

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

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 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

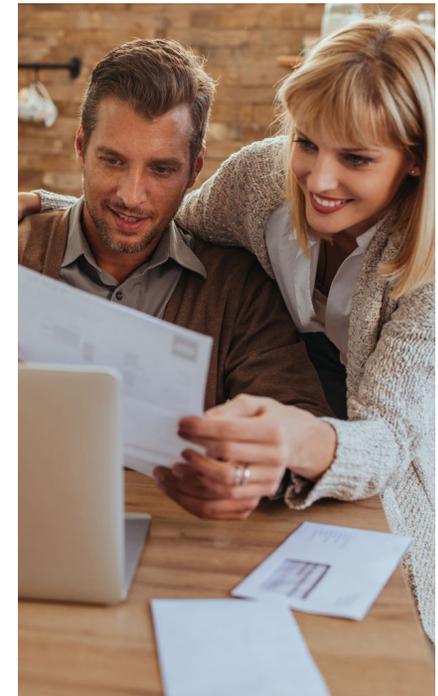
Jan 2023



New Year, Big Savings!

Looking for a new year's resolution that's easy to keep but pays off big? BWL is here to help! We're excited to continue our commitment to help customers reduce their electricity use in 2023 with the BWL Hometown Energy Savers® program. There are a variety of financial rebates and programs available for our residential and business electric customers. Detailed information can be found online at lbwl.com/energysavers.

continued inside



New Year, Big Savings! *continued*

For Your Home

Hometown Energy Savers® rewards residential customers for a variety of energy-saving actions and for the purchase and installation of qualified appliances. Take advantage of immediate savings by earning cash rebates now, and save on electricity costs for years to come.

Not sure where to start? Check out our Interactive Home Energy Tools to learn how you could be saving in your home.

- Energy Advisor: Personalized online virtual home energy assessment.
- Home Energy Library: Guide to all aspects of home energy.
- Interactive Energy Home: Resource for common home energy saving opportunities.
- Fundamentals of Electricity: Manual with everything you need to know about the basics of electricity.
- Lighting Calculator: Tool to calculate savings from energy-efficient vs. incandescent light bulbs.

For Your Business

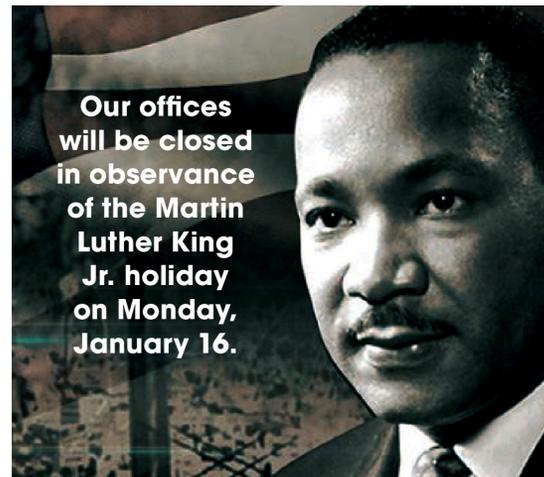
Improve your bottom line by reducing electricity use and increasing savings. BWL offers rebates to business customers for the purchase and installation of energy-efficient electrical equipment (lighting, HVAC, refrigeration, etc.). No matter the size or type of business, Hometown Energy Savers® makes it easier and more affordable to make electricity saving improvements. New construction projects may also qualify for rebates with pre-approval before installation.

Don't wait to start saving! Visit lbwl.com/energysavers to see if your project requires pre-approval. If pre-approval is not required (as of 2022, many projects no longer require a pre-approval application to be eligible for incentives), you can proceed with your energy-saving project. Once complete, it's time to request your incentives! Within 30 days, you'll need to submit:

- Completed application with signed customer certification
- Completed application worksheet(s)
- Detailed itemized invoice(s) for equipment and any applicable external labor costs
- Product specification sheets for installed equipment

Your application will be reviewed and processed, and you can expect your incentive check to be mailed within 6 to 8 weeks!

For more details on any of the residential and business programs listed above, please call 800-573-3503.



Ways to Pay Your Bill

lbwl.com/paybill



Online



Phone



Mail



Fee-Free-Kiosks



Dropbox

In-Person

The Haco Customer Service Center is Now Open!

**Mon-Fri
9am-4:30pm**