

# ENERGY INSIGHTS

OCTOBER 2020

A newsletter for customers of Holyoke Gas & Electric

## ATTENTION AUTO PAY CUSTOMERS

**ACTION REQUIRED FOR AUTO PAY CUSTOMERS:** If you are currently enrolled in HG&E's automatic payment (Auto Pay) system, your last automatic withdrawal on the current system will take place with the October billing cycle (between October 9 and November 9). If you would like to continue automatic payments with no interruption please complete the auto pay form at [hged.com/autopay](https://hged.com/autopay) within five days of receiving this newsletter. Contact Customer Service if you have any questions, (413) 536-9300 or [customer\\_accounts@hged.com](mailto:customer_accounts@hged.com).

### COMING SOON! Improved Customer Account Options

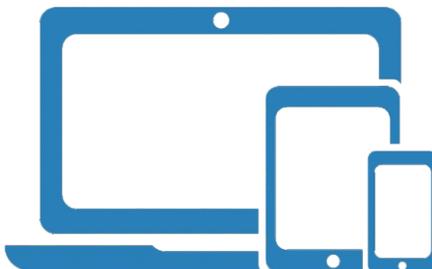
Constantly looking to enhance your customer experience, safely and efficiently, HG&E will be offering customers additional online bill payment options on December 1. All customers who are currently using automatic payment, paperless billing, or any other remote payment option must sign up for a *new* account after December 1 if you would like to continue utilizing those services.

#### Features will include:

- Improved user experience
- Pay now feature that allows for quick payment without having to register
- View payment history and view past billing statements
- Securely save your payment information
- Signing up for paperless billing with email reminders
- Schedule payments from your bank account or credit card

Since your security is extremely important to HG&E, existing online bill pay customers will need to re-create logins on the new system in order to continue taking full advantage of auto payment, paperless billing, and other system benefits. Over the next two months, more detailed information and instructions will be provided.

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](mailto:customer_accounts@hged.com).



## RATE COMPARISONS

### LOWEST ELECTRIC RATE



September 2020: Residential customer consuming 500 kWh per month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



September 2020: Residential customer consuming 28 CCF/month. Amounts shown include all discounts.

# Simple Ways to Engage Kids in Energy Conservation

Back to school excitement is much different in 2020. With distance learning, remote work, and growing “plug load,” customers who have spent most of their time at home over the last several months are seeing increases in utility bills throughout the country. Managing energy costs is something the whole family can get involved in, and it can be fun!



To start, find ways to engage your kids and help them understand that small efforts, like shutting off the lights, can impact your utility bill and, in turn, will decrease the overall energy production needs of the community – win-win-win! With some simple instruction, kids can become the energy detectives in your home.

## Some simple tips:

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**Television, Devices, and Gaming:** The television, computer, tablet, cell phone, and video game consoles run on power, so make sure to turn them off and unplug them when they aren’t in use. Even when a device is powered off, it can draw power from the plug. Better yet, keep them off and pick up a good book or disconnect and get outside!
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**Close the Doors:** In order for the warm air to stay in your home this winter, keeping the doors closed is so important. Put a bell on the knob so kids can get used to hearing the jingle as the door closes when they enter or exit.
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**Natural Light:** During the day, get in the habit of using natural light. If you do turn the lights on, switch to LED Energy Star Certified bulbs. When lights are turned on, make sure to shut them off when leaving a room. Kids will do this too, especially if they know they are helping to protect the earth!
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**Cold water:** Always use cold water from the faucet unless you really need warm water. Each time you use warm water the hot water heater draws additional energy.

With so much time at home, making simple changes to your family routine can help you save energy and money. You may want to turn this into a game or develop an energy reward system to encourage family participation. For some options and activities, please visit the National Energy Education Department ([need.org](http://need.org)) or the US Energy Information Administration ([eia.gov/kids](http://eia.gov/kids)).

If you are interested in taking additional steps to improve efficiency, HG&E offers free home audits to help assess potential energy savings, as well as a variety of rebates and incentives for energy saving improvements. Visit [hged.com/save](http://hged.com/save) for more information.

## COMMUNITY CORNER

**A message from the Holyoke Safe Neighborhood Initiative:**



You can support your loved one's recovery. Learn more: [www.HealTogetherMA.org/Holyoke](http://www.HealTogetherMA.org/Holyoke)

People with #opioiduse disorder (OUD) can recover when they have our support to get and stay in treatment with medications for OUD. Las personas con #trastorno por uso de opiodes (OUD) pueden recuperarse cuando cuentan con nuestro apoyo para recibir y permanecer en tratamiento con medicamentos para OUD.



**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 a.m. - 4:30 p.m.

**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](http://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

**Veterans' Day**  
 Wednesday, November 11

**Thanksgiving Day**  
 Thursday, November 26

## Commissioners

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

## Manager

James M. Lavelle