



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/txtbw1

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.

Feb 2022

Cold Weather and Water Main Breaks

Winter is here and cold temperatures can cause quite a few problems, including water main breaks. They're unavoidable for any water system and unfortunately in the Michigan climate, it's typical to see an increase during the winter.

Breaks often occur when the outside temperature is below 32-degrees Fahrenheit, which causes the water in the soil to freeze below the frostline. When the ground

cont'd inside

BWL CONNECTIONS
LANSING



LansingBWL



BWLComm



Cold Weather and Water Main Breaks *continued*

freezes from the cold temperatures, this increases pressure on the water mains. BWL's water mains are buried deep to help prevent main breaks as much as possible, however, if temperatures are extremely cold, the ground can freeze even deeper. Water mains are designed to withstand the enormous force placed on them due to the frozen ground, but extended cold temperatures sometimes become too much for the main and they can break.

If you notice discolored water at your faucet, low pressure or water in the road and the BWL isn't performing work in the area, this could be a sign of a water main break. Running a stream of water the size of a pencil for 10 to 20 minutes can often clear the lines after a water main break in your area.



Income Tax Assistance Program

Free income tax and Michigan tax credit preparation is available from Capital Area United Way's Volunteer Income Tax Assistance Program. Work with trained, IRS-certified tax volunteers to prepare your taxes, available for households with incomes of \$57,000 or less. Additional eligibility requirements apply. See <https://www.micauw.org/free-tax-help> for more information. Call 2-1-1 for an appointment.

You'll Love Saving with ENERGY STAR® LED Lights!

Upgrade your home with ENERGY STAR® LED light bulbs. It's a quick and easy way to save energy and keep a little extra money in your pocket.

With the help of BWL's Hometown Energy Savers® program, you can receive instant discounts when you purchase energy-efficient lighting from participating retailers. ENERGY STAR® LEDs are known to last 10-25 times longer than conventional bulbs and use 70-90% less energy. If you replace just five of the most frequently used light bulbs in your home with ENERGY STAR® LEDs, you can save up to \$75 each year.

Choose the right LED light bulb

There are a few things to consider when selecting the right bulbs for your home.

- Color - bulb color is based on "color temperature" ranging from warm to cool. Warm colors produce more yellow light. Cool colors produce more blue light.
- Brightness - brightness is measured in lumens instead of watts and uses less power. A 60W conventional bulb is comparable to about 800 lumens.



Shopping tips

- Make a list of the bulbs you need before you leave home.
- Note if you will need "dimmable" or "3-way" feature bulbs.
- Consider using the same color temperature within a room for a consistent look.
- Look for the ENERGY STAR® label. For a complete list of retailers, energy-saving information, and rebates, visit ibwl.com/energysavers.

Small Businesses Love Big Savings

As a small business owner, you're probably familiar with high energy costs. Energy inefficiency not only wastes energy but impacts your bottom line. BWL's Hometown Energy Savers® Small Business program might be your answer, saving you energy and money. If your business space is smaller than 25,000 sq. feet, you may qualify.

The Small Business program can help you find your best opportunities for saving energy and apply for incentives to make upgrades to your business more affordable.

Hometown Energy Savers® incentives cover a wide variety of energy-saving upgrade projects for your business, including: lighting, HVAC controls, commercial refrigeration, commercial kitchen equipment, and more!

You can view the complete list of qualifying "prescriptive" (or one-for-one) projects and their incentives by visiting ibwl.com/energysavers or calling 800-573-3503. Small businesses are also eligible for incentives through other commercial & industrial applications if the measure isn't listed on the Small Business incentive application.