




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

866-710-8222

## Outage Center

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

## BWL Mobile App

[lbwl.com/app](http://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](http://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.



LansingBWL



BWLComm

June 2025

# BWL CONNECTIONS

## STAY COOL FOR THE SUMMER

As temperatures rise, is your home's cooling system prepared to handle the heat? If that question alone makes you sweat, Lansing Board of Water & Light is here to help! Optimizing your home's cooling system for efficiency will ensure a comfortable living space while minimizing energy waste and lowering your bills. Through our Hometown Energy Savers® program, residential electric customers are eligible for cash rebates on new, efficient HVAC equipment, plus professional tune-ups for existing equipment.

### First step? Don't skimp on your annual HVAC tune up.

According to ENERGY STAR®, your home's HVAC equipment should be tuned up every year. This allows you to prevent future issues, keep equipment

cont. inside



## STAY COOL FOR THE SUMMER

cont. from front

performance at its peak, and make sure equipment components like condenser coils and blowers are clean and allowing for proper airflow. Having improper air flow could lower your HVAC's efficiency by up to 15%. Complete your professional tune-up by September 30 and earn a limited time \$75 bonus!

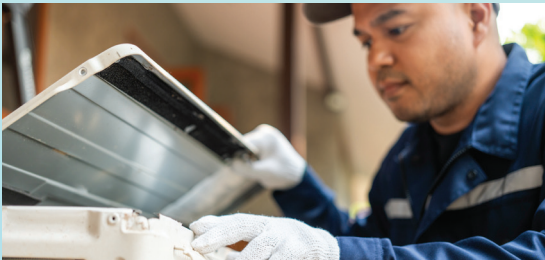
### When should you purchase a new cooling system?

If your heat pump or air conditioner is more than ten years old, it's time to consider a replacement. There are other ways to tell if it's time to upgrade, such as needing repairs frequently, higher energy bills or humidity problems in your home.

Replacing your central air conditioning system or air-source heat pump system could get you up to \$600 in rebates from BWL, while purchasing a new mini-split air-source heat pump system could get you up to \$500.

### Ready to save?

Visit [lbwl.com/hvac](http://lbwl.com/hvac) or call 800-573-3503 to find rebate applications and learn about all of the savings opportunities available to you through the Hometown Energy Savers® program.



## 2024 WATER QUALITY REPORT

**BWL releases an annual water quality report to customers and the public. We're proud to announce our water continues to meet or exceed all EPA standards.**

**Scan the QR code below to view the report.**



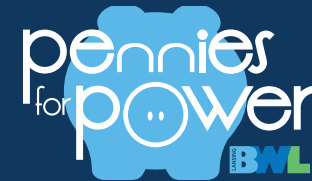
## August 9

Start 9:15am

BWL REO Depot



### Making Strides To Raise



Register at  
[lbwl.com/5k](http://lbwl.com/5k)

**Our offices will be closed Friday, July 4 in observance of Independence Day.**

