






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.

LANSING 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.



Oct 2025



BWL Water Quality

Every year the Lansing Board of Water & Light submits an Annual Water Quality Report which contains important information about the source of your tap water, the results of tests that we regularly conduct to assure the quality of your water and additional information you may wish to know about your drinking water. We update the report annually before July 1, with information about the previous calendar year.

To view the BWL 2024 Water Quality Report, please visit lbwl.com/WaterQualityReport. If you would like to receive a paper copy, please contact the BWL Environmental Services Department at **517-702-6360**.

To learn more about BWL's water, visit lbwl.com/water or scan the QR code below.



BWL CONNECTIONS

LANSING



Celebrate Energy Awareness Month with BWL

Each year, October marks National Energy Awareness Month. At BWL, our vision is to deliver exceptional utility and customer service, which includes providing carbon neutral utility products. We're proud to offer our customers a wide variety of energy saving programs and services through our Hometown Energy Savers® Program.

Saving Energy at Home

Homeowners and renters who are BWL electric customers can take advantage of the following resources:

- Rebates for recycling old refrigerators, freezers, air conditioners or dehumidifiers
- Rebates on qualified ENERGY STAR® appliances and lighting
- Rebates and guidance on energy-efficient heating and cooling systems
- Free Home Energy Visit to assess how your home is using energy
- Rebates for switching to qualified electric equipment and EV charger installation
- Support and incentives for renewable energy production
- Enrollment in our Peak Power Partner program to help reduce peak energy demand and grid stress

If you're unsure where to start, we recommend getting a Home Energy Visit first. You'll get a free, personalized in-home energy assessment, plus helpful

tools to start you on your energy saving journey, such as a custom energy saving kit with LED bulbs, education and tips on ways to save and water-saving measures if your home uses an electric water heater.

Saving Energy at Your Business

BWL also offers resources to electric commercial customers, including:

- Incentives for nearly any project, including Compressed Air, Indoor Agriculture, Lighting and Non-Lighting (VFDs, Computer Room Air Conditioning, HVAC, Refrigeration, Food Service, Industrial, etc.)
- Custom incentives for larger, more complex projects requiring a tailored solution
- Enhanced lighting and refrigeration incentives for small businesses under 25,000 square feet
- Incentives for making the switch to electric lawn equipment and forklifts
- Incentives for EV charging station installation
- Support and incentives for renewable energy production

Ready to Save?

To get started, visit lbwl.com/energysavers or call **800-573-3503** to learn about the rebates and incentives available to you.



BWL is now converting its downtown Lansing steam system to a closed loop hot water network to enhance system reliability and efficiency.

To stay up to date on the project, visit lbwl.com/hotwater.

The logo for 'Keeping On Together'. 'Keeping' is in blue, 'On' is in a large blue font with a power button symbol inside the 'o', and 'Together' is in a green cursive font. A green heart is positioned above the 'o' in 'On' and a green line loops around the 'o' and 'Together'.

Are you looking for financial assistance on your bills?

Join us on Tuesday, October 21 from 2-6pm at Foster Community Center.

To learn more, please visit lbwl.com/shutoffprotection.

The logo for 'Silver Bells in the City'. It features a white bell icon to the left of the text. 'Silver Bells' is in a large, white, serif font, and 'in the city' is in a smaller, white, cursive font. The background is a night scene of a city with fireworks exploding over a building.

5-9pm

Friday, November 21

Downtown Lansing

silverbellsinthecity.com