

OCTOBER 2026

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 2025 Water Quality Report, please visit **lbwl.com/WaterQualityReport**.

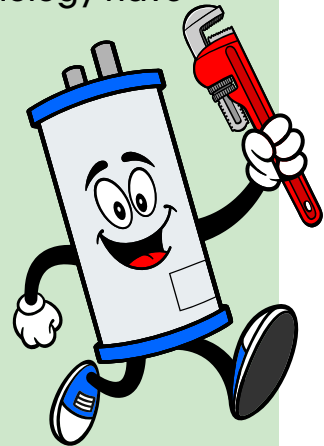
If you would like to receive a paper copy, please contact the BWL Environmental Services Department at **517-702-6360**. To learn more about BWL's water, visit **lbwl.com/water**.

No boiler? No problem.

As we approach Michigan winter, it's important to make sure your heating system is ready for the cold. If it's time to upgrade, consider a heat pump for efficient, electric-only heating.

If you haven't heard of a heat pump, it works similarly to a refrigerator. In the summer, heat is moved from the inside of your home outward (making it cooler inside), while in the winter, the opposite occurs, heating your home more efficiently, as heat is transferred rather than generated.

Advancements in technology have made it possible for heat pumps to work in environments as cold as -15°F. However, in order for them to work properly, it's important that they're sized correctly, and that your home is adequately weatherized.

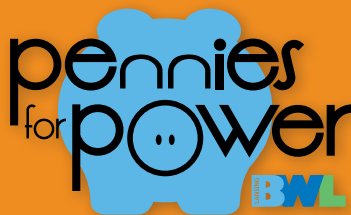


BWL residential electric customers are eligible for cash back when installing a heat pump. Qualified systems could even get you up to \$600!

See full rebate requirements online at **lbwl.com/hvac** or give our team a call at **800-573-3503** to learn more.

LANSING BWL CONNECTIONS

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Pennies for Power helps provide shut-off protection for BWL customers who are struggling to make ends meet.

Learn more and 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.

Keeping
On Together

Are you struggling with your bills?
Join us on

Wednesday, October 21 from
3-6pm at Gier Community Center.

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

**BWL's Board of Commissioners
approved rate increases effective
October 1. Additional information on
rates and resources if you're struggling
to pay is available at
lbwl.com/rateinfo.**

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