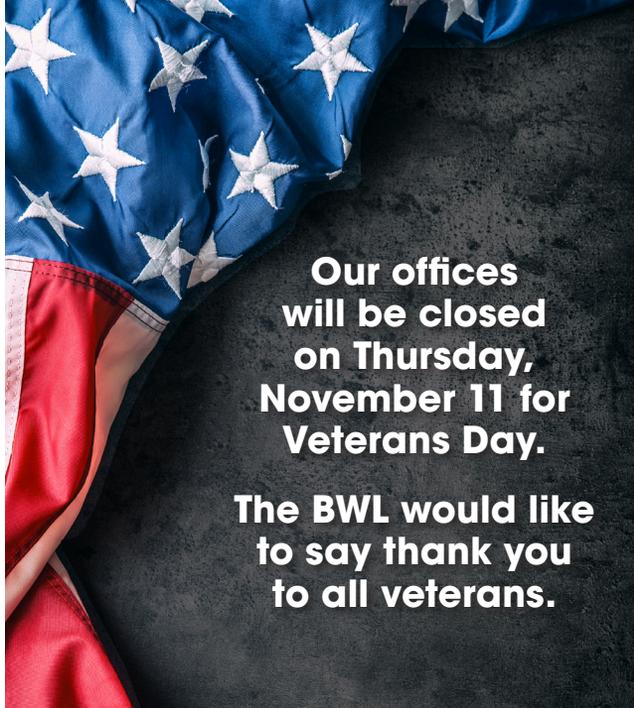


Value of Water

On October 21, the water industry recognized, "Imagine a Day Without Water." As water users, we may not always appreciate the value of water in our everyday lives but, imagine a day without water. We need water to shower, make coffee, fight fires, grow produce and more. Think of the importance of water during the pandemic. A core message from the Value of Water campaign is "Water is essential...From agriculture to manufacturing, most sectors of our economy rely on water. Without water, our economy would grind to a halt. While nature provides water, it takes pipes, pumps, equipment and people working 24/7 to deliver clean water to homes and businesses."

The typical water customer in our service territory spends on average around \$1 per day per household, making water one of the best values for an essential service. The BWL continues to evaluate options for reinvestment in infrastructure while minimizing the impact on customer bills because our goal is to always provide clean, safe and affordable drinking water.



**Our offices
will be closed
on Thursday,
November 11 for
Veterans Day.**

**The BWL would like
to say thank you
to all veterans.**



**Our offices will be
closed on Thursday,
November 25 and
Friday, November 26
for the Thanksgiving
Holiday.**

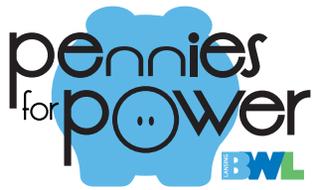
**We wish you and
yours a very Happy
Thanksgiving.**



**Toys for Tots Lansing is collecting toys
and taking donations.**

**Go to lansing-mi.toysfortots.org for more
information on collection sites or to
make a donation.**





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

Nov 2021

BWL CONNECTIONS
LANSING

Ways to Save this Winter Season

Here are some tips to help you save money and energy this winter:

- Many households are busy baking treats and delicious dishes this time of year. Consider baking several items at once to get the most out of the energy required to heat your oven. Additionally, try not to open the door to check on your treats, use the oven light instead.
- Keep the thermostat down when you have visitors. More guests mean more warmth and cranking up the heat is not necessary or cost effective. Additionally, don't forget to turn the heat down when you're sleeping or away.
- Unplug and turn off appliances when you are heading out on your holiday vacation. Your thermostat can be lowered to 55 degrees and set your water heater to the lowest setting.
- Thinking of making some household updates in time for the holidays? Don't forget to take advantage of BWL Hometown Energy Savers® rebates. Get the details at lbwl.com/energysavers or call 800-573-3503 to learn more.