



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).



### 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/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

May 2024

**BWL CONNECTIONS**

### Breathe Easier: Springtime Tips for Better Air Quality in Your Home

Now that May and allergy season have arrived, you might be more aware of your home's air quality than usual. Whether you live with seasonal allergies or just want to make sure you and your family are breathing the best air possible, energy-efficient maintenance and swaps can help you improve your home's indoor and outdoor air quality. We have simple, easy tips that can help make a difference in comfort, health and energy expenses this spring and summer.

#### Don't skimp on your annual HVAC tune-up.

Having improper airflow could lower your HVAC system's efficiency by up to 15%. According to ENERGY STAR®, your home's HVAC equipment should be tuned up every year. This allows you to prevent future issues, keep equipment performance at its peak and make sure equipment components like condenser coils and blowers are clean and allow for proper airflow.

A simple DIY way to ensure higher efficiency and better air quality in your home is to regularly clean or change

*cont. inside*

### cont. from the front

your heating and cooling system's air filters. If you're unsure how to do this or to schedule a tune-up, find a local contractor at [lbwl.com/HVAC](http://lbwl.com/HVAC).

Plus, BWL residential customers are eligible for a \$50 rebate for an AC or air-source heat pump tune-up. See the Residential Rebate Application at [lbwl.com/energysavers](http://lbwl.com/energysavers) for full details.

### Swap out your lawn equipment for electric.

Switching out lawn and landscaping equipment for electric versions is a simple way to cut carbon emissions in your outdoor space. Using a gas-powered lawn mower can produce significant amounts of emissions - for example, running a commercial lawn mower for one hour produces as much pollution as driving about 300 miles!

Since electric-powered machines don't utilize a combustion engine, there are zero emissions released while mowing. The same is true for other electric landscaping equipment, such as trimmers, chainsaws and leaf blowers. Plus, you'll never have to worry about running out of fuel again - just plug in and power your equipment from your home or business.

### Rebates for Residential & Commercial Electric Lawn Equipment.

Cash rebates on electric lawn equipment are available for both residential and commercial customers. For a full list of rebates available and information on how to apply, visit [lbwl.com/electrification](http://lbwl.com/electrification) or call 800-573-3503.

## Drinking Water Week

Drinking Water Week is being celebrated nationally May 5-11. The BWL water supply is plentiful, coming from 124 wells throughout the Lansing area, pumping 100% of the water from 400 feet underground from the Saginaw Aquifer.

We're constantly working on over 800 miles of water mains to keep our infrastructure up-to-date and ensure you always have access to high-quality water. At BWL, we take numerous steps to make sure your water is there when you need it most. This includes regularly inspecting hydrants and valves to guarantee they're functioning properly - whether you're filling up a water bottle, doing laundry, taking a shower or even if the need arises to fight a fire. Plus, the BWL was the second utility in the country to remove its lead service lines.

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](mailto:water@lbwl.com) or 517-702-7059.



## New Demand Response Program

Become a Peak Power Partner with BWL's smart thermostat demand response program. Residential electric customers who enroll



will help manage energy consumption during times of high electric demand or grid stress. You will receive a \$50 gift card when you successfully enroll in the program and a \$25 gift card at the end of each year if you opt-in to at least 50% of yearly energy events.

To participate in the Peak Power Partner Program, you must:

- Be a BWL residential electric customer.
- Have an eligible Wi-Fi enabled smart thermostat in your home. Find out which brands we support at [lbwl.com/peakpowerpartner](http://lbwl.com/peakpowerpartner).
- Have an always-ON and stable home Wi-Fi network.
- Have a central A/C connected to your smart thermostat(s).

To learn more and apply, visit [lbwl.com/peakpowerpartner](http://lbwl.com/peakpowerpartner).



**BWL offices  
will be  
closed  
Monday,  
May 27 in  
observance  
of Memorial  
Day.**