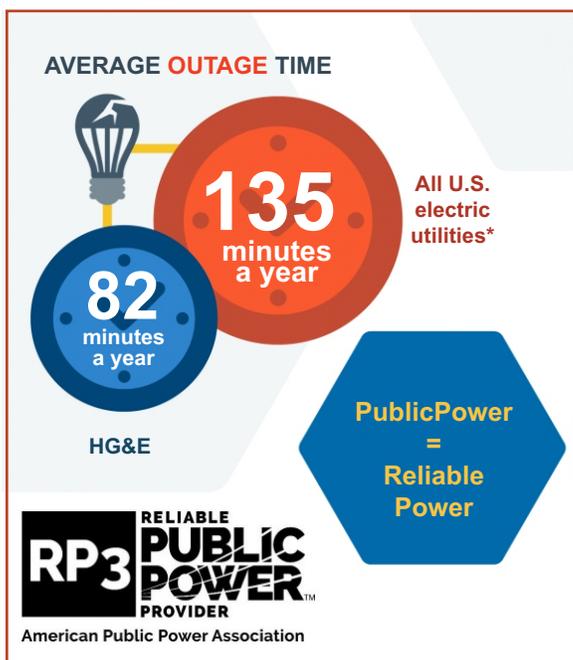


ENERGY INSIGHTS

May 2022

A newsletter for customers of Holyoke Gas & Electric

Excellence in Reliability



HG&E understands that electricity is vital to the way you do business and live your life. Everyday, HG&E works to ensure that power is available to you when you need it.

HG&E is proud to offer its customers highly reliable electric service, ensuring that power is available to you as often as possible. As a mark of dedication to innovation and a commitment to exemplary service, HG&E is a recipient of the prestigious RP3 designation from the American Public Power Association (APPA), which is held by less than 2% of the country's over 2,000 municipally

owned utility companies. Such status is awarded to municipal utility companies that provide customers with the highest degree of reliable and safe electric service. HG&E has also been awarded APPA's Excellence in Reliability Award since its inception in 2015. For more information visit hged.com/reliability.

SAVE ENERGY & MONEY

Save \$5 to \$8 a month by enrolling in HG&E's **Connected Homes** program!

HG&E is using smart technologies to enroll interested customers in a program that will decrease the overall system demand for a few hours each month when electricity usage and costs are high. During these times, HG&E will remotely adjust customer-owned devices that are enrolled, such as wifi-enabled thermostats (Google Nest*, Honewell and Flair), water heaters (GE and Rheem), and mini-split controls (Sensibo).

Customers who enroll in this program can receive a \$5-\$8 per month bill credit. Visit hged.com/connectedhomes to learn more and apply!

*Note: Google and Nest Thermostat are trademarks of Google LLC

RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



April 2022: Residential customer consuming 186 CCF/month. Amounts shown include all discounts.

Spring Cleaning: Update Your Contact Information

Help HG&E keep your records up to date by providing your current contact information. Fill out the form below and send it in with your monthly payment or visit us online, hged.com/update. Keeping your account information current is extremely important to ensure you will receive information and updates regarding your service in a timely manner. Thank you for taking the time to update your records!

Please note: this form is to update contact information only and does not allow you to terminate, move, or start service.

HG&E Account Number (from your monthly bill)

Your Name (First, Middle Last): _____

Service Address: _____

Email Address: _____

Telephone Number: _____ Cell Phone Number: _____

Best Way to Reach You: _____ Date: _____

Visit us online hged.com/update or mail the form above to 99 Suffolk Street, Holyoke, MA 01040.



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

Memorial Day
Monday, May 30

Juneteenth Day
Closed Monday, June 20

Commissioners

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

Manager

James M. Lavelle

Update: Natural Gas Moratorium

Due to supply constraints during periods of high demand, HG&E issued a natural gas moratorium on all requests for new or increased natural gas service in 2019. Regionally, the demand for natural gas has outpaced supply, leading to several area utility moratoriums. **If you are doing any work that involves natural gas equipment in your home or business, please ask your contractor to contact HG&E in order to avoid any confusion.** For more information call (413) 536-9300 or visit hged.com/moratorium.

What does the moratorium mean to you?

Customers can...

- **Replace** existing active equipment (equal or less connected load)
- **Remove** gas equipment
- **Activate** a gas service that has been utilized in the last 12 months (only for equipment that was actively consuming gas)

Customers cannot...

- **Add** new equipment that will increase the customer load
- **Activate** a gas service that was previously abandoned
- **Activate** an old gas service that has not been in use in the previous 12 months
For example, if a customer purchases a new property that has an existing gas service, but the gas has not been "turned on" since January 2019, they cannot activate that service.

HG&E continues to evaluate options that would alleviate the local natural gas capacity issue, but there is currently no timeline in place to lift the moratorium due to limited supply options. In the meantime, if you are interested in natural gas service, please complete the Natural Gas Service Interest Form by visiting hged.com/NGInterest. HG&E will continue to review new service interest and contact customers with additional information.

Natural Gas Alternatives

HG&E has established a variety of programs and resources for customers who are seeking natural gas alternatives. For more information, please contact customer service at (413) 536-9300 or visit hged.com/save.