




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



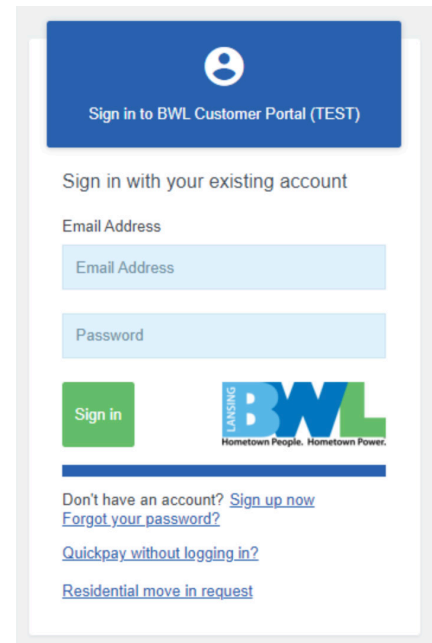
BWLComm

May 2021

BWL CONNECTIONS
LANSING

A New Way to Pay Your Bill!

Coming soon, the BWL will launch its new customer information system—which means exciting upgrades for our customers! You will now be able to view and analyze your consumption data to help better manage your utility costs on an upgraded payment platform. You'll also be able to view and pay your bill, see your billing and payment history and make one-time payments.

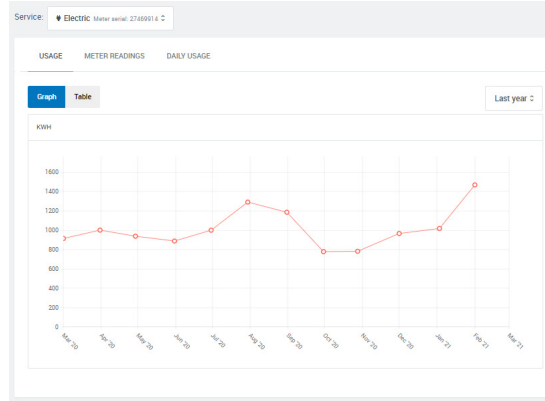


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A New Way to Pay Your Bill!

No action is needed on your part at this time. If you're enrolled in eServices, autopay or paperless billing, you will need to re-register within the portal when it's live. More information will be shared when the portal is open and ready for your enrollment.

For more information, visit www.lbwl.com/new-bill.



Home / Account

Sign out

Primary address: 516 DADSON DR, LANSING, MI 48911-6535

Primary phone: (404) 123-4567

Other phone: (404) 123-4567

E-mail: [Add]

Is mobile phone: [Change]

Sign up for paperless billing | Request move | Manage Wallet

YOUR SERVICES

- Electric: View usage, View meter readings
- Water: View usage, View meter readings
- Sewer: [View usage, View meter readings]

Water Testing Kits: Be Informed

BWL's water comes from a municipal water supply that's continuously tested and monitored, and that meets or exceeds state and federal standards. In the event of a contamination or health concern, residents would be notified by BWL immediately.

It can be convenient to test your water with free test kits available at big box home improvement stores. The companies who perform these tests may inform you the water has high levels of contaminants or may be unsafe to drink and, offers to come to your home and do more testing. Often, this is in hopes to sell you a water purification system or water softener. If you have concerns about your water quality, we recommend consulting BWL or your local county health department to inquire about water quality testing.

The purchase of water purification systems or water softeners is a personal preference a resident may choose to add to their home. If you decide to purchase a system, be sure it will meet your needs or concerns.

If you have questions about the BWL's water quality, please visit www.lbwl.com/water or email water@lbwl.com.

