

ENERGY INSIGHTS

February 2023

A newsletter for customers of Holyoke Gas & Electric

For a Spanish version of this piece, please visit hged.com/newsletter.

Para obtener una versión en español de este artículo, visite hged.com/newsletter.



Save time & money.
Drive the future.
Drive Electric.

HG&E's electric vehicle (EV) incentives and educational resources are available to assist customers who have purchased or are considering purchasing a plug in electric vehicle. Please visit hged.com/ev for a variety of resources and educational materials. Customers can also contact an EV Specialist by calling (833) 443-8363.



HG&E INCENTIVES

Customers who own an Electric Vehicle can receive a **free Level 2 Charger** or a **\$450 bill credit** (one time incentive), and **save \$10 each month** by enrolling in HG&E's Electric Vehicle (EV) Charger Program.



STATE & FEDERAL INCENTIVES

Get up to **\$3,500 rebate** through the Massachusetts Offers Rebates for Electric Vehicles (MOR-EV) Program and up to **\$7,500 federal EV tax credit**.

RATE COMPARISONS

LOWEST ELECTRIC RATE



January 2023: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

Winter Heating Assistance

Several local agencies have programs to help qualified families pay their winter heating bills. You may contact them directly at the numbers listed below or call the HG&E Customer Service at (413) 536-9300 for more information.

Valley Opportunity Council - Fuel Assistance Programs

300 HIGH STREET, HOLYOKE - (413) 552-1545 - WWW.VALLEYOPP.COM

The Salvation Army - Good Neighbor Fund

(800) 262-1320 - WWW.MAGOODNEIGHBOR.ORG

Way Finders - Residential Heat Assistance Program

(413) 322-8312 - WWW.WAYFINDERS.ORG

Energy Conservation

An easy way to reduce your heating costs is to decrease your electric and natural gas consumption through energy conservation measures. Learn more by visiting hged.com/save.

LOWEST NATURAL GAS RATE



January 2023: Residential customer consuming 186 CCF/month. Amounts shown include all discounts.

GO PAPERLESS WITH HG&E & EASILY ACCESS YOUR ACCOUNT ONLINE

HG&E offers customers convenient, paperless, and eco-friendly customer account options. Signing up for paperless billing reduces paper use and is an easy way to help the environment. You'll save natural resources like trees and gas, and reduce your carbon footprint. Your account will be accessible 24 hours a day, 7 days a week online. Register today at hged.com/payonline!

Fast & Easy - Safe & Secure - Eco-Friendly - Pay On-time & 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 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

Presidents Day
 Monday, February 20

Commissioners

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

Manager

James M. Lavelle

Tree Trimming



Trees enhance the quality of life in our community through aesthetics and keeping the air clean by converting carbon dioxide to oxygen. However, trees and power lines don't mix. Contact between them can cause power outages, fires, and downed lines, while also causing safety hazards for people, wildlife, and the trees themselves. To help keep you safe and provide reliable service in your neighborhood, while ensuring the health of trees, HG&E's professional tree trimming contractors remove or carefully prune trees in areas to create minimum safe distances between electric lines and surrounding trees.

Tree Trimming on Private Property

If a tree on private property is identified as a threat to power lines, HG&E or its contractors will either call you, speak with you in person, or provide you with advance written notice and an opportunity to discuss the project. HG&E is not responsible for trimming or removing trees located on private property. When a tree or branches come down during weather events, the property owner is responsible for removal and clean up, not HG&E. If you are doing tree work on private property near electric service wires, please contact HG&E to evaluate the project. For your safety, a power line may need to be de-energized, dropped, and/or covered for a period of time.

If you have any questions about tree trimming services, please contact Customer Service by calling **(413) 536-9300** or emailing customer_accounts@hged.com.

A message from the City of Holyoke Tax Assessors Office

Attention Senior Homeowners

As a homeowner you may qualify for a tax exemption of up to \$1,000 if you meet the following criteria:

- Owned and occupied your home for 5 years as of July 1, 2022
- Age 65 by July 1, 2022 or older
- Taxes must be current
- Must not exceed income and asset guidelines

| | INCOME | ASSETS |
|--|------------|----------|
| SINGLE | \$25,201** | \$40,000 |
| MARRIED | \$37,802** | \$55,000 |
| <small>**Gross income from all sources including Social Security deduction</small> | | |

Please contact the City of Holyoke Assessor's Office at **(413) 322-5550**. The Assessor team will be happy to assist with submitting an application.