

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

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

Nov 2025

BWL CONNECTIONS

Save Without Skimping on Warm Winter Showers

You may be surprised to learn that water heating is typically the second largest energy expenditure for homes. What's not surprising is those costs typically increase in the colder months. That doesn't mean you have to suffer through a cold shower to save energy and money this winter – a heat pump water heater offers an efficient alternative.

Heat pump water heaters (HPWH) use the same technology as the heat pumps used to heat and cool a home. Instead of generating heat, they use electricity to move heat from one place to another. This makes HPWHs two to three times more energy efficient than conventional

cont. inside



Save Without Skimping

cont. from front

electric resistance models. HPWHs that have earned the ENERGY STAR® certification use 70% less energy than a standard electric water heater, which can add up to approximately \$550 in savings per year for a family of four.

On top of annual energy savings, BWL's Hometown Energy Savers® program can help you save big on the upfront costs of purchasing a HPWH for your home. Residential electric customers who purchase a qualifying ENERGY STAR HPWH can earn a \$500 rebate.

Warm Up with Savings

Visit lbwl.com/hvac to learn more about the full list of available heating and cooling rebates, find a contractor and start your rebate application. If you have questions, call us at 800-573-3503.

MAKE THE SWITCH

Switch to AutoPay & eBilling through Dec. 15 and you could win \$250!*

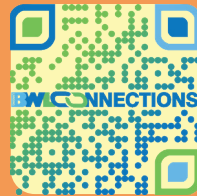


Scan the QR code to learn more!



ATTENTION!

This will be the last printed version of the Connections Newsletter that is sent to you with your bill. You can still access all past and future newsletters via the QR code below or visiting lbwl.com/connections.



Our offices will be closed on Tuesday, November 11 in observance of Veterans Day.

PRESENTING SPONSORS



SILVER BELLS IN THE CITY

IS COMING!

NOVEMBER	21 ST
5 PM	DOWNTOWN LANSING

Silver Bells 5K

Saturday, Nov 22
runsignup.com/silverbells



Our offices will be closed on Thursday, November 27 and Friday, November 28 for Thanksgiving.