

**Lansing Board of Water & Light  
Extended Outage Credit  
Application**



Lansing Board of Water & Light electric customers who experience an electric outage solely attributable to BWL-owned equipment for 120 consecutive hours (five days) or more can apply for a \$25 extended outage credit. In order to be eligible for the extended outage credit, an application must be received within six (6) months of the first day of the outage, and the affected account must be active and current with no past due balance on the date of application. If the application is approved, the BWL will apply the extended outage credit to the account.

This application must be entirely completed to be processed. Separate forms must be submitted for each account requesting a credit. Please type in information or print legibly.

Account Number: \_\_\_\_\_ (as shown on the front of monthly billing statement)

Customer Name: \_\_\_\_\_  
(first and last name as shown on monthly billing statement)

Service Address: \_\_\_\_\_

City: \_\_\_\_\_ State: MI Zip Code: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**Outage Start:**

Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM PM

**Outage End:**

Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM PM

By submitting this form, I understand if approved, the Lansing Board of Water & Light will apply the credit to my active account, and it may take up to 45 days to process. A cash credit will not be issued.

If you have questions regarding this application, you may contact the BWL at 517-702-6006, Monday through Friday, 8:00 a.m. to 5:00 p.m., EST.

E-mail completed form to: [stormcredit@lbwl.com](mailto:stormcredit@lbwl.com)

Or mail to: Lansing Board of Water & Light  
Attn: Extended Outage Credit  
P.O. Box 13007  
Lansing, MI 48901