

# ENERGY INSIGHTS

February 2021

A newsletter for customers of Holyoke Gas & Electric

## Winter Heating Assistance

Several local agencies have programs to help qualified families pay their winter heating bills. You may contact them directly at the numbers listed below or call the HG&E Customer Service at **(413) 536-9300** for more information.

### Valley Opportunity Council - Fuel Assistance Programs

300 HIGH STREET, HOLYOKE - (413) 552-1545 - WWW.VALLYOPP.COM

### The Salvation Army - Good Neighbor Fund

(800) 262-1320 - WWW.MAGOODNEIGHBOR.ORG

### Citizens Energy / Distrigas - Heat Assistance Program

(866) 427-9918 - WWW.CITIZENSENERGY.COM

## Energy Conservation

An easy way to reduce your heating costs is to decrease your electric and natural gas consumption through energy conservation measures. Learn more by visiting [www.hged.com/save](http://www.hged.com/save).

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**January 2021:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**January 2021:** Residential customer consuming 186 CCF/month. Amounts shown include all discounts.



**WIN A NEW APPLE WATCH!  
REGISTER AN HG&E  
ACCOUNT TODAY AND  
MAKE PAYMENTS ON-THE-GO!**

#### HOW TO ENTER:

Navigate to our payment service:  
[hged.com/payonline](http://hged.com/payonline) or go to [hged.com](http://hged.com) and click on the "View or Pay Your Bill" button.

1. REGISTER AN ACCOUNT
2. ACTIVATE AUTOPAY

For more information about the sweepstakes, go to [hged.com/sweepstakes](http://hged.com/sweepstakes)



## What to Expect in 2021

HG&E is committed to providing competitive rates, reliable service, innovative and sustainable energy solutions, and excellent customer care. As a municipal utility, we have the ability to make decisions based on the needs of our ratepayers and the community, but we must comply with federal and state regulations and mandates.

While many expenses fall outside our direct control, HG&E is committed to managing costs in the most efficient and sustainable ways, while maintaining safe and reliable service for customers.

In order to keep pace with the rising cost of service, HG&E recently adjusted several electric and natural gas rates. These adjustments will increase the cost for residential natural gas customers by an average of \$3.98 per month (3%) and increase the cost for residential electric customers by an average of \$1.86 per month (2.8%). Electric residential customers will have an additional average increase of \$1.52 per month (2.2%) beginning in April, in order to manage rising peak demand costs.

Even with these increases, HG&E will continue to offer customers the lowest utility rates in the region. Please contact us if you have any questions. For more information visit [www.hged.com/rates](http://www.hged.com/rates).

We understand the pandemic has created financial hardship for many customers and HG&E is here to help. Please contact Customer Service at (413) 536-9300 to discuss payment plans, energy payment assistance, or opportunities to keep your bills low through efficiency.



## Tree Trimming

Trees enhance the quality of life in our community through aesthetics and keeping the air clean by converting carbon dioxide to oxygen. However, trees and power lines don't mix. Contact between them can cause power outages, fires, and downed lines, while also causing safety hazards for people, wildlife, and the trees themselves. To help keep you safe and provide reliable service in your neighborhood, while ensuring the health of trees, HG&E's professional tree trimming contractors remove or carefully prune trees in areas to create minimum safe distances between electric lines and surrounding trees.

### Tree Trimming on Private Property

If a tree on private property is identified as a threat to power lines, HG&E or its contractors will either call you, speak with you in person, or provide you with advance written notice and an opportunity to discuss the project. HG&E is not responsible for trimming or removing trees located on private property. If you are doing tree work on private property near electric service wires, please contact HG&E to evaluate the project. For your safety, a power line may need to be de-energized, dropped, and/or covered for a period of time.

If you have any questions about tree trimming services, please contact Customer Service by calling (413) 536-9300 or emailing [customer\\_accounts@hged.com](mailto:customer_accounts@hged.com).



**HG&E Main Office**  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300  
[www.hged.com](http://www.hged.com)

**Customer Service Hours:**  
**Monday - Friday**  
**8:30 am - 4:30 pm**

**Contact Customer Service:**  
(413) 536-9300  
[Customer\\_Accounts@hged.com](mailto:Customer_Accounts@hged.com)

**Marketing/Communications:**  
Kate Sullivan Craven  
[ksullivan@hged.com](mailto:ksullivan@hged.com)

### Payment Options

Online Payment  
[www.hged.com/payonline](http://www.hged.com/payonline)

Phone Payment  
(413) 536-9300 (Option 5)

Drive Thru/Walk Up  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300

Mail  
P.O. Box 4165  
Woburn, MA 01888-4165

Holyoke Drop Boxes  
HG&E, 99 Suffolk Street  
C-Mart, 1500 Northampton Street  
DB Mart, 494 Westfield Road  
Stop & Shop, 28 Lincoln Street  
Stop & Shop, 2265 Northampton Street  
Wally's BP Shop, 297 Apremont Highway

### Holiday Closings

Presidents' Day  
Monday, February 15

### Commissioners

Francis J. Hoey, III  
Robert H. Griffin  
James A. Sutter

### Manager

James M. Lavelle