

ENERGY INSIGHTS

AUGUST 2020

A newsletter for customers of Holyoke Gas & Electric



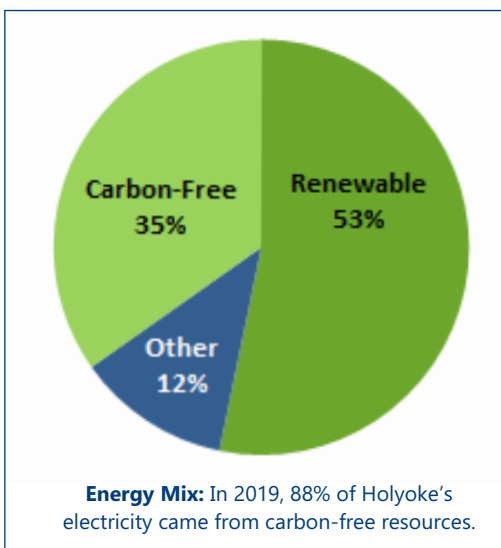
Mt. Tom Solar + Storage was one of the first and largest utility-scale solar + energy storage installation in Massachusetts.

A Leader in Clean Energy & Collaboration

HG&E has been recognized as a leader in clean energy and is constantly looking for innovative, cost-effective ways to expand and diversify the portfolio of renewable and carbon-free energy. Partnering with national and regional renewable energy leaders, HG&E has received over **\$5 million in grant funding** to support local, clean energy goals. In addition, HG&E has invested approximately **\$20 million in collaborative clean energy projects** that provide renewable energy to the community and enable future clean energy development.

Some of HG&E's recent grant partners include:

- Rocky Mountain Institute
- Fraunhofer Center for Sustainable Energy
- Pacific Northwest National Laboratory
- Nature & People First
- Massachusetts Clean Energy Center
- National Science Foundation
- MA Department of Energy Resources
- ITM Power
- University of Massachusetts, Amherst
- Massachusetts Institute of Technology
- Boston University
- ENGIE North America
- Alden Labs
- Power Development International



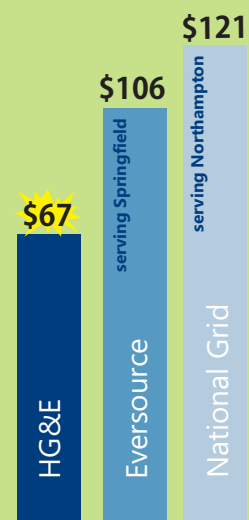
These important partnerships help HG&E achieve extremely high levels of carbon-free and renewable content, while providing customers some of the lowest rates in the region. In fact, in 2019, **88% of Holyoke's electricity came from carbon-free resources** (see simple graph). HG&E continues to build and expand a network that will allow us to meet and exceed aggressive clean energy objectives and reduce dependence on fossil fuels. For more information, please visit www.hged.com/green.



The Holyoke Dam and Canal System is owned and operated by HG&E, locally generating clean and renewable energy since 2001.

RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



July 2020: Residential customer consuming 34 CCF/month. Amounts shown include all discounts.

Public Power & Natural Gas Week

October 5 - 9

HG&E is a municipal utility, which means that we are owned by the community we serve – Holyoke. Unlike private utilities, we do not answer to shareholders thousands of miles away. Instead, we answer to you, our customer. Here are some reasons why a municipal utility is the best choice for Holyoke:



- 💡 We operate in the public interest – to improve the quality of life for our customers and the community.
- 💡 We are leaders in renewable energy, sustainability and environmental stewardship, with a focus on the future success of the community.
- 💡 Our focus is on providing you with excellent and reliable service instead of making a profit for corporate shareholders.
- 💡 Our employees live in the community, and many are HG&E customers themselves.
- 💡 If a customer has a complaint, they can discuss the problem locally, with HG&E management, and be assured that the problem will be addressed.
- 💡 Local ownership means that a good portion of our customers' energy dollars stay in the community – creating jobs and supporting the local economy.
- 💡 Our rates and services are controlled locally. This enables us to make decisions and provide services that specifically benefit the community.
- 💡 We provide our customers with energy at some of the lowest rates in Massachusetts.
- 💡 Our low energy rates and innovative energy conservation incentives serve to assist the City's Economic Development efforts.

Keeping in Touch During COVID-19



While HG&E offices remain closed to the public, we miss seeing you and hope we can keep in touch! As we strive to provide you with the highest level of customer service and support during this difficult time, HG&E has continued several relief efforts related to your service.

- Disconnections for nonpayment have been suspended until further notice
- Prompt payment discounts are available
- HG&E never charges late fees on utility service
- Payment plans are available for commercial and residential customers

We have many convenient communication channels that do not require a physical visit to the office, but the Drive Thru is open if you prefer to swing by!

- Start, stop, move, or upgrade service: hged.com/start
- Pay online: hged.com/payonline
- Pay over-the-phone: (413) 536-9300 (Option 5)
- Contact Customer Service: (413) 536-9300 (Option 2)
- Contact Emergency Service: (413) 536-9300 (Option 1)
- Other online forms: hged.com/forms

As always, HG&E appreciates the trust you place in us as your local utility and we are grateful for your patience during this situation. Please contact us with questions at (413) 536-9300 or customer_accounts@hged.com.



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 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)

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

Labor Day
Monday, September 7

Commissioners

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

Manager

James M. Lavelle