

# ENERGY INSIGHTS

June 2023

A newsletter for customers of Holyoke Gas & Electric

## SAVING ENERGY SAVES MONEY

HG&E is committed to helping customers save energy and money by offering a variety of energy efficiency programs and incentives. Appliance rebates, free energy audits, and energy conservation assistance are just a few of the ways customers can make their homes more energy efficient, all while cutting back on energy costs. Start saving today by visiting [www.hged.com/save](http://www.hged.com/save).

### Rebates for Appliances, Weatherization, Heating & Cooling

HG&E offers rebates for qualifying appliances, central air conditioners, heat pumps/mini-splits, and weatherization projects including insulation and air sealing. [www.hged.com/rebate](http://www.hged.com/rebate)

### Residential Energy Conservation Program

This unique program provides HG&E customers with financial assistance at 0% interest for the implementation of approved energy efficient measures. This program includes a variety of home energy improvements, such as the installation of: heat pumps/mini-splits, central ACs, water heaters, weatherization, EV charging infrastructure, solar PV, and gas furnaces and boilers. [www.hged.com/recp](http://www.hged.com/recp)

### Summer energy saving tips:

- ▶ Close shades, drapes, and blinds during the day.
- ▶ Use a microwave instead of the range/oven.
- ▶ During mild weather, use fans instead of air conditioning.
- ▶ Clean and replace air conditioner filters every 30 to 90 days during the summer.
- ▶ Plant shade trees around your home to reduce air conditioning costs.
- ▶ Keep a 2-3 foot clearance around air conditioning units to ensure proper circulation and optimum efficiency.

## APGA Congratulates HG&E for Operational Excellence!

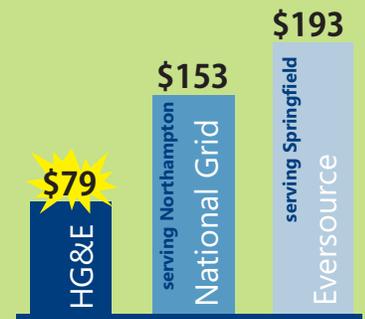


The American Public Gas Association (APGA) presented HG&E with the prestigious APGA System Operational Achievement Recognition (SOAR) for excellence in operating its natural gas utility. Public natural gas systems like HG&E are entrusted by their customers to deliver clean and affordable natural gas through a

safe and reliable distribution pipeline system. Out of approximately 750 APGA members, HG&E was one of 25 utilities selected, based on demonstrated excellence in the four areas of system integrity, system improvement, employee safety, and workforce development. For more information visit [www.hged.com](http://www.hged.com).

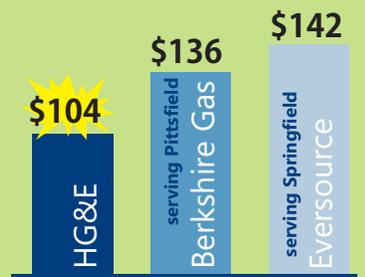
## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**May 2023:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**May 2023:** Residential customer consuming 94 CCF/month. Amounts shown include all discounts.



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/payonline

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

Drive Thru Kiosk (24/7)  
Walk In  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300

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

### Holyoke drop boxes

- C-Mart, 1500 Northampton Street
- DB Mart, 494 Westfield Road
- Stop & Shop, 28 Lincoln Street
- Stop & Shop, 2265 Northampton Street

### Holiday Closings

Independence Day  
Tuesday, July 4

### Commissioners

Francis J. Hoey, III  
James A. Sutter  
Marcos A. Marrero

### Manager

James M. Lavelle



## Important Customer Notice: Gas Meter Inspection

To comply with Federal safety codes, HG&E must inspect your gas meter at least once every three years. HG&E uniformed personnel may be in your neighborhood to complete this inspection. Please contact HG&E if you have any questions at (413) 536-9300 (press 1). Thank you!

# Know what's below. Call **811** before you dig.

Attention excavators, contractors, and homeowners:  
Did you know Federal and State law requires that you contact Dig Safe before digging, trenching, landscaping, or performing any other excavation or earth moving operation? Dig safe and dig smart by calling 811 before you start.

## Dig safe. It's the law.

on-line at: [www.digsafe.com](http://www.digsafe.com)

Dig Safe is a free service funded by member utility companies. There is no charge for you to use this service.

# You're Invited

## Holyoke Gas & Electric 2023 Annual Customer Appreciation Night

Valley Blue Sox  
Thursday, June 22  
6:30 p.m.  
MacKenzie Field



ADMIT FOUR

Holyoke Gas & Electric would like to invite you and your family to the Blue Sox for our 2023 Customer Appreciation Night on Thursday, June 22. Hope to see you there!

# Friday, June 30



SPONSORED BY HG&E

Holyoke Community College  
Raindate: Friday, July 7  
For updates, visit [www.holyoke.org](http://www.holyoke.org)