

ENERGY INSIGHTS

May 2020

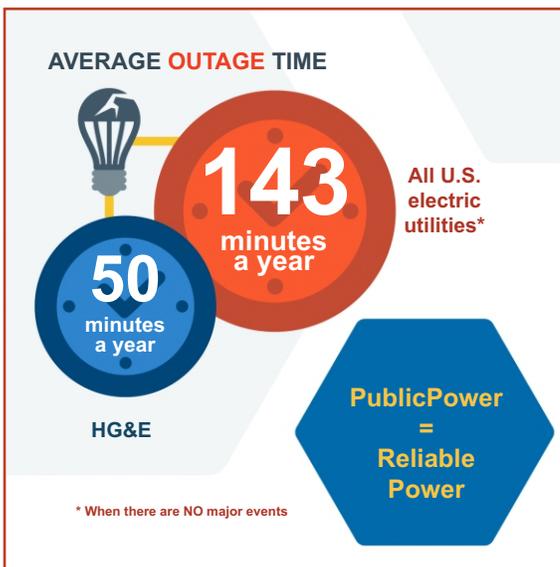
A newsletter for customers of Holyoke Gas & Electric



Please visit www.hged.com for the most up to date information regarding HG&E and the impact of COVID-19.



Excellence in Reliability



HG&E understands that electricity is vital to the way you do business and live your life. Everyday, HG&E works to ensure that power is available to you when you need it.

As a mark of dedication to innovation and commitment to exemplary service, HG&E has maintained the prestigious Reliable Public Power Provider (RP3) designation from the American Public Power Association (APPA) since 2011, which is held by less than 2% of the country's 2,000+ municipally owned utility companies. Recently, HG&E received the RP3 Diamond designation, which is

awarded to municipal utility companies that provide customers with the absolute highest degree of reliable and safe electric service. HG&E has also been awarded APPA's Excellence in Reliability Award since its inception in 2015. For more information visit www.hged.com/reliability.

RP3

5 ENERGY-SAVING TIPS FOR YOUR HOME

- ✓ Run your dishwasher, washing machine, and dryer with full loads
- ✓ Avoid using the stove or oven unless you need to
- ✓ Unplug electronics and appliances when they are not in use
- ✓ Turn off the lights and fans when leaving a room
- ✓ Close shades, drapes, and blinds during the day

For more energy saving tips, visit energy.gov or hged.com/save.

RATE COMPARISONS

LOWEST ELECTRIC RATE



April 2020: Residential customer consuming 500 kwh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



April 2020: Residential customer consuming 186 CCF/month. Amounts shown include all discounts.

Spring Cleaning: Update Your Contact Information hged.com/update

Help HG&E keep your records up to date by providing your current contact information. Fill out the form below and send it in with your monthly payment or visit us online, hged.com/update. Keeping your account information current is extremely important to ensure you will receive information and updates regarding your service in a timely manner. Thank you for taking the time to update your records!

Please note: this form is to update contact information only and does not allow you to terminate, move, or start service.

HG&E Account Number
(from your monthly bill)

Your Name (First, Middle Last): _____

Service Address: _____

Email Address: _____

Telephone Number: _____

Cell Phone Number: _____

Best Way to Reach You: _____ Date: _____

Visit us online www.hged.com/update or mail the form below to 99 Suffolk Street, Holyoke, MA 01040.

It's Time to Take the Census—Be Counted!

The U.S. Census takes place every 10 years, and will impact how federal funds get distributed to Massachusetts and the City of Holyoke. Millions of dollars in federal funding are allocated by a formula that takes population into account. Every 10,000 in population makes available additional federal funds. In the previous Census, Holyoke's population was just under 40,000, which affected the amount of federal funds realized for the city and its residents.

OneHolyoke CDC is leading our community's efforts to count every single person. OneHolyoke staff and field workers are engaging individuals and families, encouraging them to fill out the Census online. Your home would have already received a postcard from the Census and other reminder postcards with easy ways to be counted.

Information about the Census is also being made available through OneHolyoke at the city's various meal sites at Holyoke school locations. For more information, visit www.oneholyokeye.org.

The 2020 Census can be completed online, by phone or by mail. Questionnaire responses will represent those living in a household, as they existed on April 1, 2020. No one will ask citizenship status or for a social security number. Fill out the Census and be counted!



(844) 330-2020 | my2020census.gov



EMPOWERING YOUR WORLD

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

Customer Service Hours:
Monday - Friday
8:30 a.m. - 4:30 p.m.

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

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 Hwy

Holiday Closings

Memorial Day
Monday, May 25

Independence Day
Closed Friday, July 3

Commissioners

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

Manager

James M. Lavelle