

ENERGY INSIGHTS

January 2021

A newsletter for customers of
Holyoke Gas & Electric

WE ARE HERE TO HELP

We know customers are worried about making ends meet during the pandemic. Please don't wait to call us if you fall behind on your energy bills. **We can help by:**

- Spreading catch-up payments over the months ahead
- Sharing contacts with agencies that can provide assistance to help pay your energy costs
- Showing you the easiest ways to save energy and money

Call us today to keep bills low, (413) 536-9300!



Winter Safety Tips

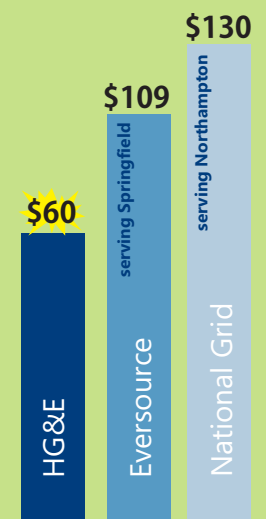
HG&E and Northeast Gas Association would like to remind you that the accumulation of snow and ice on meters, regulators, and other aboveground pipe components may create a safety hazard and increases the risk of carbon monoxide (CO) build up in your home or business. If you have natural gas, please pay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

RATE COMPARISONS

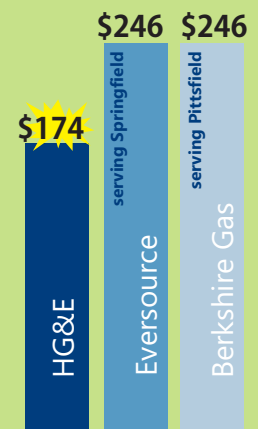
LOWEST ELECTRIC RATE



December 2020: 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 2020: 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 efficiency team is here to assist. HG&E has innovative energy efficiency programs, rebates, and tips! 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 \$500 DUCT SEALING	SAVINGS UP TO \$500 BLOWER DOOR & AIR SEALING	SAVINGS UP TO \$2000 INSULATION
HOME EFFICIENCY (WEATHERIZATION)	SAVINGS UP TO \$120/yr EV CHARGER	SAVINGS UP TO \$62/yr HVAC CONTROLS	SAVINGS UP TO \$60/yr ELECTRIC HOT WATER HEATER
SMART DEVICE MANAGEMENT	SAVINGS UP TO \$450 EV CHARGER		
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
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 20

Commissioners

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

Manager

James M. Lavelle