

LANSG

BWL

Hometown People. Hometown Power.

Energy Assistance Guide 2023





Welcome to the Lansing Board of Water & Light's (BWL) Energy Assistance Guide. We've created this booklet full of information and resources to help you pay your utility bill.

Beginning in September 2023, customers saw a small static \$0.88 "Low-Income Energy Assist Fund (LIEAF)" surcharge for electricity on their monthly BWL bills which goes into a statewide fund to help eligible customers with more financial assistance if they're struggling. This LIEAF money will be important as BWL has opted into PA95 ending the winter heating season shut-off moratorium, meaning electric shut-offs due to non-pay will continue year-round.

BWL customers at risk of shut-off are eligible for Federal Low Income Home Energy Assistance Program (LIHEAP). Visit acf.hhs.gov/ocs/programs/liheap for more information. Customers may also be eligible for the Michigan Energy Assistance Program (MEAP) funding assistance and qualify for a winter protection payment plan. Visit michigan.gov/mpsc/consumer/energy-assistance for more information.

The BWL is more than just a utility company - we're committed to giving back and supporting the community we serve. If you have further questions about energy assistance and ways to prevent shut-offs, contact our customer service center for more information.



Keeping On Together

Community Resource Fairs

The Lansing Board of Water & Light and over a dozen local partners have hosted several Community Resource Fairs since 2021 at various community centers throughout Lansing. The goal has been to connect BWL residential customers and greater Lansing residents behind on bills to information on resources and financial assistance per available funding and eligibility.

For more information on future events, visit lbwl.com/shutoffprotection.



211.ORG

The Federal Communications Commission (FCC) designated 211 as the 3-digit number for information and referrals to social services and other assistance. The 211 service is provided by more than 200 local organizations that are committed to serving their communities. Call 2-1-1 or go to mi211.org to learn about agencies in your county that may assist with your energy bill.

Utility Shut-Off Protection

Flexible Payment Arrangements

At BWL, we do everything we can to prevent shut-offs from happening, including working with customers to develop flexible payment schedules and connecting them to information and community dollars available.



We're happy to offer flexible payment plans to:

- Customers with low incomes
- Families with active members in the U.S. military
- Senior customers 65 and older

If you're at risk of falling behind on your bills or would like to set up a flexible payment plan, please contact our Customer Service Department at 517-702-6006.



Medical Alert Form

If you have medical equipment in your home that depends on electric power, please fill out our Medical Alert Form. Visit lbwl.com/shutoffprotection to download the form.

Third Party Notification Form

You can now arrange to have a friend, relative or landlord receive a copy of your bills, including any shut-off notice you receive. If you're out of town or overlook a notice, the person you choose can give you a friendly reminder.

This free service gives you another measure against utility shut-off. To get started, fill out our Third Party Notification Form. Visit lbwl.com/shutoffprotection to download the form.



Michigan Energy Assistance

State Emergency Relief (SER) Program

SER may help low-income households pay part of their heating or electric bills, assist in keeping utilities in service, or have service restored. The program is available all year long. Call your local Department of Health and Human Services office for information or apply on MI Bridges at newmibridges.michigan.gov. Households must apply for SER assistance prior to receiving any MEAP services.

Michigan Energy Assistance Program (MEAP)

MEAP works with households to provide supplemental bill payment assistance and self-sufficiency services to low-income residents statewide. At the time of SER application, applicants will be able to choose a MEAP provider to work with. MEAP grantees are all community partners with MDHHS and can help applicants to navigate the MDHHS application process. For more information visit michigan.gov/mpsc/consumer/energy-assistance.

Home Heating Credit

Qualified persons may receive a credit to help pay winter heating bills. Apply for a Home Heating Credit if you are low-income, receive public assistance, or unemployment compensation. Eligible customers must meet guidelines based on household income, exemptions and heating costs. You must apply by September 30 each year. The application form (MI-1040CR-7) can be requested from the Michigan Department of Treasury at 517-636-4486, or visit michigan.gov/Treasury.

Ways to Pay



Pay Online

lbwl.com/paybill

- AutoPay
- Venmo
- Amazon Pay
- Paypal
- PayPal Credit



Pay by Phone

517-702-6006



Mail To

Lansing Board of Water & Light
P.O. Box 30824
Lansing, MI 48909-8311



Drive-thru Fee-Free Payment Kiosk

BWL Haco Customer Service Center
1232 Haco Drive
Lansing



Quality Dairy Fee-Free Payment Kiosks

- 700 N. Pine St.
- 2121 W. Holmes Rd.
- 4500 W. Saginaw Hwy.
- 5100 S. Waverly Rd.
- 5010 Dunckel Rd.
- 720 W. Jolly Rd.



Dropbox Locations

- BWL Haco Customer Service Center
1232 Haco Drive
Lansing
- Corner of W. Allegan St. & Townsend St.



In-Person

BWL Haco Customer Service Center
1232 Haco Drive
Lansing

YOUR BILL

How to Read Your Bill



Visit: lbwl.com
Call: 517.702.6006

Account Name: JOHN DOE
Service Address: 111 TEST STREET LANSING

Amount Due	\$112.68
Please Pay By	May 11, 2021
Account Number	12345678

Important Account Info

BWL offers AutoPay and sending bill notifications via e-mail. For more information or to sign up visit lbwl.com.

Account Summary 03/17/2021 - 04/16/2021 (31 Days)

Previous Balance	\$111.04
Payments Received - Thank you!	-\$111.04
Balance	\$0.00
Current Charges & Adjustments	See back for charge details
Electric Charges	\$60.56
Water Charges	\$25.38
Sewer Charges	\$26.74
Total Current Charges	\$112.68
Total Amount Due	\$112.68

Message Center



Paying online is easy, fast and available 24/7. Go to lbwl.com to register.

Bill Date: 04/20/21

Detach and return this portion with payment or pay online at lbwl.com. See reverse side for easy ways to pay.



LANSING BOARD OF WATER & LIGHT
PO BOX 13007
LANSING, MI 48901-3007



Contribute to a greener community by enrolling in eBill. Sign up at lbwl.mysecuredservices.com

JOHN DOE
111 TEST STREET
LANSING, MI 48915

LANSING BOARD OF WATER & LIGHT
PO BOX 30824
LANSING, MI 48909-8311

PO BOX 13007
LANSING, MI 48901-3007

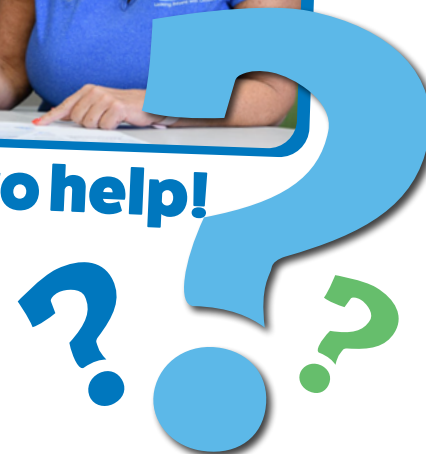
12345678507 0000011268 12345678507 0000011268 4

- 1 Charge Information**
Quickly see how much you owe and when.
- 2 Important Account Info**
Here you'll see updates specifically targeted to you and your bill.
- 3 Account Summary**
This is a snapshot of the monthly charges to your account. Flip your bill over for more detailed info on usage and charges.
- 4 Payment Coupon**
Detach this portion of your bill and return it with your payment.



We are here to help!

For more information on how to read your entire bill, visit lbwl.com/readbill or call our customer service center at 517-702-6006.

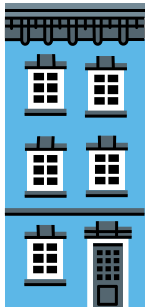




Hometown Help

The Hometown Help program assists households with improvements to the efficiency and comfort of their homes. At no cost, a BWL expert will provide an energy assessment, which includes the installation of high-efficiency products and information on how to reduce your utility costs.

In addition to the standard program offerings, the Hometown Help program may be able to help you save more by replacing your older, inefficient refrigerator, room air conditioner, dehumidifier or air purifier.



Do You Rent?

If you live in an apartment building, ask your property manager to contact us. We work with property managers to install high-efficiency products in all units in the building for free.

Programs are available for homeowners, renters and property managers. For more information, call 800-573-3503 or visit lbwl.com/hometownhelp.

More Ways to Save

Appliance Recycling

Earn up to \$50 in rebates when you recycle your old, inefficient refrigerator, freezer, room AC or dehumidifier. To schedule a free pickup call 800-573-3503.

ENERGY STAR® Appliances

For long lasting, reliable products, look for the ENERGY STAR® logo. For a complete list of available rebates, visit lbwl.com/appliances.

ENERGY STAR® Lighting

You can receive instant discounts on efficient lighting from participating retailers. For a complete list of retailers, visit lbwl.com/lighting.

Heating & Cooling Rebates

Heating and cooling costs account for roughly half of a home's typical energy bill. From tune-ups to heat pumps, save with a high-efficiency system for your home. For a complete list of available rebates, visit lbwl.com/hvac.

For more information or to participate in any of the Hometown Energy Savers® residential programs, call 800-573-3503 or visit lbwl.com/energysavers.





Haco Customer Service Center

1232 Haco Dr., Lansing, MI 48912

Open 9am-4:30pm, Monday-Friday

Call Center

517-702-6006, 7am-5pm, Monday-Friday

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.

lbwl.com



LansingBWL

BWLComm