

# How to Read Your Bill

2026



**LANSING**  
**BWL**

Hometown People. Hometown Power.

# Welcome

Welcome to the Lansing Board of Water & Light's (BWL) guide to reading your bill. This guide will explain the details of each charge on your bill, showing you where you can locate them, monthly usage, your bill due date and more. You'll also be able to find your meter numbers and dates of service for the charges, explanations for what each charge is for, and why it's being charged. We created this guide so it's easier for you to understand your bill.

If you have further questions, please call our Customer Service team at **517-702-6006**, and we'll be happy to assist you.

**517.  
702.  
6006**



**We're  
Here  
to Help  
You**

**Customer Service**



# Front Page Details

1. Customer Account Summary
2. Billing Period Summary
3. Payment Stub



Visit: [lbwl.com](http://lbwl.com)

Call: 517-702-6006

Amount Due

**\$193.91**

Date Due

February 03, 2026

Account #

12345678

**Account Name** JOHN DOE  
**Service Address** 1234 TEST AVE LANSING



### Important Account Info

BWL offers AutoPay and sending bill notifications via e-mail and text messaging. For more information or to sign up, visit [www.lbwl.com](http://www.lbwl.com).

### Account Summary

12/03/25 - 01/02/26 (30 Days)

<b>Previous Balance</b>	\$219.08
Payments Received - Thank you!	-\$219.08
<b>Balance Forward</b>	<b>\$0.00</b>

### Current Charges & Adjustments See back for charge details

<b>Electric Charges</b>	\$86.89
<b>Water Charges</b>	\$50.67
<b>Sewer Service Billed for City of Lansing</b>	\$56.35
<b>Total Current Charges</b>	<b>\$193.91</b>

**Total Amount Due This Bill** **\$193.91**



### Message Center

If you're struggling to pay your bill, contact BWL Customer Service for flexible payment arrangements or call 2-1-1 for information on community resources. Visit [www.lbwl.com/shutoffprotection](http://www.lbwl.com/shutoffprotection) for details.



### 1 STOP!

Look around. Downed lines may be on the ground, in a tree, in tall grass or weeds.

### 2 STAY SAFE!

Stay at least 25 feet away, or a school bus length, from the power line and anything it touches.

### 3 REPORT

Contact the BWL at 866-710-8222 or call 911.

Detach and return this portion with payment. See reverse for other ways to pay. Unpaid amounts will incur a late fee on the current period charges.



LANSING BOARD OF WATER & LIGHT  
PO BOX 30824  
LANSING, MI 48909-8311

Check this box to participate in BWL's "Pennies for Power" by rounding up your monthly bill.



**Bill Date** 01/12/26  
**Account Number** 12345678  
**Due Date** 02/03/26

**Total Amount Due** **\$193.91**

Amount Enclosed



0123908-18V5126274-4D-1GRP-014740300002

JOHN DOE  
1234 TEST AVE  
LANSING MI 48908-0405

SEND REMITTANCE TO:



LANSING BOARD OF WATER & LIGHT  
PO BOX 30824  
LANSING MI 48909-8311

30824 12345678 0000019391 4

11000000

# Customer Account Summary

## 1. Amount Due

- Balance owed to be paid by the assigned due date. This balance will include both current billing period charges in addition to any past due balances or fees.

## 2. Current Billing Period Due Date

- Required due date for the dollar amount listed in the “Amount Due” field. If the proper balance is not paid by the due date, a customer’s account could be subject to a late fee reflected on the next bill.

## 3. Account Number

- Unique 8-digit account number assigned to one customer address.

## 4. Account Name and Service Address

- Account holder’s name and the address connected to the specific account number on that bill.

## 5. Important Account Information

- If a customer is enrolled in a BWL program such as Budget Billing or a Payment Plan, this section shows a breakdown and additional information regarding status within that program. If not enrolled in any programs, this section will provide customizable messages regarding program offerings.

## 6. Billing Period Summary

- Summary breakdown of what makes up the “Amount Due.”

## 7. Message Center

- Customizable section where monthly offerings or important information is shared.





Visit: [lbwl.com](http://lbwl.com)

Call: 517-702-6006

Account Name JOHN DOE  
Service Address 1234 TEST AVE LANSING

#### 5 Important Account Info

BWL offers AutoPay and sending bill notifications via e-mail and text messaging. For more information or to sign up, visit [www.lbwl.com](http://www.lbwl.com).

Amount Due **1** \$193.91

Date Due **2** February 03, 2026

Account # **3** 12345678

#### Account Summary

12/03/25 - 01/02/26 (30 Days)

Previous Balance	\$219.08
Payments Received - Thank you!	-\$219.08
<b>Balance Forward</b>	<b>\$0.00</b>

#### Current Charges & Adjustments

See back for charge details

Electric Charges <b>6</b>	\$86.89
Water Charges	\$50.67
Sewer Service Billed for City of Lansing	\$56.35
<b>Total Current Charges</b>	<b>\$193.91</b>
<b>Total Amount Due This Bill</b>	<b>\$193.91</b>

#### Message Center

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#### 1 STOP!

Look around. Downed lines may be on the ground, in a tree, in tall grass or weeds.

#### 2 STAY SAFE!

Stay at least 25 feet away, or a school bus length, from the power line and anything it touches.

#### 3 REPORT

Contact the BWL at 866-710-8222 or call 911.

## Levelized Payment/Budget Billing Program

Pay the same amount each month and avoid seasonal ups and downs in your utility bill by signing up for our Levelized Payment/Budget Billing Program. Monthly payments are based on average monthly consumption over the previous 12-month period. We recalculate monthly payments every 12 months to adjust for changes in consumption.

Call our Customer Service Department to get started at 517-702-6006.

Did You  
Know?



# Billing Period Summary

## 1. Current Billing Period

- Includes the dates of service in addition to the number of days this current bill is created from.

## 2. Previous Balance

- Balance due on the previous billing period. This would have been the “Amount Due” on the bill last month.

## 3. Payments Received

- Payments made to the previous billed balance.

## 4. Balance Forward

- Dollar amount remaining on the account after the payments were applied to the previous billed balance.

## 5. Electric Charges

- Electric consumption charges for the current billing period. See the back of the bill for the detailed breakdown.

## 6. Water Charges

- Water consumption charges for the current billing period. See page two of the bill for the detailed breakdown.

## 7. Sewer Charges (Billed for the City of Lansing)

- Sewer consumption charges for the current billing period. See page two of the bill for the detailed breakdown.

## 8. Total Current Charges

- The sum of all utility charges for the total current billing period.

## 9. Total Amount Due This Bill

- Total balance due for this billing period including any past due balances. If the customer’s payment did not cover the full “Previous Balance” last month and there was a dollar amount listed in the “Balance Forward” section, this would be added to the “Total Current Charges” to determine the “Total Amount Due This Bill.”

## Account Summary

12/03/25 - 01/02/26 (30 Days)

1

2	<b>Previous Balance</b>	<b>\$219.08</b>
3	Payments Received - Thank you!	-\$219.08
4	<b>Balance Forward</b>	<b>\$0.00</b>

## Current Charges & Adjustments

See back for charge details

5	 <b>Electric Charges</b>	\$86.89
6	 <b>Water Charges</b>	\$50.67
7	 <b>Sewer Service Billed for City of Lansing</b>	\$56.35
8	<b>Total Current Charges</b>	<b>\$193.91</b>

**Total Amount Due This Bill**

**\$193.91**

9



**Pennies for Power helps provide shut-off protection for BWL customers who are struggling to make ends meet. To help, call BWL Customer Service at 517-702-6006 or visit [lbwl.com/pennies](http://lbwl.com/pennies) to sign up.**

- 1. Round Up**  
BWL will round your monthly utility bill up to the next whole dollar and contribute the difference.
- 2. Round Up & Add \$1**  
Round up your monthly bill to the next whole dollar, add a dollar to your bill each month or round up and add a dollar.
- 3. One Time Donation**

**Did You Know?**



# Payment Stub Details

## 1. Customer Mailing Information

- Customer's name as listed in our system and the preferred mailing address provided.

## 2. Account Number

- Unique 8-digit account number assigned to one customer address.

## 3. Current Billing Period Due Date

- Required due date for the dollar amount listed in the "Amount Due" field. If the proper balance is not paid by the due date, a customer's account could be subject to a late fee reflected on the next bill.

## 4. Total Amount Due

- Balance owed to be paid by the assigned due date. This balance will include both current billing period charges in addition to any past due balances or fees.

Detach and return this portion with payment. See reverse for other ways to pay. Unpaid amounts will incur a late fee on the current period charges.

 <b>LANSING BOARD OF WATER &amp; LIGHT</b> PO BOX 30824 LANSING, MI 48909-8311	<b>Bill Date</b> 01/12/26 <b>Account Number</b> 12345678 <b>Due Date</b> 02/03/26
Check this box to participate in BWL's "Pennies for Power" by rounding up your monthly bill. <input type="checkbox"/>	<b>Total Amount Due</b> \$193.91
	<b>Amount Enclosed</b>

SEND REMITTANCE TO:  
LANSING BOARD OF WATER & LIGHT  
PO BOX 30824  
LANSING MI 48909-8311

0128569-LBWS143574-ID..1GRP-014740300002  
JOHN DOE  
1234 TEST AVE  
LANSING MI 48908-0405

30624 12345678 0000019391 4

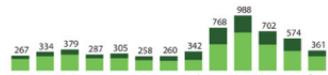
# Back Page Details

1. Monthly Usage Details
2. Current Charge Details
3. Ways to Pay

## Usage Details

### Electric Usage

Begin Date:	Begin Read:	End Date:	End Read:	Multi:	Usage:	Type:
12/03/25	26118.95	01/02/26	26480.34	1	361.39	kWh Total
12/03/25	3805.76	01/02/26	3910.88	1	105.12	kWh On
12/03/25	22313.18	01/02/26	22569.45	1	256.27	kWh Off

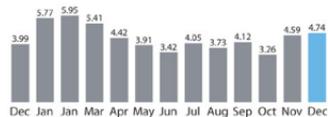


■ Off-Peak (8pm-1pm M-F, Weekends & MISO Holidays)  
 ■ On-Peak (1pm-8pm M-F)

Current Usage	Avg Cost per day	Avg kWh per day
361 kWh	\$2.90	12.05 kWh

### Water Usage

Begin Date:	Begin Read:	End Date:	End Read:	Usage:	Type:
12/03/25	420.47	01/02/26	425.21	4.74	CCF



Current Usage	Avg Cost per day	Avg CCF per day
4.74 CCF	\$1.69	0.16 CCF

Your annual report on the source and quality of your drinking water is available online at [www.lbw.com/waterqualityreport](http://www.lbw.com/waterqualityreport). To have a copy mailed to you, contact BWL's Environmental Department at (517) 702-6360 or [water@lbw.com](mailto:water@lbw.com).

## Current Charge Details

### Electric Service

RES1 Standard Residential Electric Service (Meter # 12345678)		
Basic Service Charge	1 MONTH x \$22.50	\$22.50
Commodity Charge On-Peak - Winter	105.12 kWh x \$0.174	\$18.29
Commodity Charge Off-Peak - Winter	256.27 kWh x \$0.1504	\$38.54
Power Supply Cost Recovery Adjustment	361.39 kWh x \$0.005366	\$1.94
Electric Environmental Charge	361.39 kWh x \$0.003	\$1.08
Electric Renewable Energy Plan Surcharge	1 MONTH x \$0.00	\$0.00
Low-Income Energy Assist Fund (LIEAF)	1 MONTH x \$1.25	\$1.25
Michigan Sales Tax		\$3.29
<b>Total Electric Charges</b>		<b>\$86.89</b>

### Water Service

W01 Residential Water Service (Meter # 98765432)		
Environmental Charge	4.74 CCF x \$0.00	\$0.00
Basic Service Charge - 5/8" Meter	1 MONTH x \$17.86	\$17.86
Commodity Charge - Block 1	2 CCF x \$4.23	\$8.46
Commodity Charge - Block 2	2.74 CCF x \$7.25	\$19.87
Water Power and Chemical Cost Adjustment	4.74 CCF x \$0.47	\$2.23
City of Lansing Water Hydrant Surcharge	1 MONTH x \$2.25	\$2.25
<b>Total Water Charges</b>		<b>\$50.67</b>

### Sewer Service Billed for City of Lansing

X01 Residential Sewer Service		
Basic Service Charge	1 MONTH x \$2.37	\$2.37
Inflow/Infiltration Charge - Fixed	1 MONTH x \$12.55	\$12.55
Commodity Charge	4.74 CCF x \$7.42	\$35.17
Inflow/Infiltration Charge Commodity	4.74 CCF x \$1.32	\$6.26
<b>Sewer Service Billed for City of Lansing</b>		<b>\$56.35</b>

**Total Current Charges & Adjustments \$193.91**

## 3

For information on ways to pay, visit [lbw.com/paybill](http://lbw.com/paybill).



**AutoPay**  
Sign up for AutoPay through the Customer Self-Service Portal.



**Online**  
To pay online, scan the QR code.



**Mail**  
Send your payment to:  
Lansing Board of Water & Light  
P.O. Box 30624  
Lansing, MI  
48909-8311



**Kiosks**  
Self Service Kiosk  
Locations:  
Customer Service  
1232 Haco Dr.  
For additional Quality Dairy Locations, visit our website.



**Phone**  
Please call (517) 702-6006 to use our automated system, available 24/7.



**Dropbox**  
24 Hour Drop Box  
Locations:  
Customer Service  
1232 Haco Dr.  
Corner of W. Allegan St. and Townsend St.



**In-Person**  
Customer Service  
Lobby Hours  
9:00am - 4:30pm  
Monday - Friday  
Closed weekends & holidays



**BWL CONNECTIONS**

Scan the QR Code to read our newsletter.

# Monthly Usage Details & Billing Details

## 1. Electric Service

- Breakdown of charges and dollar amounts which add up to the “Total Electric Charges” for the billing cycle.

## 2. Electric Usage

- Electric usage historical graph that provides electric billing period and historical usage for the last 13 months. Light green reflects off-peak and dark green reflects on-peak.

## 3. Water Service and Sewer Service

- Breakdown of charges and dollar amounts which add up to the “Total Water Charges” or “Total Sewer Charges” for the billing cycle.

## 4. Water Usage

- Historical graph that provides water billing period and historical usage for the last 13 months. Sewage is billed for the City of Lansing directly off water usage and has no additional graph.

## 5. Total Current Charges & Adjustments

- The total balance due for this specific billing period is the sum of the electric, water and sewer charges. If a fee was added throughout the billing period, there would be an additional section under the sewer charges labeled “Miscellaneous Charges.” These miscellaneous charges would also be included in the “Total Current Charges & Adjustments.”

## 6. BWL Connections

- Scan the QR Code on the back of your bill to read BWL’s monthly newsletter or go to [lbwl.com/connections](http://lbwl.com/connections).

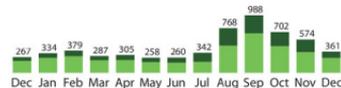


## Usage Details

### Electric Usage

Meter Number: 12345678

Begin Date:	Begin Read:	End Date:	End Read:	Multi:	Usage:	Type:
12/03/25	26118.95	01/02/26	26480.34	1	361.39	kWh Total
12/03/25	3805.76	01/02/26	3910.88	1	105.12	kWh On
12/03/25	22313.18	01/02/26	22569.45	1	256.27	kWh Off



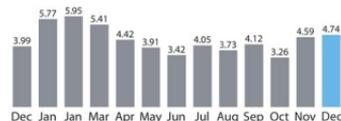
■ Off-Peak (8pm-1pm M-F, Weekends & MISO Holidays)  
 ■ On-Peak (1pm-8pm M-F)

Current Usage: **361 kWh**   Avg Cost per day: **\$2.90**   Avg kWh per day: **12.05 kWh**

### Water Usage

Meter Number: 98765432

Begin Date:	Begin Read:	End Date:	End Read:	Usage:	Type:
12/03/25	420.47	01/02/26	425.21	4.74	CCF



Current Usage: **4.74 CCF**   Avg Cost per day: **\$1.69**   Avg CCF per day: **0.16 CCF**

Your annual report on the source and quality of your drinking water is available online at [www.bwl.com/waterqualityreport](http://www.bwl.com/waterqualityreport). To have a copy mailed to you, contact BWL's Environmental Department at (517) 702-6360 or [water@bwl.com](mailto:water@bwl.com).

## Current Charge Details

### Electric Service

RES1 Standard Residential Electric Service (Meter # 12345678)

Basic Service Charge	1 MONTH x \$22.50	\$22.50
Commodity Charge On-Peak - Winter	105.12 kWh x \$0.174	\$18.29
Commodity Charge Off-Peak - Winter	256.27 kWh x \$0.1504	\$38.54
Power Supply Cost Recovery Adjustment	361.39 kWh x \$0.005366	\$1.94
Electric-Environmental Charge	361.39 kWh x \$0.003	\$1.08
Electric Renewable Energy Plan Surcharge	1 MONTH x \$0.00	\$0.00
Low-Income Energy Assist Fund (LIEAF)	1 MONTH x \$1.25	\$1.25
Michigan Sales Tax		\$3.29

**Total Electric Charges \$86.89**

### Water Service

W01 Residential Water Service (Meter # 98765432)

Environmental Charge	4.74 CCF x \$0.00	\$0.00
Basic Service Charge - 5/8" Meter	1 MONTH x \$17.86	\$17.86
Commodity Charge - Block 1	2 CCF x \$4.23	\$8.46
Commodity Charge - Block 2	2.74 CCF x \$7.25	\$19.87
Water Power and Chemical Cost Adjustment	4.74 CCF x \$0.47	\$2.23
City of Lansing Water Hydrant Surcharge	1 MONTH x \$2.25	\$2.25

**Total Water Charges \$50.67**

### Sewer Service Billed for City of Lansing

X01 Residential Sewer Service

Basic Service Charge	1 MONTH x \$2.37	\$2.37
Inflow/Infiltration Charge - Fixed	1 MONTH x \$12.55	\$12.55
Commodity Charge	4.74 CCF x \$7.42	\$35.17
Inflow/Infiltration Charge Commodity	4.74 CCF x \$1.32	\$6.26

**Sewer Service Billed for City of Lansing \$56.35**

**Total Current Charges & Adjustment \$193.91**

## Connections Newsletter

Keep up to date on all things BWL! Whether its BWL events like Adopt A River or the BWL Hometown Power 5K, or community happenings like Silver Bells in the City or community resource fairs, stay in the know by reading our digital *Connections* newsletter - delivered every month on our website! We keep you informed with energy and water saving tips, fun facts about BWL, upcoming holiday closures, and the payment and billing updates you need to know.

Check it out at  
[bwl.com/connections](http://bwl.com/connections).



**BWL CONNECTIONS**

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**Did You Know?**

## Electric Service Details

### 1. Service Billing Rate

- Customer rate description.

### 2. Meter Number

- Unique meter number assigned to this service.

### 3. Basic Service Charge

- Minimum charge on a monthly bill. Every customer with the same service type and rate will be charged the same basic service charge each month.

### 4. Commodity Charge On-Peak

- Specific rate charged to all kWh (kilowatt hour) usage that happens during the hours of 1pm-8pm, Monday through Friday. (Charges change in summer verses winter.)

### 5. Commodity Charge Off-Peak

- Specific rate charged to all kWh usage that happens during the hours of 8pm-1pm. Weekends and holidays are billed following the off-peak rate. (Charges change in summer verses winter.)

### 6. Power Supply Cost Recovery Adjustment (PSCR)

- Allows the monthly adjustment of rates for the costs incurred in supplying electricity. All rates with kWh billing are subject to this adjustment and can be a charge or a credit depending on the overall cost of supplying electricity.

### 7. Electric Environmental Charge

- Permits the recovery of money spent due to environmental remediation and mitigation activities that are required by law. All electric rates with kWh billing are subject to this charge. All revenue collected is directly applied to offset environmental expenses. If there's an excess of revenue collected compared to expenses, the charge will be refunded to the applicable rates.

## 8. Electric Renewable Energy Plan Surcharge

- Option to recover renewable energy plan program costs as required by 2023 PA 235.

## 9. Low-Income Energy Assistance Fund (LIEAF)

- A small static surcharge reviewed annually and required by law to be placed on all residential electric customer bills every billing period.

## 10. Michigan Sales Tax

- Subject to Michigan Sales Tax rate of 6%.

## 11. Total Electric Charges

- Sum of all electric line items listed above.

### Electric Service

<b>1</b>	<b>RES1 Standard Residential Electric Service (Meter # 12345678)</b>	<b>2</b>	
<b>3</b>	Basic Service Charge	1 MONTH x \$22.50	\$22.50
<b>4</b>	Commodity Charge On-Peak - Winter	105.12 kWh x \$0.174	\$18.29
<b>5</b>	Commodity Charge Off-Peak - Winter	256.27 kWh x \$0.1504	\$38.54
<b>6</b>	Power Supply Cost Recovery Adjustment	361.39 kWh x \$0.005366	\$1.94
<b>7</b>	Electric Environmental Charge	361.39 kWh x \$0.003	\$1.08
<b>8</b>	Electric Renewable Energy Plan Surcharge	1 MONTH x \$0.00	\$0.00
<b>9</b>	Low-Income Energy Assist Fund (LIEAF)	1 MONTH x \$1.25	\$1.25
<b>10</b>	Michigan Sales Tax		\$3.29
<b>Total Electric Charges</b>			<b>11 \$86.89</b>

**For an explanation of electric rates, go to [lbwl.com/customers/electric](http://lbwl.com/customers/electric).**

**Want to Learn More?**

## Electric Usage Details

### 1. Meter Number

- Unique meter number assigned to this service.

### 2. Beginning Read

- Read taken on the final day of the previous billing period.

### 3. Ending Read

- Read taken on the final day of the current billing period.

### 4. Usage

- Difference of usage between the beginning and the ending reads of the meter. This is the total kWh consumption of the current billing period and what this bill will be calculated on. You can see the total kWh for the month in addition to the kWh used in the on-peak shown in dark green and off-peak shown in light green.

### 5. Monthly Historical Graph

- Shows the 13-month history of total kWh usage by month.

### 6. Current Usage

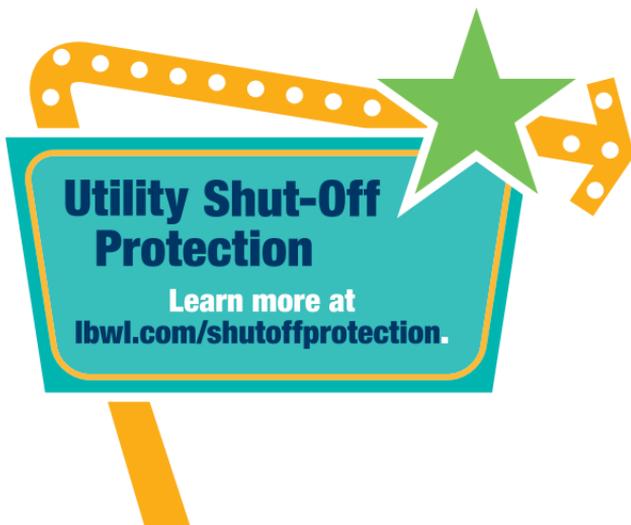
- Snapshot of the kWh total used for the month.

### 7. Average Cost Per Day

- Total electric charges for this billing period divided by the number of days in the billing period.

### 8. Average kWh Per Day

- Total kWh usage divided by the number of days in the billing period.



## Electric Usage

**1** Meter Number: 12345678

Begin Date:	Begin Read:	End Date:	End Read:	Multi.	Usage:	Type:
12/03/25	26118.95	01/02/26	26480.34	1	361.39	kWh Total
12/03/25	3805.76	01/02/26	3910.88	1	105.12	kWh On
12/03/25	22313.18	01/02/26	22569.45	1	256.27	kWh Off



 Off-Peak (8pm-1pm M-F, Weekends & MISO Holidays)  
 On-Peak (1pm-8pm M-F)



Current Usage  
**6** 361 kWh



Avg Cost per day  
**7** \$2.90



Avg kWh per day  
**8** 12.05 kWh

## Flexible Payment Arrangements

At BWL, we do everything we can to prevent shut-offs from happening, including working with customers to develop flexible payment schedules and connecting them to information and community dollars available. We offer flexible payment plans to:

- Customers with low incomes
- Families with active members in the U.S. military
- Senior customers 65 and older

If you're at risk of falling behind on your bills or would like to set up a flexible payment plan, please call [517-702-6006](tel:517-702-6006).

**Did You**  
**Know?**

# Water & Sewer Service Details

Water use is billed in CCF units, an industry standard for utilities. 1 CCF stands for 100 Cubic Feet and is equal to 748 gallons.

## 1. Service Billing Rate

- Customer rate description.

## 2. Meter Number

- Unique meter number assigned to this service.

## 3. Environmental Charge

- Permits the recovery of money spent due to environmental remediation and mitigation activities that are required by law. All water rates with CCF (centum cubic feet) billing are subject to this charge and any excess revenue collected compared to expenses will be refunded to the applicable rates.

## 4. Basic Service Charge

- Minimum charge on a monthly bill. Every customer with the same service type, meter size and rate will be charged the same basic service charge each month. Different rates and meter sizes may have different service charge amounts.

## 5. Commodity Charge – Block 1

- Charged per CCF for the first 2 CCF of water used in the billing period.

## 6. Commodity Charge – Block 2

- Charged for all water usage over 2 CCF in the billing period.

## 7. Water Power and Chemical Cost Adjustment

- Allows the monthly adjustment of rates for the costs incurred in supplying water. All rates with CCF billing are subject to this adjustment. This can be a charge or a credit depending on the overall cost of supplying water.

## 8. City of Lansing Water Hydrant Surcharge

- Rider placed by the City of Lansing who owns the water hydrants.

## 9. Total Water Charges

- Sum of all water line items listed above (1-8).

## 10. Sewer Billing Rate\*

- Customer rate description determined by the City of Lansing.

## 11. Basic Service Charge\*

- Minimum charge on a monthly bill as determined by the City of Lansing.

## 12. Inflow/Infiltration Charge – Fixed\*

- Determined by the City of Lansing.

## 13. Commodity Charge\*

- Usage amount is billed directly off how much water was used during that billing period. Rate determined by the City of Lansing.

## 14. Inflow/Infiltration Charge Commodity\*

- Usage amount is billed directly off how much water was used during that billing period. Rate determined by the City of Lansing.

## 15. Total Sewer Charges\*

- Sum of all sewer line items listed above (10-14).

**\* City of Lansing Sewer charges are billed by BWL**

### Water Service

<b>1</b> W01 Residential Water Service (Meter # 98765432) <b>2</b>		
<b>3</b> Environmental Charge	4.74 CCF x \$0.00	\$0.00
<b>4</b> Basic Service Charge - 5/8" Meter	1 MONTH x \$17.86	\$17.86
<b>5</b> Commodity Charge - Block 1	2 CCF x \$4.23	\$8.46
<b>6</b> Commodity Charge - Block 2	2.74 CCF x \$7.25	\$19.87
<b>7</b> Water Power and Chemical Cost Adjustment	4.74 CCF x \$0.47	\$2.23
<b>8</b> City of Lansing Water Hydrant Surcharge	1 MONTH x \$2.25	\$2.25
<b>9</b> Total Water Charges		<b>\$50.67</b>

### Sewer Service Billed for City of Lansing

<b>10</b> X01 Residential Sewer Service		
<b>11</b> Basic Service Charge	1 MONTH x \$2.37	\$2.37
<b>12</b> Inflow/Infiltration Charge - Fixed	1 MONTH x \$12.55	\$12.55
<b>13</b> Commodity Charge	4.74 CCF x \$7.42	\$35.17
<b>14</b> Inflow/Infiltration Charge Commodity	4.74 CCF x \$1.32	\$6.26
<b>15</b> Sewer Service Billed for City of Lansing		<b>\$56.35</b>

**For an explanation of water rates, go to [lbwl.com/customers/water](http://lbwl.com/customers/water).**

## Water Usage Details

### 1. Meter Number

- Unique meter number assigned to this service.

### 2. Beginning Read

- Read taken on the final day of the previous billing period.

### 3. Ending Read

- Read taken on the final day of the current billing period.

### 4. Usage

- Difference of usage between the beginning and ending reads of the meter. This is the total CCF consumption of the current billing period and what this bill will be based on.

### 5. Monthly Historical Graph

- Shows the 13-month history of total CCF usage by month.

### 6. Current Usage

- Snapshot of the total CCF usage for the month.

### 7. Average Cost Per Day

- Total water charges for this billing period divided by the number of days in the billing period.

### 8. Average CCF Per Day

- Total CCF usage divided by the number of days in the billing period.

## Medical Alert Form

If you have medical equipment in your home that depends on electric power, please fill out our Medical Alert Form.

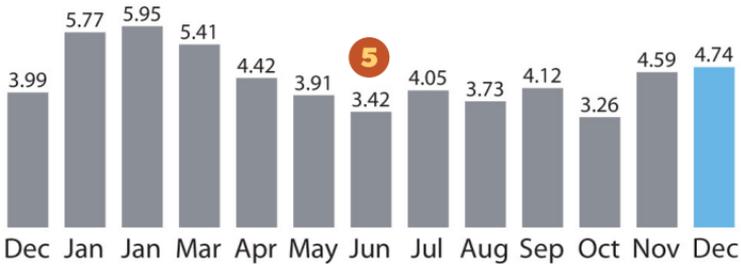
Visit [lbwl.com/shutoffprotection](http://lbwl.com/shutoffprotection) to download the form.



## Water Usage

**1** Meter Number: 98765432

<b>Begin Date:</b>	<b>Begin Read:</b>	<b>End Date:</b>	<b>End Read:</b>	<b>Usage:</b>	<b>Type:</b>
12/03/25	420.47	01/02/26	425.21	4.74	CCF



Current Usage

**6** 4.74 CCF



Avg Cost per day

**7** \$1.69



Avg CCF per day

**8** 0.16 CCF

Your annual report on the source and quality of your drinking water is available online at [www.lbwl.com/waterqualityreport](http://www.lbwl.com/waterqualityreport). To have a copy mailed to you, contact BWL's Environmental Department at (517) 702-6360 or [water@lbwl.com](mailto:water@lbwl.com).

### Third Party Notification Form

You can now arrange to have a friend, relative or landlord receive a copy of your bills, including any shut-off notice you receive. If you're out of town or overlook a notice, the person you choose can give you a friendly reminder. This free service gives you another measure against utility shut-off. To get started, fill out our Third Party Notification Form at [lbwl.com/shutoffprotection](http://lbwl.com/shutoffprotection).

**Did You Know?** 

# Available Payment Options

## 1. AutoPay

- Customers enroll themselves and payments are initiated two days prior to the due date.
- Forms of payment accepted include: checking/savings accounts and credit/debit cards.

## 2. Online

- Forms of payment accepted through the Customer Self-Service Portal include: checking/savings accounts and credit/debit cards.
- Scan the QR code to be taken directly to the BWL bill pay portal.

## 3. Mail

- Physical check or money order payments can be mailed in an enclosed envelope included with your bill to our P.O. Box along with the payment stub. Payments are processed within two-three business days of being received.

## 4. Kiosk

- Five kiosks are located inside Quality Dairy stores, one inside the Capital City Market in Lansing and two drive-thru kiosks located at the Haco Customer Service Center.
- Forms of payment accepted include: checking/savings accounts, credit/debit cards, checks, money orders and cash.

## 5. Phone

- One-time payments can be made over the phone through our automated payment system.
- Forms of payment accepted include: checking/savings accounts and credit/debit cards.

## 6. Dropbox

- Payments can be placed in our two drop box locations: BWL Haco Customer Service Center and at the corner of West Allegan Street and Townsend Street.

## 7. In-Person

- Payments can be made directly with a BWL employee in the Haco Customer Service Center Lobby. Physical payments can also be dropped into the 24-hour drop box locations.
- Forms of payment accepted include: checking/savings accounts, credit/debit cards, money orders and cash.

For information on ways to pay, visit [lbwl.com/paybill](http://lbwl.com/paybill).

 <b>AutoPay</b> Sign up for AutoPay through the Customer Self-Service Portal.	 <b>Online</b> To pay online, scan the QR code: 	 <b>Mail</b> Send your payment to: Lansing Board of Water & Light P.O. Box 30824 Lansing, MI 48999-8311	 <b>Kiosks</b> Self Service Kiosk Locations: Customer Service 1232 Haco Dr. For additional Quality Dairy Locations, visit our website.	 <b>Phone</b> Please call (517) 702 6006 to use our automated system, available 24/7.	 <b>Dropbox</b> 24 Hour Drop Box Locations: Customer Service 1232 Haco Dr. Corner of W. Allegan St. and Townsend St.	 <b>In-Person</b> Customer Service Lobby Hours 9:00am - 4:30pm. Monday - Friday Closed weekends & holidays
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1 2 3 4 5 6 7

## Shut-off Protection

BWL customers at risk of shut-off are now eligible for Federal Low-Income Home Energy Assistance Program (LIHEAP) and Michigan Energy Assistance Program (MEAP) funding assistance, and may also qualify for a winter protection payment plan. Seniors 65 and older and low-income customers on a winter protection plan are protected from electric shut-off during the heating season. Additionally, active military customers may be eligible for extended payment arrangements to prevent service disruption. Contact 211 for payment assistance information, or the BWL to inquire about a payment plan.

Did You  
Know?



# WAYS TO PAY



## Pay Online

[lbwl.com/paybill](http://lbwl.com/paybill)

- AutoPay
- Venmo
- Amazon Pay
- PayPal
- PayPal Credit



## Pay by Phone

517-702-6006



## Mail To

Lansing Board of Water & Light

P.O. Box 30824

Lansing, MI 48909-8311



## Drive-thru Fee-Free Payment Kiosk

BWL Haco Customer Service Center

1232 Haco Dr., Lansing



## Fee-Free Payment Kiosks

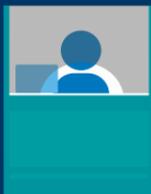
At a location near you.

Go to [lbwl.com/paybill](http://lbwl.com/paybill) to learn more.



## Dropbox Locations

- BWL Haco Customer Service Center  
1232 Haco Dr., Lansing
- Corner of W. Allegan St. & Townsend St.



## In-Person

**BWL Haco Customer Service Center**  
**1232 Haco Dr., Lansing**

# YOUR BILL



# Customer Resources

## Website

- [lbwl.com/readbill](http://lbwl.com/readbill)
- [lbwl.com/services](http://lbwl.com/services)
- [lbwl.com/paybill](http://lbwl.com/paybill)

## Call Center

- 517-702-6006
- 7am-5pm  
Monday-Friday

## Haco Customer Service Center

- 1232 Haco Dr.  
Lansing, MI 48912
- 9am-4:30pm  
Monday-Friday

## Email

- [customerservice@lbwl.com](mailto:customerservice@lbwl.com)



[lbwl.com](http://lbwl.com)



LansingBWL



BWLComm