

ENERGY INSIGHTS

February 2020

A newsletter for customers of Holyoke Gas & Electric



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 about available programs.

Valley Opportunity Council - Fuel Assistance Programs

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

The Salvation Army - Good Neighbor Fund

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

Citizens Energy / Distrigas - Heat Assistance Program

(866) 427-9918 - WWW.CITIZENSENERGY.COM

Energy Conservation Help

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 www.hged.com/save.

What to Expect This Year

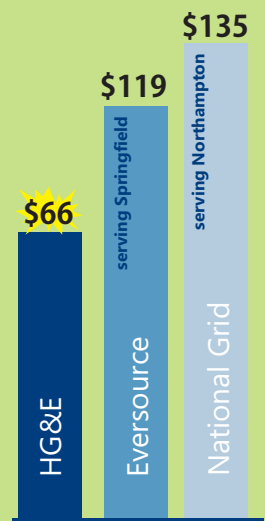
HG&E is committed to providing competitive rates, reliable service, and excellent customer service. As a municipal utility, we have the ability to make decisions based on the needs of our ratepayers and the community, but we must comply with federal and state regulations and mandates. While many expenses fall outside our direct control, HG&E is committed to managing costs in the most efficient and sustainable ways, while maintaining reliable, safe service for customers.

In order to keep pace with the rising cost of delivering service, HG&E recently adjusted several electric and natural gas rates. These adjustments will increase the cost for residential gas customers by an average of \$3.57 per month (2.79%) and increase the cost for residential electric customer by an average of \$1.65 per month (2.51%).

Even with these increases, HG&E will continue to offer customers the lowest utility rates in the region. Please contact us if you have any questions. For more information visit www.hged.com/rates.

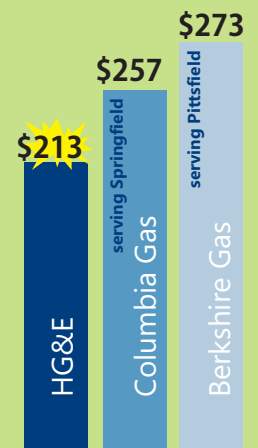
RATE COMPARISONS

LOWEST ELECTRIC RATE



January 2020: Residential customer consuming 500 kwh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



January 2020: Residential customer consuming 186 CCF/month. Amounts shown include all discounts.

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. Please enjoy some photos from our latest visits!



HG&E Main Office
99 Suffolk Street
Holyoke, MA 01040
(413) 536-9300
www.hged.com

Customer Service Hours:
Monday - Friday
8:30 a.m. - 4:30 p.m.

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

Phone Payment
(413) 536-9300 (Option 5)

Walk-In
99 Suffolk Street
Holyoke, MA 01040
(413) 536-9300

Mail
P.O. Box 4165
Woburn, MA 01888-4165

Holyoke drop boxes

- Senior Center, 291 Pine Street
- 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

President's Day
Monday, February 17, 2020

Commissioners

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

Manager

James M. Lavelle

**GREATER HOLYOKE YMCA'S
SNEAKER PEEK**



Please join us on
Saturday, March 7th
5:30 - 8:30 PM
Greater Holyoke YMCA Gymnasium
171 Pine Street

FREE Event - RSVP REQUIRED by February 28th
jchartier@holykeymca.org or (413) 534-5631
For more information visit holykeymca.org