



AGENDA
{Joint} Committee of the Whole
Lansing City Council and
Lansing Board of Water and Light Commissioners
Radisson Hotel Lansing, 111 N. Grand Ave., Capitol Room III & IV
Thursday, November 17, 2011
@ 8:00 a.m.

Council President A' Lynne Robinson
Council Vice President Kathie Dunbar

- 1. Call to Order:**
- 2. Roll Call:**
- 3. Approval of Minutes:**
- 4. Public Comment:**
- 5. Discussion/Action:**
 - A. Rate Changes
 - B. REO Town Building Project
 - C. Miller Street Power Station
 - D. Solvency Update
 - E. Update Regarding Community Needs:
 - i. 2011/2012 Heating Season
 - ii. 211Partnerships
- 6. Other:**
- 7. Adjourn:**
- 8. Pending:**

Joint LBWL/COW

Committee

11/17/11

Date

NAME	ADDRESS	EMAIL	REPRESENTING	PHONE
Dennis M. Louney	408 N. Clemens Ave	dlooney@delatadentalmi.com	LBWL	230-7295
Colvin Jones	1732 Haco		LBWL	702-6377
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George Stijl	1232 Haco, bus		LBWL	702-6347
Susan Deush	"		LBWL	
Peter Lark	"		LBWL	
M Densmore			LBWL	
Tracy Thomas				

UMS, an International Utility Management Consulting firm (400 clients worldwide), performed a high level T&D performance management assessment for the BWL this summer.

UMS compared the BWL with 22 North American utilities of similar size. It compared our transmission reliability and practices with 30 top performing companies across 5 continents. It compared our distribution reliability with 40 North American, United Kingdom, and Australian utilities, and our practices with 15 utilities worldwide.

UMS concluded the BWL T&D compares very favorably with the industry in overall system reliability, capital investment levels and O&M spending. We are an industry top performer and are near or in the top quartile in reliability.

Happy Holidays!

From
the **BWL**



BWL
Q corner

Q: I know you have a customer service phone number – (517) 702-6006. But, I think there's a way to email or text the BWL with a problem – right? – A.B., Lansing

A: Right you are! It's called **SeeClickFix**. This allows area residents to report non-emergency problems to various agencies, including the BWL.

Here's how it works.

- First, create an account at www.seeclickfix.com.
- When you notice a problem (such as a non-working streetlight), go to the SeeClickFix website and report it in the "Report an issue" box. You can use a computer or mobile devices with Internet access.
- The BWL regularly monitors SeeClickFix. With your help, we can more efficiently respond to problems or issues in our service territory. SeeClickFix also works for reporting other, non-emergency issues in the City of Lansing.

Do you have a question for the Q Corner? Email us at mdn@lbwl.com, call (517) 702-6735 or fax us at (517) 702-6855.

Shut-off protection in effect through March 31

During Michigan's winter heating season – November 1 through March 31 – the Lansing Board of Water & Light offers protection against utility shut-offs.

Here is a summary of those shut-off protections.



- If we know you are a senior citizen, the BWL will not shut off your utilities during the heating season. But, we have to KNOW you are age 65 or older. Please call us at (517) 702-6006, or visit our Website, www.lbwl.com and click on the link about winter shut-off protection.
- You may qualify for shut-off protections if you have a certified medical condition, or if someone in your family is an active member of the U.S. Military.
- You may qualify as a low-income customer; someone who qualifies for a winter protection payment plan. The BWL has a program, Pennies for Power, to assist families struggling to pay utility bills. See the Pennies for Power coupon on Page 2, or visit our Website for more information.
- The boxes at the bottom of Page 1 are monthly reminders we want to work with customers who are having problems paying their utility bills.
- The bottom line: don't wait to seek our assistance. Call our Customer Service Department today – (517) 702-6006.

Note: You may be eligible for energy assistance. Call 2-1-1, and ask to be put in touch with the appropriate social service agency.

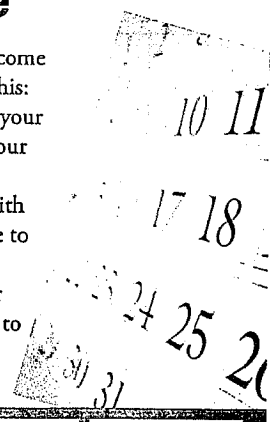
Senior Citizen Update

If you are a senior citizen receiving fixed-income payments the same time each month, consider this:

You may be eligible to shift the due date of your BWL utility bill to more closely coincide with your monthly payment.

If the BWL due date is timed to coincide with your monthly income payment, you may be able to avoid delayed payment charges.

To learn more, please contact our Customer Service Department at (517) 702-6006, and ask to speak with a Customer Service Representative.



Report Outages

Power or Streetlight
1-877-295-5001
Water Main Break
517-702-5490
SeeClickFix.com

Medical Alert Form

If in-home medical equipment depends on electricity or water, you probably should be on our medical priority list. Call (517) 702-6006, or go to www.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. For details, call (517) 702-6006.

Low-Income Families

You may qualify for a winter protection payment plan. Call (517) 702-6006.

LOWER MY BILL

AS EASY AS 1, 2, 3 ...

Lansing Board of Water & Light's Lower My Bill Program.

The Lansing Board of Water & Light wants to help you lower your electric bill!

This program is FREE for residential electric customers and can begin to cut your bills by 5 to 10% or more—right away!

It's as easy as 1, 2, 3. Here's how it works:

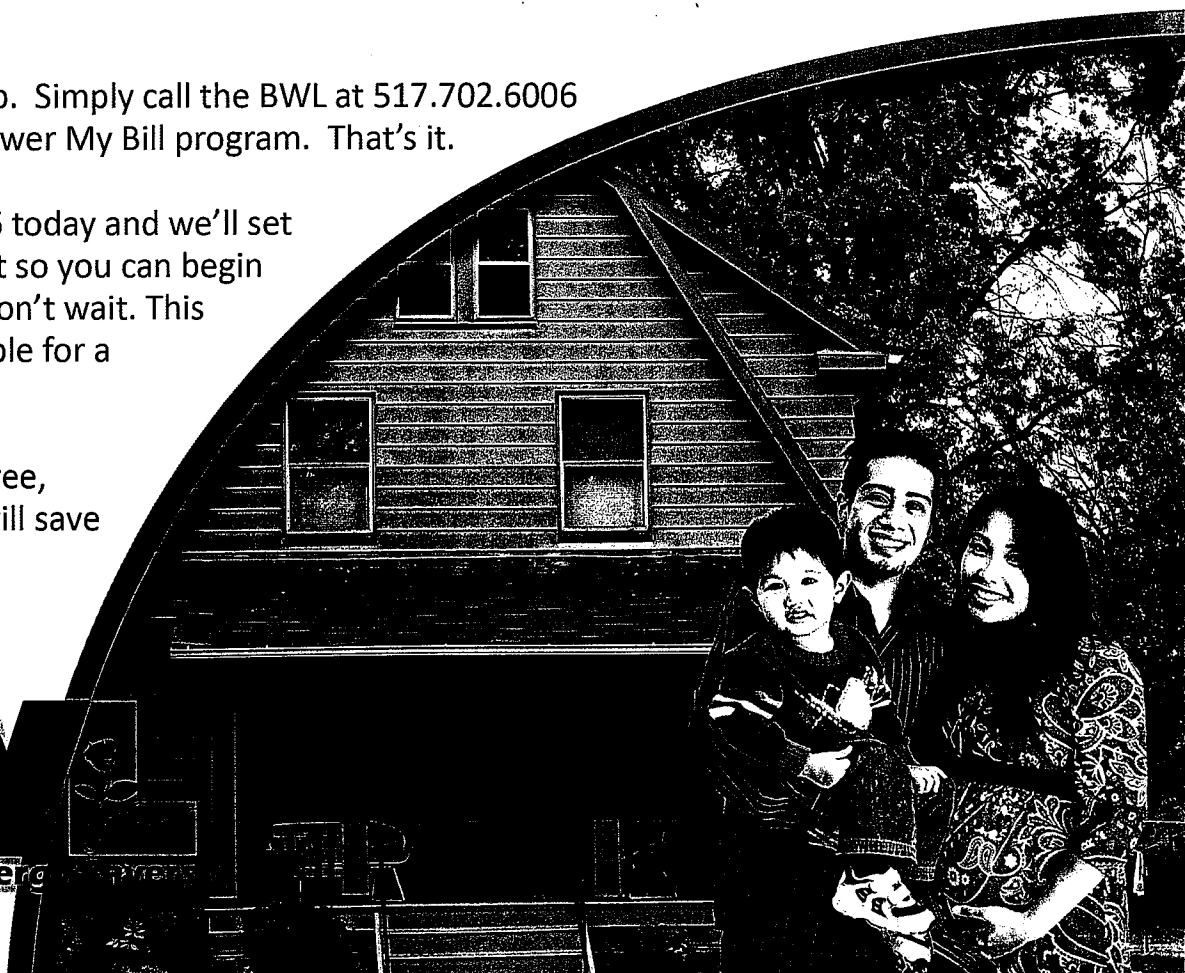
1. An Energy Specialist will visit your home and identify where you can save money and energy—for example, in your basement, around your windows, with your appliances and electrical gadgets.
2. Our specialist will install energy-saving products, like Compact Fluorescent Lamps (CFLs). You may also qualify for more, such as a new fridge, dehumidifier, room air-conditioner and other energy-saving products.
3. You'll get a personalized report on how to cut down your energy usage to guide you in the future.

It's easy to sign up. Simply call the BWL at 517.702.6006 to enroll in the Lower My Bill program. That's it.

Call 517.702.6006 today and we'll set you up with a visit so you can begin to save energy! Don't wait. This program is available for a limited time.

Lower My Bill is free, convenient and will save you money.

LANSING
BWL
Hometown Energy



DATE November 17, 2011

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MEETING Regular Board Meeting

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MOTION # **Attendance**

MOTION # MINUTES

CHAIR Sandra Zerkle

CHAIR Sandra Zerkle

Motion By _____ 2nd By _____

Motion By _____ 2nd By _____

ROLL CALL

ROLL CALL

Board Member	Present	Absent
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Board Member	Ayes	Nays	Abstain	Absent
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Bossenbery	✓	
Louney	✓	
McCloud	✓	
Plummer	✓	
Price	✓	
Thomas	✓	
Ward	✓	
Zerkle (C)	✓	

Bossenbery				
Louney				
McCloud				
Plummer				
Price				
Thomas				
Ward				
Zerkle (C)				