

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

May 2023

CELEBRATE DRINKING WATER WEEK

Drinking Water Week is being celebrated nationally May 7-13. It's a terrific time to highlight the great benefits of BWL water.

The BWL water supply is plentiful, coming from 124 wells throughout the Lansing area, pumping 100 percent of the water from approximately 400 feet underground from the Saginaw Aquifer.

There are over 800 miles of water main that are continually worked on to make infrastructure updates and ensure quality water is supplied to you. The BWL takes many steps to confirm the water is there when you need it, including working to replace several miles

of water mains every year. Additionally, every year hydrants and valves are inspected to guarantee they operate properly to deliver water to you for drinking, laundry, washing



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Celebrate Drinking Water Week

continued

or fighting fires. In addition to upgrades and inspections, the BWL was the second utility in the country to remove lead service lines.

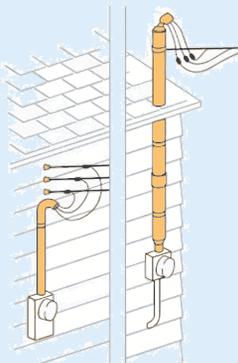
We want to continue to provide our customers great water when they need it. Remember to listen to the BWL's water mascot, Tommy Tap Water, and "Drink, Fill, Repeat." As we continue to make upgrades and improvements, we welcome hearing from you at water@lbwl.com or 517-702-7059.

BWL's Mast Repair Program

Summer in Michigan is synonymous with two things: road construction and severe weather. When storms move in, they often bring with them powerful winds that can cause damage to a service mast.

If your mast is damaged, you are responsible for the repairs to the equipment shaded in orange below. It is critical repairs be made to the mast before the BWL is able to restore power to any home or business. Customers may use any of the BWL approved electrical contractors to have repairs made and payments financed interest free for 12 months. You can also choose to pay off your statement early without penalty.

For more information, visit lbwl.com/outagecenter.



Tune Up for Summer

With summer just around the corner, is your A/C ready to take the heat? Schedule your annual tune-up now, before you're left in a sweltering situation.

Routine tune-ups can help you avoid costly (and uncomfortable) breakdowns, and ensure your equipment is running efficiently on a regular basis. You can expect to:

- Save on energy bills
- Extend the life of equipment
- Provide cleaner, healthier air for your home

Cool Savings Tip!

BWL's Hometown Energy Savers® program is offering a \$75 cash incentive to electric customers for a central A/C tune-up through May 31. After May 31, the incentive will be \$50. Just submit the Residential Rebate Application along with your tune-up invoice and receive your incentive check in the mail!

See incentive details and check out additional savings available through the Hometown Energy Savers® program at lbwl.com/energysavers.

**BWL offices
will be
closed
Monday,
May 29 in
observance
of Memorial
Day.**



Spring is here, which means mating season for our resident peregrine falcons, Millie and Newman! Since 2004, the BWL has seen 78 eggs laid in the nesting box, which sits atop the Eckert Power Station. Take a live look inside the nest 24-7 from our falcon cams at lbwl.com/falconcam.

