



## 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 credit and an additional \$5 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 six months of the first day of the outage. The account must be active to be eligible for the credit. Submissions will be verified for eligibility and if approved, BWL 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 credit to my active account, and it may take up to 45 days to process. A cash credit will not be issued.

If you have questions regarding this application, you may contact the BWL at 517-702-6006, Monday through Friday, 8:00 a.m. to 5:00 p.m., EST.

E-mail completed form to: [stormcredit@lbw.com](mailto:stormcredit@lbw.com)

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