



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

BWL CONNECTIONS

Report Outages

Power, Downed Line or Streetlight
877-295-5001

Outage Center
lbwl.com/outagecenter

BWL Mobile App
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 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

Sep 2021

BWL CONNECTIONS

Why Does My Water Smell?

Have you ever noticed an unpleasant smell from your water? It may smell like rotten eggs, fish or earthy. While BWL water supply continues to meet or exceed all quality standards established by the U.S. Environmental Protection Agency (EPA) and the Michigan Department of Environment, Great Lakes, and Energy (EGLE), here's some guidance to help determine what may be causing the stink.

Rotten Eggs, Decayed or Sewage-like - This smell is almost always associated with the water heater. Check to see if the smell is from the hot water only. If so, either replace the anode rod in your water heater or flush the water heater if it hasn't been used for an extended period.

cont'd inside



LANSING

Water Smell cont'd

Fishy – This smell is usually from the dishwasher or washing machine. Changing or cleaning the filter that catches the dirt and debris for dishes and clothing may be all that's needed to solve the problem. If that helps but doesn't completely fix the problem, a cleaning product approved for dishwashers or washing machines should help.

Musty, Moldy or Earthy – This most often comes from bacteria growing in the sink drain. Naturally it seems like the smell is coming from the water because you only smell it when you turn on the water. Fill a cup with cold water and walk away from the sink. If there is no smell in the cup, you need to disinfect the drain.

If you have additional questions or you believe the odor is coming from the BWL's water supply, please contact our Water Quality Administrator at 517-702-7059 or water@lbwl.com.

Prepare for Football Season with an ENERGY STAR® TV!

Televisions are the cornerstone of home entertainment, where you stream and binge-watch your favorite sports, shows, and movies. TV screen-time has increased, meaning in-home energy use is also on the rise. Choosing an ENERGY STAR® TV is an easy way to save money while still enjoying your favorites from the comfort of your home.

Why Choose ENERGY STAR®

- ENERGY STAR® certified TVs are, on average, 25 percent more energy-efficient than conventional TVs.
- With an ENERGY STAR® TV purchase, you may qualify for up to a \$50 rebate from the BWL Hometown Energy Savers® program.

Energy-efficient TV features to consider:

- Automatic Brightness Control
- Local Dimming
- Pre-set Picture Settings

Gaming? Configure your gaming console to use less energy.

Today's gaming consoles provide many great features like voice control and gesture recognition, but these features also require more power to operate.

To save:

- Activate the power savings settings on your console.
- Turn off the controllers when not in use.
- Utilize the "smart" function on your Smart TV. The built-in streaming capabilities are much more efficient than streaming from your gaming equipment.

Don't leave money on the table! Call 1-800-573-3503 or visit lbwl.com/appliances to learn more about available rebates!



New Emergency Alert System

The BWL has a new emergency alert system called RAVE. This FREE tool is used to send information quickly in a variety of scenarios, such as utility outage notifications, crisis communications, weather alerts and more.

Go to www.lbwl.com/ready for more information and to sign up for FREE!