

ENERGY INSIGHTS

MARCH 2020

A newsletter for customers of Holyoke Gas & Electric

Maintenance & Repair

24-HOUR EMERGENCY SERVICE

At some of the lowest rates in Massachusetts, HG&E offers 24-hour emergency service for repairs and maintenance of gas and electric appliances and gas heating equipment.

Rates for Residential Customers*

Normal service (Monday-Friday 8AM-5PM)

First 30 minutes - \$20

Each 1/4 hour thereafter - \$10

Emergency service (weekends & all other hours)

First 30 minutes - \$60

Each 1/4 hour thereafter - \$15

**Note: Emergency service rates apply on Massachusetts State Holidays. As soon as a service technician is dispatched, a service charge will be applied to your account.*

Contact emergency dispatch at (413) 536-9300 (option 1), if you are in need of emergency service, maintenance, or repair. For more information, visit www.hged.com/repair.

FREE HOME ENERGY AUDIT

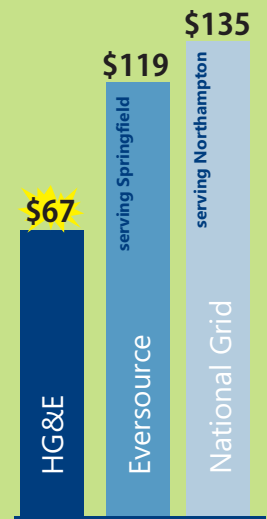


HG&E offers free residential energy audits that can show homeowners how to lower their energy bills. An energy audit involves a professional energy advisor coming to your home and identifying ways that you can save on your monthly bill. The energy advisor will answer your questions about insulation, heating equipment and appliances and help you determine areas for improvement. Energy efficient measures recommended through an energy audit can save the average homeowner hundreds of dollars per year in heating and cooling costs.

To arrange for a home energy audit at no cost to you, contact our energy services partner, Muni HELPS, directly at their toll-free number: (888) 333-7525. For more information visit: www.hged.com/audit.

RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



February 2020: Residential customer consuming 284 CCF/month. Amounts shown include all discounts.

Important Customer Notice - Gas Meters

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 to be replaced, HG&E will notify the property owner.

As a part of HG&E's meter replacement process, we must temporarily interrupt your home's natural gas service. If located outside, the meter may be replaced while you are not home. Following the meter change, HG&E requires your presence to relight natural gas fired equipment.

If you arrive home and find that your gas service is non-operational, we ask that you contact the service department, 24 hours a day, at (413) 536-9300 (option 1). Following a meter change, HG&E will promptly dispatch a technician to restore your homes natural gas service at no cost to you.

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

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 Hwy

Holiday Closings

Patriots' Day
Monday, April 20

Commissioners

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

Manager

James M. Lavelle

Congratulations to the Saint Patrick's Committee of Holyoke on another wonderful green season! Special thanks to HG&E Lineman, Patrick St. Lawrence for representing HG&E in the parade!

