

# ENERGY INSIGHTS

OCTOBER 2024

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 Selected for up to \$5 Million in Federal Hydroelectric Incentives

On September 5, 2024, the Department of Energy's (DOE) Grid Deployment Office announced that several Holyoke Gas & Electric (HG&E) hydroelectric projects are eligible for up to \$5 Million in total incentives under DOE's funding opportunity for Maintaining and Enhancing Hydroelectricity. With nearly 60% of the city's electrical power generated by local hydroelectric resources, this federal investment will help HG&E maintain the reliability and sustainability of its clean energy infrastructure, while offering customers the some of the lowest utility rates in the region.



"As a local municipal utility, with a large environmental justice population, HG&E works hard to maintain our local carbon-free energy infrastructure, improve system reliability, and keep our customer rates at some of the lowest in the region, and that includes pursuing available grant opportunities to offset those costs," said James Lavelle, General Manager of HG&E. "These federal funds will support important projects that will ensure the continued operation of our hydroelectric assets, which have been a clean, reliable, and affordable power source for Holyoke."

HG&E's hydroelectric resources, including the Holyoke Dam and canal system, have been a key part of the city's power supply for decades. In the coming months, HG&E will work with the DOE to secure the funding and complete these necessary projects. This funding will help ensure the continued operation of Holyoke's clean energy infrastructure, benefitting both the environment and the community by keeping electricity affordable, reliable and renewable. For more information, please visit [www.hged.com](http://www.hged.com)

### IMPORTANT NATURAL GAS SAFETY INFORMATION

As part of HG&E's commitment to your safety, HG&E educates the public on safe natural gas practices, such as Dig Safe®, what to do in a natural gas emergency, and the dangers of carbon monoxide. Please check your mailbox and review the important information HG&E distributed in October.

**For additional information, please call (413) 536-9300 or visit [www.hged.com/safety](http://www.hged.com/safety).**

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**September 2024:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**September 2024:** Residential customer consuming 28 CCF/month. Amounts shown include all discounts.

# Residential Energy Audits

SAVE MONEY ON HEATING COSTS THIS WINTER

HG&E offers free residential energy audits that can show homeowners how to lower their energy bills. An energy audit involves a professional energy advisor coming to your home and identifying ways that you can save on your monthly bill. The energy advisor will answer your questions about insulation, heating equipment and appliances, and help you determine areas for improvement. Energy efficient measures recommended through an energy audit can save the average homeowner hundreds of dollars per year in heating and cooling costs.

To arrange for a home energy audit at no cost to you visit [www.hged.com/audit](http://www.hged.com/audit) to book online or contact HG&E's energy services partner, NextZero, directly at: **1-888-333-7525**.

Even before you schedule an audit, when you call NextZero, you will be able to discuss ways to reduce your energy consumption.

For more information and eligibility requirements, visit [www.hged.com/audit](http://www.hged.com/audit).

HG&E also provides incentives to help customers move forward with many of the upgrades recommended in a typical energy audit. Visit [hged.com/save](http://hged.com/save) for more information on available incentive programs.



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

**Veterans' Day**  
Monday, November 11

**Thanksgiving**  
Thursday, November 28  
Friday, November 29

## Commissioners

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

## Manager

James M. Lavelle



## Don't Wait For High Heating Bills Apply Today for Fuel Assistance!

### Valley Opportunity Council (VOC)

(413) 552-1548 | [valleyopp.com](http://valleyopp.com)

Spanish Translation Available

VOC's Fuel Assistance Program, LIHEAP, serves income eligible households throughout Hampden County. Located in Holyoke at 300 High Street and an outreach site at the Holyoke Council on Aging.

### What is Fuel Assistance?

Fuel Assistance is a federally funded program that helps low income households pay for a portion of their heating bills during the winter months (November thru April).

### How do I apply?

VOC has made it easy to apply from the comfort of your home. Call (413) 552-1548 to apply today and documents can be emailed to [fuelassistance@valleyopp.com](mailto:fuelassistance@valleyopp.com).

### When should I apply?

Apply now! The funding is not guaranteed and is distributed on a first come, first serve basis.

### Should I pay my heating bills?

It is important to make payments on your heating bill, even after applying for Fuel Assistance, as your benefit amount may not cover your entire heating bill for the heating season.

### How much of my bill will be covered?

Fuel Assistance will cover heat ONLY. As a customer of HG&E you need to know your electricity (with the exception of electric heat) will not be covered by this program. Please do NOT stop paying your bill over the winter months. This program does not cover your entire bill, just the heating portion.

### How will I know if I am approved?

You will receive a letter from VOC to indicate whether or not you are approved. If you have any questions, please follow-up with VOC to determine the status of your application.

### Other Resources:

**Way Finders**  
(413) 233-1500  
[wayfinders.org](http://wayfinders.org)

**Veterans Financial Assistance**  
(413) 322-5630 | [holyoke.org](http://holyoke.org)

**211 First Call for Help (United Way)**  
211 / [mass211.org](http://mass211.org)

**Residential Assistance for Families in Transition**  
(413) 233-1600  
[haphousing.org](http://haphousing.org)

**Holyoke Council on Aging**  
(413) 322-5625  
[holyoke.org](http://holyoke.org)

**Springfield Partners for Community Action**  
(413) 263-6500  
[springfieldpartnersinc.com](http://springfieldpartnersinc.com)

**Distrigas | Citizens Energy**  
(617) 338-6300  
[citizensenergy.com](http://citizensenergy.com)

**Council of Churches of Greater Springfield**  
(413) 733-2149

**Salvation Army Good Neighbor Energy Fund**  
(800) 262-1320  
[magoodneighbor.org](http://magoodneighbor.org)