

# ENERGY INSIGHTS

JUNE 2025

A newsletter for residential customers of Holyoke Gas & Electric

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

## SAVING ENERGY SAVES MONEY

HG&E is committed to helping customers save energy and money by offering a variety of energy efficiency and electrification incentive programs. Rebates, free energy audits, and financial assistance at 0% interest are just a few of HG&E's offerings that help customers improve their home's energy efficiency, all while cutting back on energy costs. [www.hged.com/save](http://www.hged.com/save).

### Rebates

HG&E offers a variety of rebates for appliances (\$25-\$750/appliance), weatherization projects (up to \$2,000), electric lawn equipment (\$25-\$100/item), central air conditioners (up to \$500), mini-splits/heat pumps (up to \$3,000), and more! [www.hged.com/appliance](http://www.hged.com/appliance)

### Residential Energy Assistance 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 cooling improvements, such as the installation of: central air conditioning, insulation, replacement windows and/or doors, programmable and/or Wifi thermostat, ducted heat pumps, and mini-split/ductless heat pumps and more. [www.hged.com/reap](http://www.hged.com/reap)

### 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.
- ▶ Replace or clean your air conditioner filter regularly so it operates more efficiently.
- ▶ Plant shade trees around your home to reduce air conditioning costs, please do not plant close to power lines.
- ▶ Keep a 2-3 foot clearance around air conditioning units to ensure proper circulation and optimum efficiency.

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



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

### LOWEST NATURAL GAS RATE



**May 2025:** Residential customer consuming 94 CCF/month. Amounts shown include all discounts.

## 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.



EMPOWERING YOUR WORLD

**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 am - 4:30 pm

**Contact Customer Service:**  
(413) 536-9300  
[customerservice@hged.com](mailto:customerservice@hged.com)

**Marketing/Communications:**  
Kate Sullivan Craven  
[ksullivan@hged.com](mailto:ksullivan@hged.com)

### Payment Options

**Online Payment**  
[www.hged.com/payonline](http://www.hged.com/payonline)

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

**Drive Thru/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

**Juneteenth Independence Day**  
Thursday, June 19

**Independence Day**  
Friday, July 4

### Commissioners

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

### Manager

James M. Lavelle



## A Message From the Department of Public Works & Holyoke's Recycling Committee



The 2025 Dual Stream Recycling  
Schedule can be  
found by scanning this QR code.



## Customer Satisfaction Survey

HG&E will be conducting a customer satisfaction survey this summer! In an effort to collect opinions from 400 randomly selected customers a digital survey will be delivered via email from Great Blue Research, [research@greatblueresearch.com](mailto:research@greatblueresearch.com).

Customer Satisfaction Surveys help HG&E focus on meeting local needs, while planning for Holyoke's innovative energy future. Thank you in advance for your participation, we look forward to hearing from you!



Scan QR code to  
participate before July 14!

# Friday, June 27



SPONSORED BY HG&E

Holyoke Community College  
Rain Date: June 29  
For updates, visit [www.holyoke.org](http://www.holyoke.org)