



Lansing Board of Water & Light Catastrophic Storm Outage Credit Application

Lansing Board of Water & Light electric customers who experience an electric outage for 120 consecutive hours (five days) or more during catastrophic conditions are eligible for a \$25.00 credit and an additional \$5.00 per day for each day after. Catastrophic is defined as an event that results in an official state of emergency or an event resulting in an interruption for 10% or more of a utility's customers.

This application must be received within 6 months of the first day of the outage and the account must be active and in good standing and amount due must be current to be eligible for the credit. Submissions will be verified for eligibility and if approved, Lansing Board of Water & Light will apply the outage credit to the billing account provided below. This application must be entirely completed to be processed. Separate forms must be submitted for each account requesting a credit. Please type in information or print legibly.

Account Number: _____ (as shown on the front of monthly billing statement)

Customer Name: _____ (first and last name as shown on monthly billing statement)

Service Address: _____

City: _____ State: MI Zip Code: _____

Daytime Phone: _____

E-Mail Address: _____

Outage Start:

Date: _____ Time: _____ AM PM

Outage End:

Date: _____ Time: _____ AM PM

By submitting this form, I understand if approved, the Lansing Board of Water & Light will apply the outage credit to my account and it may take up to 45 days to review and process the application and subsequent credit. A cash credit will not be issued.

If you have questions, you may contact us at 517-702-6006, Monday through Friday, 7:00 a.m. to 5:00 p.m., EST.

E-mail completed form to: stormcredit@lowl.com

Or mail to: Lansing Board of Water & Light
Attn: Catastrophic Storm Outage Credit
P.O. Box 13007
Lansing, MI 48901