

ENERGY INSIGHTS

June 2020

A newsletter for customers of Holyoke Gas & Electric

Convenient Bill Payment Options

HG&E offers customers convenient, paperless, and eco-friendly bill payment options, both online and over the phone. Make a payment 24 hours a day, 7 days a week online at www.hged.com/payonline or by calling (413) 536-9300 (option 5).

If you are experiencing financial difficulty during this challenging time, HG&E customer service representatives are always available to assist customers with payment plans and we encourage you to make whatever payments you can, in order to avoid large arrears.

Pay and/or View Bills Online.

HG&E's online payment option is an easy and convenient method to view your current and past statements. Pay 24 hours a day, 7 days a week online or call (413) 536-9300 (option 5).

Please note, customers must have their account number ready in order to pay over the phone.

Fast and Easy.

"One Time Pay," the fastest way to pay online. Quick and easier than writing and mailing checks. Plus you'll get an email confirming that your payment has been accepted.

Safe and Secure.

Rest assured that your information is confidential and is 100% secure, backed by the highest standards in security.

Eco-Friendly.

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.

Pay On-time and Save.

Never miss a discount, sign up for paperless and you will receive an email alert when your payment is due.

In addition to convenient and remote payment options, HG&E offers a variety of other online services. Visit www.hged.com for more details.

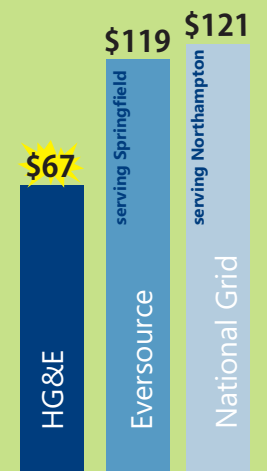
APGA Congratulates HG&E for Operational Excellence!



The American Public Gas Association (APGA) presented HG&E with the prestigious APGA System Operational Achievement Recognition (SOAR) for excellence in operating its natural gas utility. Public natural gas systems like HG&E are entrusted by their customers to deliver clean and affordable natural gas through a safe and reliable distribution pipeline system. Out of approximately 750 APGA members, HG&E was one of 25 utilities selected, based on demonstrated excellence in the four areas of system integrity, system improvement, employee safety, and workforce development. For more information visit www.hged.com.

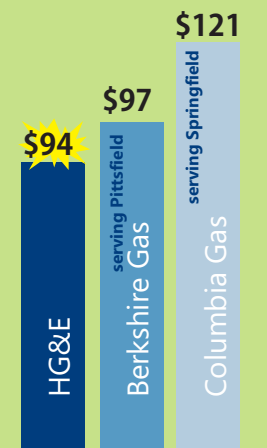
RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



May 2020: Residential customer consuming 94 CCF/month. Amounts shown include all discounts.

Updated Rules & Regulations

HG&E recently updated the Rules & Regulations for utility service, reflecting our commitment to customers and evolving utility operations.

You are invited to read through the updated document (www.hged.com/rules) in its entirety. Some of the highlights include:

- Updated application for service (start, stop, move, upgrade) to reflect online options
- Modified natural gas service terms to include moratorium nomenclature
- Provided potential circumstances for discontinued service
- Clarified residential and commercial deposit structure
- Revised service and meter management terms, specifically related to landlords and tenants, including terms for automatic transfer into landlord's name, remote access to meters, and meter location for new service

In addition, we took steps to make the document more comprehensive and answered several frequently asked questions from customers. While no further action is required by you, we wanted to make you aware of the updates that may relate to your utility service.

Home Energy Audits Go Virtual

HG&E is now offering customers the opportunity to participate in a free virtual home energy audit. This new service is being offered in partnership with MMWEC's Home Energy Loss Prevention Services (HELPS) program. Home energy audits are a great way for homeowners to learn about their energy use and find ways to save money by reducing their energy consumption. To schedule a free virtual energy audit, please call the HELPS program hotline at (888) 333-7525.



Know what's below. Call **811** before you dig.

Attention excavators, contractors, and homeowners:
Did you know Federal and State law requires that you contact Dig Safe before digging, trenching, landscaping, or performing any other excavation or earth moving operation? Dig safe and dig smart by calling 811 before you start.

**Dig safe.
It's the law.**

on-line at: www.digsafe.com

Dig Safe is a free service funded by member utility companies. There is no charge for you to use this service.



EMPOWERING YOUR WORLD

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

Customer Service Hours:
Please visit www.hged.com for the most up-to-date information

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)

Drive-Thru
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

Independence Day
Closed Friday, July 3

Commissioners

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

Manager

James M. Lavelle