

ENERGY INSIGHTS

March 2021

A newsletter for residential customers of Holyoke Gas & Electric

IMPROVE YOUR HOME'S EFFICIENCY

SAVE ENERGY & SAVE MONEY

WWW.HGED.COM/SAVE



REBATES:

Rebates for highly efficient appliances, heating & cooling systems and weatherization projects

CONNECTED HOMES:

Monthly ongoing incentives for qualifying Wi-Fi enabled devices including thermostats and water heaters



HOME ENERGY AUDITS:

Free home energy audits for HG&E customers to help you learn how you can reduce your energy use

RESIDENTIAL ENERGY CONSERVATION PROGRAM:

Financial assistance up to \$10,000 at 0% interest for qualifying energy efficiency projects



HG&EV - ELECTRIC VEHICLE EDUCATION & INCENTIVES:

Learn about electric vehicles and incentives available through our new HG&EV website - hged.com/ev

Whether you are a first time homebuyer or a longtime customer looking to save on your energy bills, HG&E is here to help. We have innovative energy efficiency programs, assistance, rebates, and tips! To learn more and apply, visit hged.com/save to review eligible equipment, program details and application requirements. If you need assistance, contact us at (413) 536-9300 or efficiency@hged.com.

RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



February 2021: Residential customer consuming 284 CCF/month. Amounts shown include all discounts.



Important Customer Notice Gas Meters & Walking Surveys

This spring, HG&E uniformed personnel may be in your neighborhood completing meter inspections and replacements. In order to comply with state regulations, HG&E must inspect your gas meter at least once every three years and replace your gas meter every seven years. If a gas meter is due for inspection or replacement and access to your home is required, HG&E will notify the property owner of the required work to schedule an appointment. As a reminder, customers must provide access to HG&E meters as a condition of service.

In addition to the meter inspections, HG&E annually conducts walking surveys of gas services. Contracted personnel may be in your neighborhood performing this service. The survey consists of walking the length of the gas service from the street to the home. This is all part of HG&E's commitment to system safety.

If you have any questions, please contact HG&E at **(413) 536-9300**.
Thank you for your patience and cooperation!

WE ARE HERE TO HELP YOU MANAGE YOUR UTILITY BILLS THROUGHOUT THE PANDEMIC

We know customers are worried about making ends meet during the pandemic. Please don't wait to call if you fall behind on your energy bills. **We are here to help!**



UTILITY BILL ASSISTANCE

Customers who have been impacted by the pandemic and need assistance paying utility bills should contact us. We can share contacts with agencies that may be able to provide assistance.



PAYMENT PLAN

For customers who have fallen behind on utility payments, HG&E can spread catch-up payments over the months ahead.



CONSERVATION MAKES A DIFFERENCE

Many HG&E customers are spending their entire day at home, increasing their use of utilities. Taking simple steps to conserve energy can add up to substantial savings.

Customers will be responsible for paying utility bills once the temporary payment moratorium is lifted, so please keep in touch with HG&E throughout this difficult time. Contact us today, **(413) 536-9300** or **customer_accounts@hged.com!**



HG&E Main Office
99 Suffolk Street
Holyoke, MA 01040
(413) 536-9300
www.hged.com

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

Contact Customer Service:
(413) 536-9300
Customer_Accounts@hged.com

Marketing/Communications:
Kate Sullivan Craven
ksullivan@hged.com

Payment Options

Online Payment
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
Union Mart, 297 Apremont Highway

Holiday Closings

Patriots' Day
Monday, February 19

Commissioners

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

Manager

James M. Lavelle