

BAY CITY ELECTRIC LIGHT & POWER

Quarter 1 Newsletter - 2024



The Year in Review ...

As your public power provider, Bay City Electric Light & Power keeps the lights on but we also show our support for the community throughout the year. Here are just a few things from 2023.



Employee of the Year



Customer Appreciation Day



St. Patrick's Day Parade



Clean Up Bay City



Storytime Read Along



Energy Saver Pledge



Safety Demonstration



Touch a Truck



Fall Recycling Event



Electric Coloring Contest



Fill the Bucket Food Drive



Wenonah Park Holiday Tree

If the power goes out ...

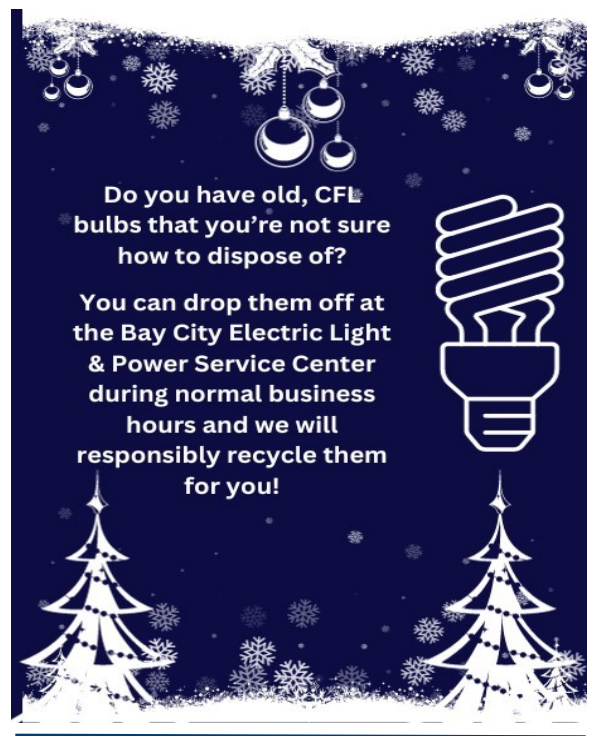
We do our best to make sure the power stays on, but sometimes outages happen that are outside of our control. If the lights do go out, keep calm. Take a look outside to see if your neighbors lost power. If not, check the breakers in your electric panel to verify if the issue is only your home. If it is a power outage, contact Bay City Electric Light & Power at (989) 894-8350 to report the issue.

We have plans and procedures in place when outages occur. Our goal is to ensure a rapid response that places priority on the safety of our crews and our customers. Be assured that we are working diligently to restore power to as many as possible, as quickly as the situation allows.

In general, we follow this protocol for restoration:

- ⇒ Verify power is not flowing through downed lines to prevent injuries and fires
- ⇒ Repair distribution substations, when necessary
- ⇒ Bring the largest amount of people back to full power
- ⇒ Continue repairs until everyone is back on line

Electric utility crews are working in potentially dangerous conditions to get the power back on. They need space to do their jobs. Everyone wants their power back on as soon as possible. Utility staff is attempting to restore power, not only to you, but to your neighbors and the community affected. Outages are frustrating to all and your patience is appreciated during outage events.



Do you have old, CFL bulbs that you're not sure how to dispose of?

You can drop them off at the Bay City Electric Light & Power Service Center during normal business hours and we will responsibly recycle them for you!

Time to Start Saving

The 2024 energy efficiency rebates are available. Kick off the new year by saving on qualifying purchases.

Residential customers visit:
www.BayCityEnergySmart.org

Commercial customers visit:
www.MIEnergySmart.com



REMINDER!

Unfortunately there are scammers out there. We want you to be protected. Scammers seem to be more active in the winter when they know customers cannot go without heat.

- As a reminder, we will **NEVER** call and ask you to pay your utility bill over the phone.
- We will **NEVER** solicit payment at your doorstep.
- You will **ALWAYS** be notified in advance in the event of shut off for non-payment.
- **CALL** the Customer Service number on your utility bill if you need to verify your account status.



If you suspect fraud, report it to www.ReportFraud.ftc.gov

Utility Customer Service (UCS)

Programs available for eligible customers:

- Programs for seniors 65 years of age or older
- Full time active military personnel protections
- Critical care/life support programs
- Winter Protection Plan

For additional programs and applications contact UCS at (989) 894-8104 option 7 or at www.BayCityMI.org.

Need utility assistance?

Dial 211 – Hearing impaired dial (800) 649-3777



Bay City Electric Light & Power
900 S. Water Street
Bay City, MI 48708
(989) 894-8350

Hours:
Monday - Friday
7:00 am - 3:30 pm



fb.com/BayCityElectric