

# ENERGY INSIGHTS

AUGUST 2021

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).

## Public Power & Natural Gas Week

October 3-8, 2021

HG&E is a municipal utility, which means that we are owned by the community we serve – Holyoke. Unlike private utilities, we do not answer to shareholders thousands of miles away. Instead, we answer to you, our customer. Here are some reasons why a municipal utility is the best choice for Holyoke:



- 💡 We operate in the public interest – to improve the quality of life for our customers and the community.
- 💡 We are leaders in renewable energy, sustainability and environmental stewardship, with a focus on the future success of the community.
- 💡 Our focus is on providing you with excellent and reliable service instead of making a profit for corporate shareholders.
- 💡 Our employees live in the community, and many are HG&E customers themselves.
- 💡 If a customer has a complaint, they can discuss the problem locally, with HG&E management, and be assured that the problem will be addressed.
- 💡 Local ownership means that a good portion of our customers' energy dollars stay in the community – creating jobs and supporting the local economy.
- 💡 Our rates and services are controlled locally. This enables us to make decisions and provide services that specifically benefit the community.
- 💡 We provide our customers with energy at some of the lowest rates in Massachusetts.
- 💡 Our low energy rates and innovative energy conservation incentives serve to assist the City's Economic Development efforts.

## PLEASE JOIN HG&E FOR A CELEBRATION!

Wednesday, October 6, 2021

4:00 pm - 6:00 pm at Veterans Park

Refreshments - Kid Zone - HG&E Program Updates -  
HG&EV Test Drive - Free LED Bulbs

Visit [www.hged.com](http://www.hged.com) for more information.

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



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

### LOWEST NATURAL GAS RATE



July 2021: Residential customer consuming 34 CCF/month. Amounts shown include all discounts.

# The Martin J. Dunn Energy Center

In partnership with Holyoke Gas & Electric (HG&E), Citizens Energy Corporation flipped the switch on The Martin J. Dunn Energy Center this summer. Located on Water Street across from HG&E's North Canal Substation, the Energy Center consists of a 4.9 megawatt (10 megawatt-hour) Battery Energy Storage System (BESS). The system is the most recent addition to HG&E's strategic peak shaving program and will help keep utility rates stable, protecting customers from the potential volatility of energy markets.



The BESS will be directly interconnected to HG&E's grid and will be charged during low demand periods, when energy costs are low. This stored power will be called upon during local and regional peak load periods to cost-effectively lower demand, while reducing utility costs and demand charges for customers. Demand charges are incurred for electricity and capacity taken from the power grid and used during peak demand periods.

The Energy Center is named after Holyoke's late Mayor and State Senator, Martin "Marty" J. Dunn. In 2018, Dunn connected leadership from Citizens Energy Corporation and HG&E to discuss innovative energy opportunities for the City of Holyoke. This project is a direct result of Marty's efforts, as he continuously tried to make Holyoke a great place to live and work.

"Marty had an unprecedented commitment to the City of Holyoke and served the community in a variety of critical roles throughout his life," said Jim Lavelle, HG&E's Manager. "The benefits of this system will have long-lasting impacts on the City of Holyoke, as will Marty's legacy."

The Martin J. Dunn Energy Center is HG&E's second BESS collaboration. Mt. Tom Energy Storage System was HG&E's first BESS partnership, and it was the largest utility-scale battery in the state of Massachusetts when it was commissioned in 2018 by ENGIE North America.

Today, HG&E has a total battery storage capacity of approximately 8 MW/16 MWh. For additional information, please visit [www.hged.com](http://www.hged.com).



**HG&E Main Office**  
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[www.hged.com](http://www.hged.com)

**Customer Service Hours:**  
Monday - Friday  
8:30 am - 4:30 pm

**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/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  
Union Mart, 297 Apremont Highway

## Holiday Closings

**Labor Day**  
Monday, September 6

## Commissioners

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

## Manager

James M. Lavelle