

ENERGY INSIGHTS

MARCH 2022

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

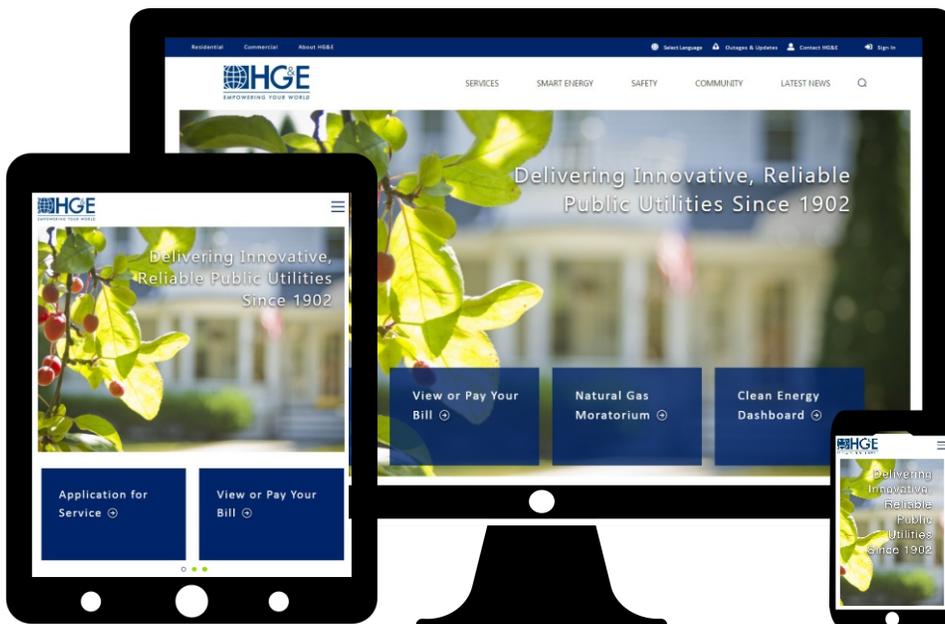
Introducing HG&E's New Website www.hged.com

Holyoke Gas & Electric recently launched a new website, www.hged.com, which includes many new features that will help customers easily access information, pay bills, contact us, and much more! The design is responsive to various devices and will scale to the specific size of your screen, from a desktop computer to a smart phone.

The new site welcomes visitors with a bold color scheme, crisp imagery, and updated content that describes all that HG&E has to offer. The site navigation allows for intuitive movement by providing five sections of primary navigation, as well as options to quickly navigate to residential, commercial, outage, and contact information. With the click of a button, the whole site is translatable to 100+ languages.

As customers dig deeper into the site, they can find online forms, a clean energy dashboard, smart energy recommendations, a bill sample, news, and map integration.

Please take a moment to review the new site by visiting www.hged.com! Feel free to contact us with questions and website feedback, www.hged.com/contact.



RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



February 2022: Residential customer consuming 284 CCF/month. Amounts shown include all discounts.



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 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
- Wally's BP Shop, 297 Apremont Highway

Holiday Closings

Patriots' Day
Monday, April 18

Commissioners

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

Manager

James M. Lavelle



Important Customer Notice Gas Meters & Walking Surveys

This spring, HG&E uniformed personnel may be in your neighborhood completing meter inspections and replacements. In order to comply with state regulations, HG&E must inspect your gas meter at least once every three years and replace your gas meter every seven years. If a gas meter is due for inspection or replacement and access to your home is required, HG&E will notify the property owner of the required work to schedule an appointment. As a reminder, customers must provide access to HG&E meters as a condition of service.

In addition to the meter inspections, HG&E annually conducts walking surveys of gas services. Contracted personnel may be in your neighborhood performing this service. The survey consists of walking the length of the gas service from the street to the home. This is all part of HG&E's commitment to system safety.

If you have any questions, please contact HG&E at **(413) 536-9300**.
Thank you for your patience and cooperation!

ATTENTION SENIOR HOMEOWNERS

A message from the City of Holyoke Tax Assessors Office

As a homeowner you may qualify for a tax exemption of up to \$750 if you meet the following criteria:

- Owned & occupied your home for 5 years as of July 1, 2021
- Age 67 by July 1, 2021 or older
- Taxes must be current
- Must not exceed income and asset guidelines:

| | INCOME | ASSETS |
|----------------|------------|----------|
| SINGLE | \$24,911** | \$40,000 |
| MARRIED | \$37,367** | \$55,000 |

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.

**gross income from all sources including Social Security deduction

