



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](http://lbwl.com/pennies)

# BWL CONNECTIONS

## Report Outages

**Power, Downed Line or Streetlight**

877-295-5001

## Outage Center

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

## BWL Mobile App

[lbwl.com/app](http://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](http://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. Seniors 65 and older and low income customers on 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.



LansingBWL



BWLComm

Jan 2024

# BWL CONNECTIONS

LANSING

## Resolve to Save

Make 2024 the year of energy and cost savings in your home or business! At the Lansing Board of Water & Light, we're dedicated to helping our customers make the most out of their monthly energy use. Through our Hometown Energy Savers® program, we're able to help our customers cut down on energy use and make their homes healthier and more comfortable to live in all year.

### How do I get started?

You don't need to leave your couch to take your first steps towards saving energy. With our online Interactive Home Energy Tools, BWL customers can complete a virtual home energy assessment, use our lighting calculator and explore available incentives and tax credits. Prefer a personal touch? Call us to schedule an in-home energy assessment with a BWL representative at 800 573-3503.

Once you're ready to implement energy-saving upgrades at your home or business, our Hometown Energy Savers® team will be happy to assist you in finding

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the best cost-saving incentives and resources available.

### There's No Time Like the Present

According to the U.S. Department of Energy, the average American could be losing \$200-\$400 per year due to air leaks, drafts and outdated HVAC systems. Making energy-saving upgrades helps prevent your home or business from future losses, while also improving its comfort for the remaining winter months.

### Your Energy-Saving Resolution Starts Today

Just by learning about your options for energy-saving upgrades, you're already taking your first steps towards saving energy and cutting down your utility bills in 2024.

Get started today by visiting [lbwl.com](http://lbwl.com) or give us a call at 800-573-3503 to learn about all the resources available to you as a BWL customer!



### Cold Weather and Main Breaks

Winter is here and cold temperatures can cause quite a few problems, including water main breaks. They're unavoidable for any water system and unfortunately in the Michigan climate, it's typical to see an increase during the winter.

Breaks often occur when the outside temperature is below 32-degrees Fahrenheit, which causes the water in the soil to freeze below the frostline. When the ground freezes from the cold temperatures, this increases pressure on the water mains. BWL's water mains are buried deep to help prevent main breaks as much as possible, however, if temperatures are extremely cold, the ground can freeze even deeper.



Water mains are designed to withstand the enormous force placed on them due to the frozen ground, but extended cold temperatures sometimes become too much for the main and they can break.

If you notice discolored water at your faucet, low pressure or water in the road

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and the BWL isn't performing work in the area, this could be a sign of a water main break. Running a stream of water the size of a pencil for 10 to 20 minutes can often clear the lines after a water main break in your area.

Should you experience any water issue described above, call 517-702-6490.

### APPA Smart Energy Provider Award

The BWL was designated as a Smart Energy Provider by the American Public Power Association (APPA) for its commitment to smart energy practices. The award highlights how BWL provides its customers choices in their energy use, is being mindful to the environment and considering sustainability in its energy choices, and providing top-notch customer service.

