



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.

BWL CONNECTIONS

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.



LansingBWL



BWLComm

May 2025

BWL CONNECTIONS

Electrify Your Lawn Care

Spring is here, and it's time to pull your lawn care equipment out of the garage. Did you know that a lot of it is available in an electric format?

When you switch to electric lawncare, you can enjoy improved air quality while doing yard work. Because electric lawncare equipment doesn't rely on combustion, you can enjoy mowing the lawn or trimming your hedges—while avoiding pollutants.

The use of a battery versus a combustion engine means electric equipment is also quieter, which can help protect your hearing—and keep you in good graces with your neighbors!

Get cash rebates for going electric!

As a BWL customer, you're eligible for cash back on electric items like lawn mowers, trimmers and leaf blowers through our Hometown Energy Savers® programs. Eligible items can earn rebates between \$25-\$500, with an opportunity to earn an additional rebate for recycling your old appliance.

For full rebate information, please visit lbwl.com/electrification or call **800-573-3503**.

WATER WORKS

We want to acknowledge the BWL water staff's work to deliver clean, safe drinking water every day to our customers.

Operators at treatment plants work 24 hours a day to make sure water is safe for consumption. Field crews maintain and repair distribution systems, facing challenging conditions to ensure water flows smoothly to our taps.

Behind the scenes, the administrative staff processes reports and data, while customer service representatives address inquiries and concerns. Field staff visits homes, field technicians collect compliance samples and chemists analyze water to ensure it meets quality standards.

Of course, the managerial staff and water quality experts help keep everything running efficiently, ensuring resources are allocated properly and regulations are followed. Without the BWL's dedicated water personnel, we wouldn't be able to rely on something as essential as clean drinking water. Their commitment, often behind the scenes, is truly invaluable.



Join us for the fifth session of the Bright Ideas Series at BWL's REO Depot on Wednesday, May 7 from 5:30-6pm. Help us celebrate Drinking Water Week by learning from BWL's Water Quality Administrator about how BWL ensures you have safe and clean drinking water. Walk away with tips about how to conserve water and how to make sure your home is safe from lead!

Space is limited and pre-registration is required. Participants do not need to print or bring their tickets.

To sign up, please visit bit.ly/brightideas-waterquality.



Our offices will be closed on Monday, May 26 in observance of Memorial Day.