

# ENERGY INSIGHTS

April 2022

A newsletter for customers of Holyoke Gas & Electric

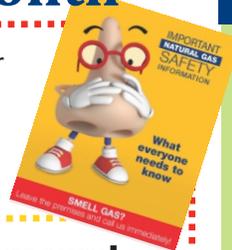


**DigSafe**  
MA-ME-NH-RI-VT

Please visit [www.hged.com/newsletter](http://www.hged.com/newsletter) to see a Spanish version of this piece.  
Visite [www.hged.com/newsletter](http://www.hged.com/newsletter) para ver una versión en español de este artículo.

## April is National Dig Safe® Month

This month, HG&E included a brief brochure and letter with your monthly bill, which highlights important natural gas safety information for you and your family. If you smell gas or have any questions, please contact HG&E at **(413) 536-9300**.



### Call 811 before you dig



**Attention excavators, contractors and homeowners:**

Federal and State law requires that you contact Dig Safe before digging. Dig safe and dig smart this spring by calling 811. The service is **free** (funded by utilities) and facilities will be marked within **72 business hours!**  
**on-line at: [www.digsafe.com](http://www.digsafe.com)**

### Markings on the ground

Color coded paint or flags are used to identify the type of underground facilities, in an effort to promote awareness and help maintain public safety.

PROPOSED EXCAVATION EXCAVACIÓN PROPUESTA
ELECTRIC, POWER LINES LÍNEAS DE TRANSMISIÓN ELÉCTRICAS
CABLE, COMMUNICATION CABLE, COMUNICACIONES
RECLAIMED WATER AGUA REGENERADA
TEMPORARY SURVEY MARKING MARCACIÓN DE INSPECCIÓN TEMPORAL
GAS, OIL, STEAM, CHEMICAL GAS, PETRÓLEO, VAPOR, QUÍMICOS
SEWER, STORM DRAIN CLOACA, DRENAJE DE TORMENTA
POTABLE WATER AGUA POTABLE

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**March 2022:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**March 2022:** Residential customer consuming 192 CCF/month. Amounts shown include all discounts.

## 2022-2023 Budget Program (see form on the back)

Sign up online by visiting [www.hged.com/budget](http://www.hged.com/budget) or submit the form to HG&E's Main Office.

Holyoke Gas & Electric's (HG&E) Budget Program makes it easier for customers to manage energy costs throughout the year by dividing bills into 12 equal monthly payments. This year, plan ahead and avoid those high winter bills by joining HG&E's Budget Program! **If you are currently participating in the budget program, you do not need to re-enroll.**

Signing up is easy! Just fill out the form (on the back of this newsletter or online at [www.hged.com/budget](http://www.hged.com/budget)) and we will send you more information, accompanied by that will outline what your monthly payment would be. The estimated cost is determined from previous utility bills. The estimated cost is then divided into 12 equal monthly payments, to start with the June billing. Your budget payment amount will be reviewed after the January cycle, and will then be adjusted up or down as necessary.

The Budget Program is available to all HG&E customers at no additional cost. Please note, your account must have a \$0 balance, and your location must have one year of billing history in order to enroll in the program.

## 55th Annual Shad Derby to be held May 14-15 & 21-22

HG&E's Shad Derby is back in 2022! This FREE event invites the region's anglers to fish the waters of the Connecticut River in a contest to catch the largest American shad. Contestants must bring their fish to the official weighing station located by the Holyoke Fishlift, near the Route 116 Bridge. Prizes will be awarded at the tournament's conclusion on Sunday, May 22 at 5PM.

FOR MORE INFORMATION VISIT: [www.hged.com/shadderby](http://www.hged.com/shadderby)

The Robert Barrett  
Fishway is closed for  
the season.

## 2022-2023 Budget Program Enrollment Form

Sign up online by visiting [www.hged.com/budget](http://www.hged.com/budget) or submit the form below to HG&E's Main Office.

I currently heat my home with:  Gas  Electric  Other: \_\_\_\_\_

HG&E Account Number  
(from your monthly bill)

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Your Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Cycle/Route Number: \_\_\_\_\_  
(from your monthly bill)

Telephone Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

Please return this form to HG&E within 10 days of receiving this notice.



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 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/payonline](http://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

Patriots' Day  
Monday, April 18

Memorial Day  
Monday, May 30

### Commissioners

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

### Manager

James M. Lavelle