



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

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KEEPIN' IT COOL

We're all more active during these hot summer months and trying our best to stay cool, which usually means home air conditioning use goes up and energy efficiency goes down.

Here are a few tips that can help cut costs and help you save this summer.

Grill Out. Cooking in the kitchen uses energy and warms the house—you might be inclined to turn up the air conditioning to cool off the house. Take your cooking outside and enjoy some family time while saving energy.

Invest in a smart thermostat. Program your thermostat to keep your house warmer when you're away. A smart

cont'd inside



LANSING

Keepin' It Cool *continued*

thermostat can help you save up to \$180 per year in energy costs*.

Use Ceiling Fans. If you use air conditioning, a ceiling fan will allow you to raise the thermostat setting about 4°F with no reduction in comfort. In summer, use the ceiling fan in a counterclockwise direction to create a wind chill effect. Be sure to turn off the fan when you leave the room—fans cool people, not rooms!

Find more ways to save on the purchase of qualified products and appliances. Call 800-573-3503 or visit lbwl.com/energysavers to learn more.

* - EnergyStar.gov

Cooling Down Energy Costs

If you own a business, you know the building's heating and cooling system is likely your number one expense.

Cooling alone accounts for about 15% of the electricity used in commercial buildings on average, with much of the energy and cost going to waste*.

There are easy and attainable solutions to improve the energy efficiency of your facility to reduce your operating costs.

Change Filters in Your Mechanical System

Dirty filters restricting airflow results in more HVAC maintenance issues and costs. The right filter for your equipment may reduce energy usage by 5-10%.

Install Programmable Thermostats

Building schedules can be programmed to run at higher or lower temperatures, depending on the season when indoor spaces are not in use, saving hundreds of dollars annually.

Regular Maintenance

Regular maintenance on mechanical equipment ensures those systems are not wasting energy due to aging or faulty components.

Replace or Upgrade Your HVAC System

If the mechanical system is more than ten years old, you may want to replace equipment at the end of its useful life with qualified ENERGY STAR® products. Your project may be eligible to earn cash incentives on qualified equipment.

Whether you're constructing a new facility, renovating an old one, or upgrading equipment, incentives are available! For more energy-saving information and incentive applications, visit lbwl.com/energysavers.

*- EnergyStar.gov

Welcome to Construction Season

There's a saying that Michigan has two seasons: winter and construction—difficult to argue when construction starts the first of April and continues until the end of October! Construction is necessary for new building developments, repairs to the roadways, combined sewer overflow projects, and new water mains, but these improvements sometimes wreak havoc on our daily lives.

To minimize the disruptions to our customers, the BWL works closely with other projects to try to coordinate replacement of our mains. Unfortunately, temporary disruptions in water supply or quality are unavoidable. Often construction in roadways stirs up the iron that's settled in the bottom of the cast iron mains and ends up at your home. The discolored water can be a nuisance but poses no health threats. Rest assured if there was ever a potential health risk you would be notified directly by the BWL. Generally, if you wait around an hour after the discolored water appears then run your cold-water faucet at a pencil stream for 10 to 20 minutes, the discoloration will resolve. If you're still experiencing a problem, call our water distribution department at 517-702-6490.

Please know discolored water is temporary during construction. The improvements to the water mains will help maintain water quality and reduce main breaks in the future. We appreciate your understanding as improvements are made to our infrastructure. If you have questions about BWL water, please contact our Water Quality Administrator at 517-702-7059 or water@lbwl.com.

August 13
Start 9am
BWL REO Depot
Register at
lbwl.com/5k

FREE Kids Race
will follow, all
kids receive a
medal.

Benefiting:
McLaren
GREATER LANSING
FOUNDATION