

## Be Kind to the Earth—and Your Wallet—on April 22

This Earth Day, ENERGY STAR® recommends a few updates that can make a positive impact on the environment. And thanks to rebates from Hometown Energy Savers®, making these energy-saving purchases can benefit your back account too!

- **Install a Smart Thermostat**

For the average American household, almost half of the annual energy bill goes to heating and cooling – more than \$900 a year. Upgrading to a smart thermostat can help you save energy and give you more control over your comfort. You can also earn a \$50 Hometown Energy Savers® rebate!

- **Switch to LED Lighting**

Making the switch to LED lighting is one of the easiest and most affordable way to save, since LED bulbs use 75% less energy and last

10 times longer than incandescent models. LEDs also perform flawlessly regardless of the temperature or humidity level, so they're great choices for porch and other exterior lighting. Plus, Hometown Energy Savers® offers rebates on outdoor LED fixtures!

- **Replace with ENERGY STAR Appliances**

Upgrading your refrigerator, freezer, clothes washer and dryer, air purifier, room air conditioner, television or dehumidifier is a simple and smart way to lower your energy use. Even better? Hometown Energy Savers® offers rebates to say thanks for making the environmentally friendly choice.

Call 800-573-3503 or visit [hometownenergysavers.com](http://hometownenergysavers.com) for more information.

# ADOPT A RIVER

**Saturday, May 9**

9am - 2pm

Impression 5 Science Center

Registration begins March 16  
at [Impression5.org](http://Impression5.org)



**BE COUNTED  
LANSING**

**CENSUS 2020**



### ONLINE

Go to <https://respond.census.gov/acs> and enter your user ID to participate. Be sure to keep track of your generated PIN.



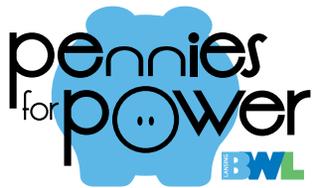
### BY MAIL

Fill out the survey that you received in the mail and send it back in the postage-paid return envelope.



### BY PHONE

Call 1-800-354-7271 for a phone interview version of the Census survey. To complete the survey in Spanish, call 1-877-833-5625.



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

Apr 2020

## BWL Coronavirus Update

As we write this in mid-March facing unprecedented times regarding the COVID-19 pandemic, we want to remind our customers we're all in this together. To help our community get through this, the BWL has temporarily suspended all electric and water shut-offs.

Additionally, to keep our workforce safe, we've implemented a work from home protocol for our office-based employees who are able to work remotely. We've reduced the number of call center staff workers, and closed our Haco Customer Service Center payment lobby. Customers can find alternative payment options at [www.lbwl.com/paybill](http://www.lbwl.com/paybill).



## COVID-19 STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

-  Avoid close contact with people who are sick.
-  Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
-  Clean and disinfect frequently touched objects and surfaces.
-  Avoid touching your eyes, nose, and mouth.
-  Stay home when you are sick, except to get medical care.
-  Wash your hands often with soap and water for at least 20 seconds.

For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

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