

# ENERGY INSIGHTS

January 2020

A newsletter for customers of  
Holyoke Gas & Electric

## HG&E Rebates & Incentives

Save money, save energy, save the environment - these are only a few of the benefits of choosing energy efficient appliances for your home or business. HG&E rebates and incentives provide savings towards the purchase of new high-efficiency (CEE and/or Energy Star rated) appliances, weatherization, and efficiency measures. For eligibility requirements and additional information on HG&E's rebates, please visit: [www.hged.com/save](http://www.hged.com/save).

SAVINGS UP TO <b>\$25</b>	<b>DISHWASHER</b>
SAVINGS UP TO <b>\$25</b>	<b>ROOM AC</b>
SAVINGS UP TO <b>\$30</b>	<b>DEHUMIDIFIER</b>
SAVINGS UP TO <b>\$40</b>	<b>AIR PURIFIER</b>
SAVINGS UP TO <b>\$75</b>	<b>CLOTHES WASHER</b>
SAVINGS UP TO <b>\$75</b>	<b>REFRIGERATOR</b>
SAVINGS UP TO <b>\$100</b>	<b>CLOTHES DRYER (Electric)</b>
SAVINGS UP TO <b>\$100</b>	<b>WATER HEATER (Electric)</b>
SAVINGS UP TO <b>\$150</b>	<b>WI-FI/SMART THERMOSTATS</b>
SAVINGS UP TO <b>\$250</b>	<b>CENTRAL AIR CONDITIONING</b>
SAVINGS UP TO <b>\$500</b>	<b>DUCT SEALING</b>
SAVINGS UP TO <b>\$500</b>	<b>HEAT PUMP/MINI SPLIT</b>
SAVINGS UP TO <b>\$500</b>	<b>BLOWER DOOR TEST &amp; AIR SEALING</b>
SAVINGS UP TO <b>\$600</b>	<b>HEAT PUMP CLOTHES DRYER</b>
SAVINGS UP TO <b>\$600</b>	<b>HEAT PUMP WATER HEATER</b>
SAVINGS UP TO <b>\$1000</b>	<b>INSULATION</b>

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**December 2019:** Residential customer consuming 500 kwh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**December 2019:** Residential customer consuming 162 CCF/month. Amounts shown include all discounts.

Note: HG&E's December rates include holiday discount.



# Winter Safety Tips



HG&E and Northeast Gas Association would like to remind you that the accumulation of snow and ice on meters, regulators, and other aboveground pipe components may create a safety hazard and increases the risk of carbon monoxide (CO) build up in your home or business. If you have natural gas, please pay attention to the following:

- ✓ Clear snow and ice from exhaust vents, chimneys, and combustion air vents for all gas appliances to prevent cumulation of carbon monoxide in buildings, or prevent operational problems for the combustion equipment.
- ✓ Properly functioning carbon monoxide detectors should be deployed in the building.
- ✓ Pay attention to snow and ice related situations that may cause operational problems for meters, pressure controlled devices, and other equipment. This equipment may contain vents that release gas safely outdoors in the event of a malfunction. If these vents are blocked, an unsafe condition could result.
- ✓ Piping on service regulator sets is susceptible to damage, that could result in failure, if caution is not exercised in clearing snow from around equipment. Where possible, use a broom instead of a shovel to clear snow off regulators, meters, associated piping, propane tanks, tubing, gauges or related equipment.
- ✓ Chimneys and vents should be protected using an approved cap or screen, to keep small animals or insects from entering. These intruders have been known to build nests, inside chimneys or vents, that can create a blockage and cause potentially hazardous conditions.

If there is an odor of gas present, or if gas appliances are not functioning properly, leave the building vicinity immediately. Then, from a safe location, contact HG&E at

(413) 536-9300.

**-Northeast Gas Association**

## Maintenance & Repair

### 24-HOUR EMERGENCY SERVICE

We do not want you to be left in the cold this winter! At some of the lowest rates in Massachusetts, HG&E offers 24-hour emergency service for repairs and maintenance of gas and electric equipment, including: boilers (gas), hot water heaters (gas/electric), furnaces (gas), ranges (gas/electric), clothes dryers (gas/electric), room space heaters (gas), and unit heaters (gas).

#### Rates for Residential Customers\*

Normal service (Monday-Friday 8AM-5PM)  
First 30 minutes - \$20  
Each 1/4 hour thereafter - \$10

Emergency service (weekends & all other hours)  
First 30 minutes - \$60  
Each 1/4 hour thereafter - \$15

*\*Note: Emergency service rates apply on Massachusetts State Holidays.  
As soon as a service technician is dispatched,  
a service charge will be added to your account.*

Contact emergency dispatch at (413) 536-9300 (option 1), if you are in need of emergency service, maintenance, or repair. For more information, visit [www.hged.com/repair](http://www.hged.com/repair).



EMPOWERING YOUR WORLD

**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)

Walk-In  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300

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

#### Holyoke drop boxes

- Senior Center, 291 Pine 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

Martin Luther King Jr. Day  
Monday, January 20

### Commissioners

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

### Manager

James M. Lavelle