



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)

**Outage Texting**  
898295/txtbwl

**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](http://lbwl.com) and click on Medical Alert Form.

## Seniors Shut-off Protection

If you are 65 or older, the BWL will not shut off your electricity during the heating season. Call 517-702-6006.

## Military Families

Families with active members of the U.S. Military are protected from shut-offs. Call 517-702-6006.

## Winter Shut-off Protection

Customers having difficulties paying their utility bills may qualify for a winter protection plan. Call 517-702-6006.



LansingBWL



BWLComm

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## Increase Your Savings Potential with a Heat Pump System

Fall and winter are right around the corner. Inefficient heat sources use more energy to heat your home, which means you pay more each winter. So, what's the alternative?

### Heat Pumps: Even More Efficient

Heat pumps use electricity to move heat, rather than generate heat. During the winter, heat pumps move heat from the outdoors to warm your home. Even when it feels cold outside, heat energy is still present. In the summer, heat pumps move the heat from inside your home outside.

### How Does It Work?

Heat pumps use a substance called refrigerant to move heat energy from one place to another. You already have heat pump technology in your home. Refrigerators, freezers,

*cont'd inside*



## Increase Your Savings Potential with a Heat Pump System (cont'd)

and air conditioning units are all heat pumps.

### Types of Heat Pumps

Air-source heat pumps are the most common type of heat pump. Today's models can reduce electricity for heating by up to 50 percent compared to furnaces and baseboard heaters. For homes without ducts, a ductless version called a "mini-split heat pump" is available.

Geothermal (ground-source) heat pumps are similar but achieve even higher efficiencies. They can reduce your energy bill by up to 75 percent compared to conventional heating or cooling methods.

Consult with your HVAC contractor for recommendations.

### Why Upgrade?

Before you find yourself in a heating emergency, consult your HVAC contractor to tune-up your current system or consider upgrading to a heat pump system today.

- Use considerably less energy for heating and cooling
- Provide more consistent temperatures for increased comfort
- Ensure superior indoor air quality and dehumidification

Find more ways to save on the purchase of qualified products and appliances. Call 800-573-3503 or visit [lbwl.com/energysavers](http://lbwl.com/energysavers) to learn more.

## A Recipe for Savings

Whether you run a small corner café, a fancy restaurant or commercial kitchen, one thing is always on your mind – cost. Cost of food, cost of operations, cost of equipment.

Restaurants are extremely energy intensive, using about five to seven times more energy per square foot than other commercial buildings, such as office buildings and retail stores. High-volume, quick-service restaurants may even use up to 10 times more energy per square foot than other commercial buildings.\*

It sounds daunting, but there are ways to help you save:

**Select ENERGY STAR® certified appliances.** Efficient appliances may cost more up front, but lower utility bills and utility incentives can make up for the price difference.

- **Refrigerators and Freezers**  
ENERGY STAR certified commercial refrigerators and freezers offer average energy savings of 20 percent compared to standard models.
- **Commercial Dishwashers**  
Commercial dishwashers are on average 40 percent more energy efficient
- **Convection Ovens**  
Convection ovens cook food faster and save energy. Certified convection ovens are approximately 20 percent more energy efficient than standard models.

**Check for utility rebates.** BWL's Hometown Energy Savers® program offers incentives for energy-saving upgrades to help you

save even more. The program offers incentives for energy-saving upgrades to:

- Lighting
- HVAC controls
- Commercial refrigeration
- Commercial kitchen equipment

Look for energy saving opportunities outside of the kitchen – the front of the house

- Use ENERGY STAR® certified LED light bulbs. They use 70–90 percent less energy.
- Install occupancy sensors in closets, storage rooms, break rooms, restrooms, and even walk-in refrigerators.
- Keep your HVAC system well maintained. Clean heat-transfer coils and replace air filters.

For more energy-saving information and incentive applications, visit [lbwl.com/energysavers](http://lbwl.com/energysavers).

\*EnergyStar.gov

**The BWL lobby at our Haco Customer Service Center and REO Headquarters are closed. If you have a question or need to make a payment, please find us at [lbwl.com/customers](http://lbwl.com/customers) or call 517-702-6006.**