

# ENERGY INSIGHTS

JUNE 2026

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).



## HG&E Earns APGA Operational Excellence Award



The American Public Gas Association (APGA) presented Holyoke Gas & Electric (HG&E) with the APGA System Operational Achievement Recognition (SOAR) for excellence in operating its natural gas utility. Public natural gas systems are entrusted by their customers to deliver clean and affordable natural gas through a safe and reliable distribution pipeline system. To accomplish this mission, a forward-thinking natural gas utility constantly strives to improve its operating capabilities, overcome challenges and adapt to its changing environment.

Out of approximately 750 APGA members, HG&E was selected for SOAR level GOLD by its peers on the APGA Operations and Safety Committee. The selection was based on demonstrated excellence in the four areas of system integrity, system improvement, employee safety, and workforce development.

APGA President and CEO Dave Schryver remarked, "HG&E was highly rated in all four areas that are required of SOAR. HG&E consistently demonstrates a commitment to providing natural gas safely and efficiently to all those in their community and as such, serves as a model for all other natural gas utilities in the country. APGA is proud to recognize HG&E and is confident in their continued success."

HG&E was one of twenty-one SOAR recipients recognized in 2026, joining the 77 previous SOAR award recipients. APGA looks forward to recognizing HG&E at its Annual Conference in Providence, Rhode Island in July.

For more information on the APGA System Operational Achievement Recognition please visit [www.hged.com](http://www.hged.com).

About APGA: APGA is the national association of municipally and publicly-owned local distribution systems. There are about 1,000 public gas systems serving more than 5 million customers. These public gas utilities are not-for-profit retail distribution entities that are owned by, and accountable to, the citizens they serve. They include municipal gas distribution systems, public utility districts, county districts, and other public agencies that have natural gas distribution facilities.

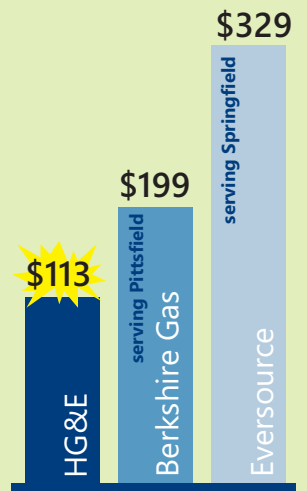
## RATE COMPARISONS

### LOWEST ELECTRIC RATE



May 2026: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



May 2026: 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 (option 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  
DB Mart, 494 Westfield Road  
Stop & Shop, 28 Lincoln Street  
Stop & Shop, 2265 Northampton Street  
Holyoke Senior Center, 291 Pine Street

### Holiday Closings

**Juneteenth**  
Friday, June 19

**Independence Day Recognized**  
Friday, July 3

### Commissioners

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

### Manager

James M. Lavelle



## DID YOU KNOW?

Electricity demand peaks on weekday evenings, driving up energy costs.



### BEAT THE PEAK

Sign up for our voluntary program to get notified when demand is highest and reduce your use.

➔ [hged.com/beatthepeak](http://hged.com/beatthepeak)

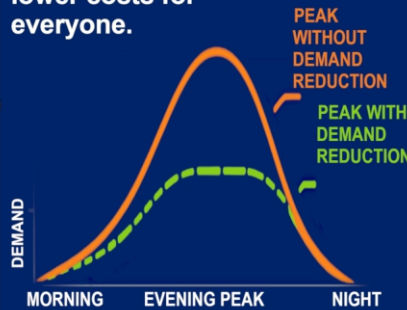


### CONNECTED HOMES

Get a monthly bill credit for allowing eligible smart thermostats to be briefly adjusted during peak events.

➔ [hged.com/connectedhomes](http://hged.com/connectedhomes)

When we reduce our demand during peak times, we lower costs for everyone.



*Reducing peak demand also lowers carbon emissions.*

## Attention Budget Customers

What to expect in June and July 2026 when the new Budget Program starts:

**June Statement - Settle-Up & New Budget Amount:** June will serve as your annual settle-up month. Also, the 2026-2027 budget amount will be reflected on the left side of the bill in the message center; you will not get a separate letter with this information.

**July Statement - New Budget Payment Due:** Your new Budget Billing amount for the 2026-2027 cycle will begin with your July bill, based on updated usage.

As a reminder, if you pay less than the budget amount for two consecutive months, you may be removed from the program. If you leave the program, any remaining credit will stay on your account and will be applied to future bills.