



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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BWL CONNECTIONS
LANSING

BWL's Appliance Recycling Program

Receive up to a \$50 rebate when you recycle a qualifying item through BWL's Appliance Recycling Program. BWL partners with local contractors and recycling facilities to offer free pick up and safe disposal of your older, inefficient appliances. Qualifying units include full-size and compact refrigerators and freezers, room air conditioners, and dehumidifiers. Properly recycling these appliances permanently removes them from our electrical grid and ensures environmentally harmful refrigerants are safely removed. Call 1-800-573-3503 or visit lbwl.com/energysavers to discover BWL Hometown Energy Savers® rebates and to schedule a pickup.



New Updates to BWL Outage App

The new BWL Outage Web and Mobile App updates are now available! The new updates to the login screen will require your last name or company name listed on your bill, and the first 6 digits of your BWL account or phone number associated with your account. Visit your mobile App Store or lbwl.com/outagecenter for more information.

The screenshot shows the mobile app interface for the BWL Outage Center. At the top, there's a status bar with the time 9:55 AM, date Mon Feb 15, and battery level 27%. Below that is the BWL logo. A navigation bar includes buttons for MAP, TWITTER, FACEBOOK, and LOGIN. The main content area features a header with the BWL logo and 'OUTAGE CENTER' text, followed by a 'MAP' button. Below this is a section titled 'OUTAGES' with a sub-header 'REPORT OUTAGE | OUTAGE CENTER | OUTAGE SUMMARY'. It displays statistics: Customers Affected: 0, Active Outages: 0, Last Updated: 9:55 AM EST, 2/15/2021, and a '15 min' timer. A map shows the service area with various locations marked. A 'MAP LEGEND' at the bottom indicates affected customer counts: <=50, 51-200, 201-500, 501-2000, 2001-3000, 3001+, and Planned. A footer note states: 'This map will be refreshed every 10 minutes. Estimated Time of Restoration (ETR) will be updated after a crew assessment is completed. These times are approximate. To report an outage, please call 877-295-5001 or click here.'

Plan Your New Build with a Green Blueprint

Is your business planning a new construction or renovation project? Please call BWL before you break ground! By including our Hometown Energy Savers® Business Program team in the planning stages, you can earn cash rebates on a wide range of decisions, helping to offset your costs. You'll also realize a range of financial and environmental benefits throughout the life of the building. Rebates are available on qualifying, efficient equipment, such as lighting, compressed air systems, controls, mechanical systems and commercial kitchen appliances.

Getting ready to begin your project? Reach out to us first at 877-674-5295 or visit hometownenergysavers.com.



Spring is almost here, which means mating season for our resident peregrine falcons, Titan and August! Since 2004, the BWL has seen over 70 eggs laid in the nesting box, which sits atop the Eckert Power Station. Take a live look inside the nest 24-7 from our falcon cams at lbwl.com/falconcam.

