our Hometown Energy Savers® program. Models must be ENERGY STAR® certified to qualify. Visit **lbwl.com/hvac** for full application requirements, as well as a directory of local contractors familiar with the program.

