

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



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

Jan 2022



**Let's Highlight
BWL Drinking Water**

Whether you are a new or existing BWL water customer, it's nice to be informed about the great water the BWL provides. We take pride in our water and are constantly monitoring our water quality entering our water treatment plants, during the treatment process and out in our distribution system to your homes, schools and businesses. A recent survey made us aware that customers still don't know some of the great information about our water.

cont'd inside



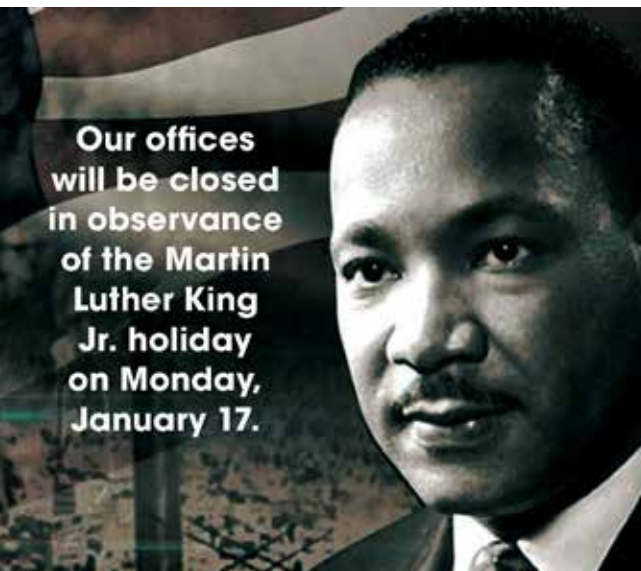
Let's Highlight BWL Drinking Water

continued

Did you know:

- Our water is 100% groundwater
- Water comes from wells about 400 feet deep
- Water is largely protected from contaminants on the surface by a solid layer of shale underground
- We have an award-winning Wellhead Protection System to help protect our water supply
- There are NO lead service lines to homes or businesses in our system
- We were the second utility in the nation to remove all lead service lines
- Our water mascot is Tommy Tap Water

If you'd like more information, please reach out to our Water Quality Administrator, Angie Goodman at 517-702-7059 or angie.goodman@lbwl.com.



Resolve to Save in 2022!

Start the new year off right! BWL is excited to continue our commitment to help customers reduce their electricity use in 2022. The BWL Hometown Energy Savers® program offers a variety of financial rebates and programs for our residential and business electric customers. Detailed information can be found online at lbwl.com/energysavers.

For Your Home

Residential BWL customers can earn rebates for a variety of energy-saving actions and through the purchase and installation of qualified appliances, saving you money on upfront product costs.

- Appliance Recycling
- ENERGY STAR® Appliances
- ENERGY STAR® Lighting
- Heating & Cooling Equipment
- Hometown Help

For Your Business

Help your bottom line by saving energy and money. Businesses of all sizes and types can benefit from upgrading their equipment – from LEDs to boilers, every improvement makes a difference. Incentives are available for commercial and industrial businesses that purchase and install energy-efficient equipment (lighting, air-conditioning, refrigeration, etc.). These rebates are also available for new construction and renovation projects.

New this year! We're making it easier for business customers to take advantage of the Hometown Energy Savers program. Many projects will no longer require a

pre-approval application to be eligible for incentives. Visit the website for details.

For more details on any of the residential and business programs listed above, please call 800-573-3503.



Keeping On Together

Are you Ready to repay Student Loans in February 2022?

February 2022 is less than 60 days away when student loans repayment will resume. The Education Department made a point of emphasizing this would be the last extension.

Do you need help with your student loans? Make an appointment with a trained counselor at the Financial Empowerment Center FEC, located at the Cristo Rey Community Center by calling 517-372-4700.