

ENERGY INSIGHTS

JULY 2025

A newsletter for residential customers of Holyoke Gas & Electric

For a Spanish version of this piece, please visit www.hged.com/newsletter.
Para obtener una versión en español de este artículo, visite www.hged.com/newsletter.



Annual Natural Gas Heating System Check-Up

Cold weather is just a few months away; plan ahead and get your natural gas fired heating system ready for falling temperatures. This service is available for a \$25* service fee to ensure your system is in optimal condition for the colder months ahead.

Heating System Checkup

An HG&E technician will:

- Perform a system operation check by reviewing venting, safety systems, and burners
- Re-light pilot (if necessary)
- Lubricate circulators

Why Schedule a Heating System Checkup?

Expert Technicians: Our skilled and certified professionals will thoroughly inspect your system.

Preventive Maintenance: Early detection and resolution of potential issues can help prevent costly repairs.

Energy Efficiency: Ensure your heating system is operating efficiently, saving you money on energy bills.

For this service, an appointment must be scheduled by August 29, 2025. Capacity is limited, and services booked after this date cannot be guaranteed for pre-winter scheduling. Any necessary repairs discovered at the time of the inspection may be performed at the customer's option, and will be billed at standard labor and parts rates. Service is for residential natural gas fired boilers and furnaces only.

**The average natural gas heating system check-up requires approximately 30 minutes for a fee of \$25. Depending on the complexity of the system, appointment times can vary. If a technician is required to stay longer than 30 minutes to complete the check-up, the customer may incur additional charges.*

HG&E Service Department

Beyond natural gas heating system checkups, our service department offers a range of maintenance and repair services to keep your home and equipment running smoothly. Our professionals are focused on the repair and maintenance of select natural gas and electric equipment, offering prompt 24-hour emergency service and exceptional customer care.

For more information about our services and rates, please visit: www.hged.com/repair.

RATE COMPARISONS

LOWEST ELECTRIC RATE



June 2025: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



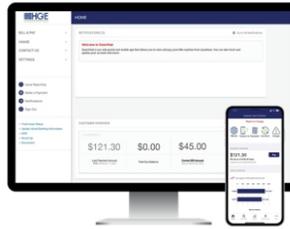
June 2025: Residential customer consuming 33 CCF/month. Amounts shown include all discounts.



HG&E SMARTHUB COMING SOON!

HG&E is excited to announce that on **September 8, 2025**, we will be launching a new comprehensive billing system and account management tool designed to grow with your evolving energy needs. Our new platform, **SmartHub**, is an industry-leading utility management solution trusted by millions of users nationwide offering a web portal as well as a mobile app. With SmartHub, you will enjoy the following:

- Convenient Billing & Payment Options
- Energy Consumption Monitoring
- Alerts & Notifications



Note: Action will be required on September 8 for customers that use on-line account access and/or AutoPay to pay your monthly HG&E bill. We will provide additional information over the next two months.

Visit HG&E's SmartHub support page at hged.com/smarthub for more information.

A message from the Department of Public Works & Holyoke's Recycling Committee

Recycling Supports our Community by generating revenue for the city, helping to lower the overall cost of trash services.

Learn more about how you can help the community and recycle with the City of Holyoke Dual Stream Recycling Guide:



A message from the City of Holyoke Tax Assessors Office

Attention Senior Homeowners

As a homeowner you may qualify for a tax exemption of up to \$1,000 if you meet the following criteria:

- Owned and occupied your home for 5 years as of July 1, 2025
- Age 65 by July 1, 2025 or older
- Taxes must be current
- Must not exceed income and asset guidelines

	INCOME	ASSETS
SINGLE	\$25,980**	\$40,000
MARRIED	\$38,970**	\$55,000

**Gross income from all sources including Social Security deduction

Please contact the City of Holyoke Assessor's Office at (413) 322-5550. The Assessor team will be happy to assist with submitting an application.

SAVE THE DATE: Holyoke Safe Neighborhood Initiative

invites Holyoke Public School students to their Annual Back to School Event on Saturday, August 16th from 11am to 3pm at McNally Field (Kelly School)! For additional information, please contact Ed Caisse at (413) 858-0225.



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 am - 4:30 pm

Contact Customer Service:
(413) 536-9300
customerservice@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)

Walk In
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
Holyoke Senior Center, 291 Pine Street

Holiday Closings

Independence Day
Friday, July 4

Commissioners

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

Manager

James M. Lavelle

