

ENERGY INSIGHTS

January 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.

Winter Safety Tips

HG&E and Northeast Gas Association would like to remind you that the accumulation of snow and ice on meters, regulators, and other aboveground pipe components may create a safety hazard and increases the risk of carbon monoxide (CO) build up in your home or business. If you have natural gas, please pay attention to the following:

- ✓ Clear snow and ice from exhaust vents, chimneys, and combustion air vents for all gas appliances to prevent cumulation of carbon monoxide in buildings, or prevent operational problems for the combustion equipment.
- ✓ Properly functioning carbon monoxide detectors should be deployed in the building.
- ✓ Pay attention to snow and ice related situations that may cause operational problems for meters, pressure controlled devices, and other equipment. This equipment may contain vents that release gas safely outdoors in the event of a malfunction. If these vents are blocked, an unsafe condition could result.
- ✓ Piping on service regulator sets is susceptible to damage that could result in failure, if caution is not exercised in clearing snow from around equipment. Where possible, use a broom instead of a shovel to clear snow off regulators, meters, associated piping, propane tanks, tubing, gauges or related equipment.
- ✓ Chimneys and vents should be protected using an approved cap or screen, to keep small animals or insects from entering. These intruders have been known to build nests, inside chimneys or vents, that can create a blockage and cause potentially hazardous conditions.

If there is an odor of gas present, or if gas appliances are not functioning properly, leave the building vicinity immediately. Then, from a safe location, contact HG&E at **(413) 536-9300**.

HG&E Educates!

HG&E is committed to providing safety education to our community. Throughout the year, representatives from HG&E spend time visiting Holyoke's seniors and school children to discuss the importance of gas, electric, and canal safety. We hope you will enjoy some great photos from our latest visits!



RATE COMPARISONS

LOWEST ELECTRIC RATE



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

 Note: HG&E's December rates include holiday discount.

LOWEST NATURAL GAS RATE



December 2021: Residential customer consuming 162 CCF/month. Amounts shown include all discounts.

 Note: HG&E's December rates include holiday discount.

HG&E Rebates & Incentives

Whether you are a first time home buyer or a longtime HG&E customer looking to save on your energy bills, HG&E's green team is here to assist with innovative energy efficiency programs, rebates, and tips. HG&E's Residential Energy Conservation Program provides financial assistance at 0% interest to assist with a variety of energy efficiency and electrification projects, including some of the technologies/services listed below.

Please visit hged.com/save for more information!

APPLIANCES	SAVINGS OF \$25 DISHWASHER	SAVINGS OF \$25 ROOM AC	SAVINGS OF \$30 DEHUMIDIFIER
	SAVINGS OF \$40 AIR PURIFIER	SAVINGS UP TO \$50 PROGRAMMABLE THERMOSTAT	SAVINGS OF \$50 CLOTHES WASHER
	SAVINGS UP TO \$75 REFRIGERATOR	SAVINGS UP TO \$125 WI-FI/SMART THERMOSTATS	SAVINGS UP TO \$250 ELECTRIC CLOTHES DRYER
	SAVINGS OF \$350 HEAT PUMP CLOTHES DRYER	SAVINGS UP TO \$300 ELECTRIC WATER HEATER	SAVINGS UP TO \$750 HEAT PUMP WATER HEATER
HEATING/ COOLING	SAVINGS UP TO \$500 CENTRAL AIR CONDITIONING	SAVINGS UP TO \$1000 HEAT PUMP/ MINI SPLIT	SAVINGS UP TO \$3000 WHOLE HOME HEAT PUMP
	SAVINGS UP TO \$500 BLOWER DOOR TEST	SAVINGS UP TO \$2000 WEATHERIZATION <small>(Insulation, Air Sealing, Duct Sealing)</small>	
	SAVINGS UP TO \$62/yr HVAC CONTROLS	SAVINGS UP TO \$60/yr ELECTRIC HOT WATER HEATER	
HOME EFFICIENCY <small>(WEATHERIZATION)</small>	SAVINGS UP TO \$10/mo* EV CHARGING <small>*This is an on-bill credit for customers enrolled in the Connected Homes Program.</small>	SAVINGS UP TO FREE Level 2 EV CHARGER or a \$450 rebate* . <small>*Existing level 2 charger.</small>	
SMART DEVICE MANAGEMENT			
ELECTRIC VEHICLE			



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

Martin Luther King Jr. Day
Monday, January 17

Presidents Day
Monday, February 21

Commissioners

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

Manager

James M. Lavelle