

ENERGY INSIGHTS

December 2020

A newsletter for customers of Holyoke Gas & Electric

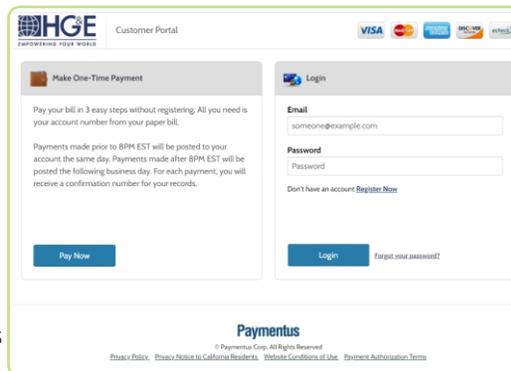


New & Improved Online Customer Account Options

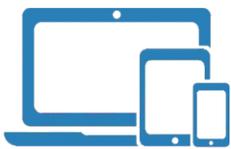
Constantly looking to safely and efficiently enhance your customer experience, HG&E rolled out a new online payment portal this month! Since your security is extremely important, all customers who utilize automatic payment, paperless billing, or any other remote payment option must sign up for a *new* account.

New features include:

- Improved user experience
- *Pay Now* feature for quick transactions
- Wallet for securely saving payment types
- Paperless option with email reminders
- Schedule payments from your bank account or credit card
- Payment history and historic statements



Your HG&E Customer Service team is here to make the process as easy as possible for you! Please contact us during normal business hours (M-F, 8:30 am-4:30 pm) if you have any questions, (413) 536-9300 or customer_accounts@hged.com.



ACTION REQUIRED FOR AUTO PAY CUSTOMERS: If you were previously enrolled in auto pay, HG&E cannot transfer your information to the new system so you must re-enroll. Please visit hged.com/autopay and sign up for a new account today!

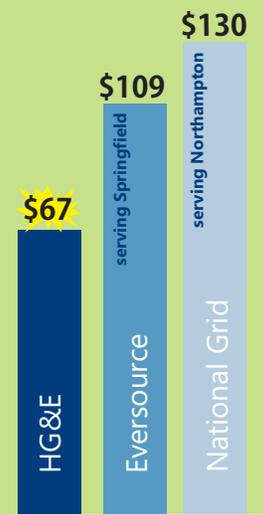
HAPPY HOLIDAYS FROM HG&E

Your December bill reflects an extra 10% holiday discount* on gas and electric services, granted by the HG&E Commission.

*This discount does not apply to customers who are participating in an economic development incentive offer, including: First-Time Homebuyer program, the Economic Development Discount program, and Contract Rate customers. Bills must be paid by discount date to receive discounts.

RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



November 2020: Residential customer consuming 103 CCF/month. Amounts shown include all discounts.

Protect your family from Carbon Monoxide

Whether you heat your home with oil, natural gas, propane, coal or wood, your heating system can produce carbon monoxide (CO) if it is not working properly, or if it is inadequately vented. CO is also produced from internal combustion devices such as cars and small gasoline engines. Carbon monoxide is odorless, colorless and tasteless, but very toxic. Signs indicating the presence of carbon monoxide in the home include stuffy, stale or smelly air, very high humidity or soot coming from a fireplace or heating system.

What are the symptoms of CO poisoning?

The symptoms of carbon monoxide poisoning are often confused with those of the flu, and the highest incidence of poisoning occurs during the flu season.

Symptoms include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems and loss

of muscle control. High concentrations of carbon monoxide can lead to unconsciousness, brain damage or death. However, a victim may not experience **ANY** of these symptoms, or only one or a few symptoms. You should suspect the presence of carbon monoxide if symptoms tend to disappear when you leave your home.

What should you do if you suspect the presence of Carbon Monoxide in your home? Immediately take the following actions:

- ◆ Open the windows and doors.
- ◆ For an emergency inspection, contact a licensed heating contractor or HG&E (Natural Gas customers) at (413) 536-9300.
- ◆ If carbon monoxide is detected in your home, seek medical attention.

Know the Signs & Symptoms of Carbon Monoxide Poisoning



This important safety information has been prepared by the Northeast Gas Association and the CDC.

ALERT: PAYMENT FRAUD & UTILITY SCAMS

This holiday season, please be on alert for fraudulent activity!

- Do not allow unauthorized or unidentified individuals into your home for any reason related to utility services. It is strongly recommended that you ask for identification prior to granting access to your home. All HG&E personnel are required to carry an identification badge.
- Do not provide personal information regarding utility bills over the phone or in person, unless you are speaking to an official HG&E employee. As an HG&E customer, our customer service representatives will never ask for credit card information over the phone. If the customer chooses to pay over the phone, the call will be initiated by the customer, (413) 536-9300 (option 5).
- Prior to termination of gas or electric service, a customer will receive three written notices in the mail. In addition, HG&E is currently observing the winter moratorium, shut offs will resume in the spring.

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



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

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

Drive-Thru
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 Hwy

Holiday Closings

Christmas Day
Friday, December 25

New Years Day
Friday January 1

Martin Luther King Jr. Day
Monday, January 18

Commissioners

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

Manager

James M. Lavelle