

# ENERGY INSIGHTS

September 2023

A newsletter for residential customers of Holyoke Gas & Electric

For a Spanish version of this piece, please visit [www.hged.com/newsletter](http://www.hged.com/newsletter).  
Para obtener una versión en español de este artículo, visite [www.hged.com/newsletter](http://www.hged.com/newsletter).

## Engineering the Future

Meet 2023 Cadet Engineer: Natalie Ramos

Understanding the long-term clean energy goals of the State, 2023 Cadet Engineer and mechanical entrepreneur, Natalie Ramos is interested in discovering new ways consumers can improve their carbon footprints. But before Ramos changes the world, she is going to make a few pit stops along the way, and one happens to be at HG&E. Ramos was selected as the 2023 recipient of the prestigious Cornelius J. Moriarty, Jr. Scholarship for Cadet Engineers.

Pit stop was a purposeful word choice since Ramos is extremely interested in the automotive world and how the industry will adopt carbon-free vehicles. Ramos is not sure that the electric vehicle will be the solution for everyone, "we need to have more options, and I'd like to help develop some innovative strategies around carbon-free vehicles," said Ramos.

This summer, Ramos has toured many of HG&E's facilities and is impressed by the scope of HG&E's work. "Holyoke is one of a kind, with so many opportunities for its customers," said Ramos. "It's been interesting to get a behind the scenes look at all the things happening here. I have driven by the canal system countless times, but I did not understand all the benefits the system has provided to the City over time, until I started here!"

Ramos is working with Sarah LaRose in the Hydroelectric division this summer. LaRose is intimately familiar with the program as she previously participated in the Cadet Engineering program (Holyoke High School class of 2007 and Rensselaer Polytechnic Institute class of 2011), and has risen through the ranks to be a Senior Project Engineer. Together, this summer LaRose and Ramos are studying flow duration curves and monitoring environmental assessments at the fishway.

When she is out of the office, you can find Ramos working at Target, as well as Stateline Video Games, a locally owned retro gaming store. She enjoys taking old or broken gaming consoles apart, repairing them and giving them new life in any way possible. In addition, Ramos volunteers at her church each summer in their youth program, which she has been attending for 10 years, as a participant and now volunteer.

Born and raised in Holyoke, Ramos has been inspired by her hardworking and dedicated parents. She will be attending the University of Hartford in the fall, majoring in Mechanical Engineering with a focus in Acoustics.

We look forward to seeing what the future holds for our young engineers. The Cornelius J. Moriarty, Jr. Scholarship for Cadet Engineers is open to City of Holyoke residents who are graduating from a duly accredited senior secondary school and have been accepted into an accredited engineering program. The Cadet Program has allowed HG&E to keep engineering talent local. Currently, 12 full-time employees came through the program at the start of their careers. For additional application criteria, please visit [www.hged.com/cadet](http://www.hged.com/cadet).



Cadet Engineer Natalie Ramos

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**August 2023:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**August 2023:** Residential customer consuming 28 CCF/month. Amounts shown include all discounts.

# ENROLL YOUR SMART DEVICE & SAVE WITH CONNECTED HOMES

Connected Homes is a smart device program that leverages the technology of WiFi-connected devices into savings for customers. Connected Homes makes brief, limited adjustments to enrolled devices during times of peak electric demand. Customers are informed of adjustments in advance via email and are given the option to opt out. If they participate in adjustments, they will earn a monthly incentive.

SMART DEVICE TYPE	QUALIFYING BRANDS	MONTHLY INCENTIVE	DETAILS
<b>Thermostats and HVAC Seasonal Controls</b> (Connected to electric cooling system (central air conditioner, heat pumps or mini-splits))	Flair Google Nest Honeywell/Resideo Sensibo	\$8/Month from June - September	Thermostat temperature adjusted 2-4 Degrees for a period of 2-4 hours per event.
<b>Thermostats and HVAC Seasonal Controls</b> (Connected to electric heating system (heat pumps, mini-splits, electric baseboards, electric furnace))	Flair Honeywell/Resideo Sensibo	\$5/Month from November - April	Thermostat temperature adjusted 2-4 Degrees for a period of 2-4 hours per event.
<b>Hot Water Heaters</b> (Electric)	GE Rheem	\$5/Month	Temperature adjusted to 110 degrees for a period of 2-4 hours per event.
<b>Batteries</b>	Sonnen Generac	\$30/Month	No more than 80% of a customer's battery will be dispatched during each adjustment. Customer must install separate meter tied to battery. See website for more information.



VISIT [WWW.HGED.COM/CONNECTEDHOMES](http://WWW.HGED.COM/CONNECTEDHOMES)  
FOR MORE INFORMATION!



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

Customer Service Hours:  
Monday - Friday  
8:30 am - 4:30 pm

Contact Customer Service:  
(413) 536-9300  
[Customer\\_Accounts@hged.com](mailto:Customer_Accounts@hged.com)

Marketing/Communications:  
Kate Sullivan Craven  
[ksullivan@hged.com](mailto:ksullivan@hged.com)

## Payment Options

**Online Payment**  
[www.hged.com/payonline](http://www.hged.com/payonline)

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

**Drive Thru Kiosk (24/7)**  
**Walk In**  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300

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

**Holyoke Drop Boxes**  
HG&E, 99 Suffolk Street  
C-Mart, 1500 Northampton Street  
DB Mart, 494 Westfield Road  
Stop & Shop, 28 Lincoln Street  
Stop & Shop, 2265 Northampton Street

## Holiday Closings

**Columbus Day**  
Monday, October 9

## Commissioners

Francis J. Hoey, III  
James A. Sutter  
Marcos A. Marrero

## Manager

James M. Lavelle



### Important Customer Notice

HG&E uniformed personnel may be in your neighborhood completing a meter inspection or upgrade. HG&E must inspect your gas meter at least once every three years. In addition, HG&E regularly inspects and upgrades electric meters, in order to maintain safety and efficiency. Please contact HG&E if you have any questions at (413) 536-9300. Thank you!