

LANSING

BWL CONNECTIONS

This year BWL marks 141 years of service! As we look ahead, we're taking time to reflect on where we've come from and who we are today. That's why we're launching **141 for 141: 141 Stories for 141 Years - a mix of memories, milestones and everyday moments that highlight how our utility and community have grown and continue to evolve together. Take a first look at lbwl.com/141.**

**NEW PO BOX FOR
PAYMENTS SENT BY
MAIL**

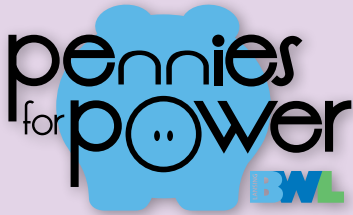
**PO Box 30085
Lansing, MI 48909-
7585**



**Our offices will be
closed on Monday,
January 19 in
observance of Martin
Luther King Jr. Day.**



LANSING BWL CONNECTIONS



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.

Resolve to Save in 2026

Start the new year off with energy and cost savings in your home or business. BWL electric customers can take advantage of a variety of rebates and resources available through our Hometown Energy Savers® program. Information and applications can be found online at lbwl.com/energysavers.

For Your Home

Hometown Energy Savers® provides rebates to residential customers for a variety of efficient equipment upgrades, from refrigerators to heat pump systems. Take advantage of immediate savings by earning cash rebates now, and save on electricity costs for years to come.

For Your Business

Improve your bottom line by reducing electricity use and increasing savings. BWL offers financial incentives to commercial customers for the purchase and installation of nearly any energy-efficient electrical equipment you rely on to keep your business running. Small businesses under 25,000 square feet may qualify for enhanced incentives, and new construction or major renovation projects may qualify for incentives with pre-approval.

Visit lbwl.com/energysavers or give us a call at 800-573-3503 to learn about all of the energy-saving opportunities available to you as a BWL customer.