



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).

## BWL CONNECTIONS

### Report Outages

Power, Downed Line or Streetlight

866-710-8222

### Outage Center

[lbwl.com/outagecenter](http://lbwl.com/outagecenter)

### BWL Mobile App

[lbwl.com/app](http://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](http://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

Sept 2025

# BWL CONNECTIONS

## A Heat Pump Could be the Answer to Your Winter Woes

Opening the windows, letting in a nice breeze, and finally being able to turn off the air conditioning can be a nice break from the summer heat. Mild temperatures can give your energy costs a breather too. While you may not usually think of your furnace in September, it's the perfect time to make sure your heating system is ready for the winter cold.

## The Ticket to Year-Round Efficiency

Before defaulting to your regular heating routine, don't miss out on possible alternatives, like heat pumps, that could help you save energy while staying warm this fall and winter. If you haven't heard of a heat pump, [energy.gov](http://energy.gov) explains that it works similarly to a refrigerator. In the summer, they move heat from inside your home to the

*cont. inside*



## A Heat Pump Could be the Answer to Your Winter Woes

*cont. from the front*

outside to keep it cool, and in the winter, they reverse the process bringing heat indoors. Because they transfer heat rather than generate it, heat pumps provide heating and cooling more efficiently.

According to **energy.gov**, an air-source heat pump can use up to 75% less electricity for heating compared to baseboard heaters and furnaces. That's not even including savings from rebates!

### Hometown Energy Savers® Cash Rebates

If you're considering making the switch to a heat pump—whether it's air-source or mini-split—cash rebates are available to you as a BWL residential electric customer. You could qualify for up to \$600 in cash back for the purchase and installation of a qualified heat pump by a licensed contractor.

Ready to get started? Visit **lbwl.com/hvac** or call **(800) 573-3503** to learn more and apply for rebates.



## Silver Bells 5K

### 41 Years of Silver Bells in the City

Join us for the 41st annual Silver Bells in the City celebration, presented by the Lansing Board of Water & Light and the City of Lansing, on Friday, November 21. Come together with family, friends and neighbors for Lansing's biggest holiday tradition!

Take advantage of Early Bird pricing and register now for the 13th annual Silver Bells 5K Race, presented by Blue Cross Blue Shield of Michigan and BlueCare Network, on Saturday, November 22 in downtown Lansing. All finishers will receive a medal, commemorative bib and a long sleeve tee. Prizes and awards will be given to top finishers and costume contest winners!

For more information, please scan the QR code or visit **silverbellsinthecity.org**.



## LANSING BWL 1st STEP Open House

High School Seniors: Jumpstart your career with BWL's 1st STEP program!

Join us on Wednesday, September 10 from 5:30-6:30pm at the REO Depot (1201 S. Washington Ave., Lansing) for an informational session about our 1st STEP program!

Learn more about the open house at **lbwl.com/STEP**.



## Allen Farmers Market



We're Sponsoring the Apple Festival!

We're excited to be supporting the Allen Farmers Market Apple Festival on Wednesday, September 17, from 3-6:30pm. Celebrate the season with fresh, local produce, apple-themed treats and live music!

Learn more information at **allenneighborhoodcenter.org/allen-farmers-market**.

