

ENERGY INSIGHTS

MAY 2021

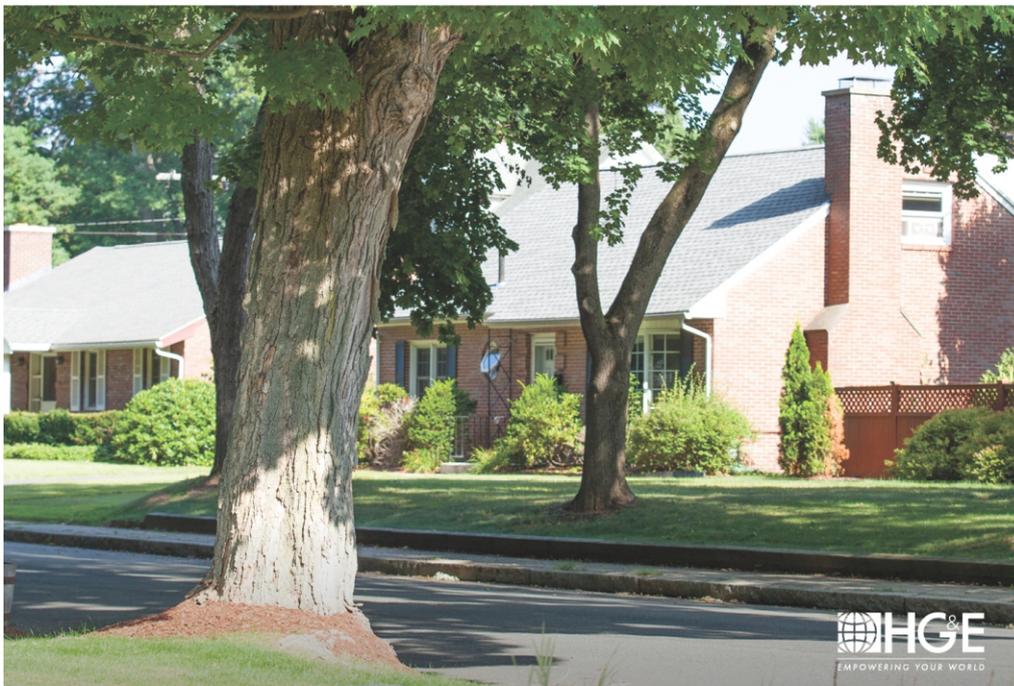
A newsletter for residential customers of Holyoke Gas & Electric

IF WE BUILD THE NETWORK, WILL YOU CUT THE CORD?



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

HG&E is studying the feasibility of offering internet service to residential customers in the City of Holyoke. This potential new service, called **Fiber-to-the-Home (FTTH)**, uses fiber optic cables to bring fast, reliable internet into residential dwellings. While HG&E is capable of providing residential FTTH service, there must be sufficient interest and demand for the service in order for the venture to be economically viable and not have an adverse impact on utility rates. In order to determine the level of interest in the community, we want to hear from HG&E customers who would like to subscribe to a local, residential fiber internet service. If you would like to learn more or express interest, please visit hged.com/ftth.



Complete the Interest Form

hged.com/ftth

RATE COMPARISONS

LOWEST ELECTRIC RATE



April 2021: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



April 2021: Residential customer consuming 186 CCF/month. Amounts shown include all discounts.

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.



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
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/Walk Up
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
Union Mart, 297 Apremont Highway

Holiday Closings

Memorial Day
Monday, May 31

Juneteenth Day
Closed Friday, June 18

Commissioners

Francis J. Hoey, III
Robert H. Griffin
James A. Sutter

Manager

James M. Lavelle



HOMEOWNERSHIP OPPORTUNITY

Now accepting applications for a three-bedroom home to be built in HOLYOKE. Construction to begin in 2021.
Application deadline: June 10, 2021

For more information, go to habitatspringfield.org



Holyoke Health Center, Inc. is celebrating its 50th year of providing healthcare services! Now welcoming new Medical, Dental and Pharmacy patients in both locations. **COVID 19 vaccines are available to eligible patients and community members.** Please visit our website or Facebook page for more information: www.hhcinc.org