

# ENERGY INSIGHTS

APRIL 2025

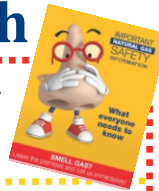
A newsletter for residential customers of Holyoke Gas & Electric

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).



## April is National Dig Safe® Month

This month, HG&E included a brochure and letter with your monthly bill, which highlights important natural gas safety information. If you smell gas or have any questions, contact HG&E at **(413) 536-9300**.



### Call 811 before you dig



**Attention excavators, contractors and homeowners:** Federal and State law requires that you contact Dig Safe before digging. Dig safe and dig smart this spring by calling 811. The service is **free** (funded by utilities) and facilities will be marked within **72 business hours!**

on-line at: [www.digsafe.com](http://www.digsafe.com)

### Markings on the ground

Color coded paint or flags are used to identify the type of underground facilities, in an effort to promote awareness and help maintain public safety.

PROPOSED EXCAVATION EXCAVACIÓN PROPUESTA
ELECTRIC, POWER LINES LINEAS DE TRANSMISIÓN ELÉCTRICAS
CABLE, COMMUNICATION CABLE, COMUNICACIONES
RECLAIMED WATER AGUA REGENERADA
TEMPORARY SURVEY MARKING MARCACIÓN DE INSPECCIÓN TEMPORAL
GAS, OIL, STEAM, CHEMICAL GAS, PETRÓLEO, VAPOR, QUÍMICOS
SEWER, STORM DRAIN CLOACA, DRENAJE DE TORMENTA
POTABLE WATER AGUA POTABLE

## ROBERT E. BARRETT FISHWAY

OPEN SPRING 2025

Following the completion of upgrades to one of the hydroelectric units at the Hadley Falls Station in 2024, we are excited to welcome the public back to the Robert E. Barrett Fishway for the 2025 Fish Passage Season!

Dates: Wednesday, May 7, 2025 – Sunday, June 15, 2025  
Hours: Wednesday–Sunday, 9:00 AM–5:00 PM

Join us at the fishway to witness migrating anadromous fish making their way over the Holyoke Dam in real time. You can enjoy a guided tour with one of our knowledgeable fishway guides or explore the facility at your own pace with a self-guided walk-through.

**FOR MORE INFORMATION VISIT: [www.hged.com/fishway](http://www.hged.com/fishway)**

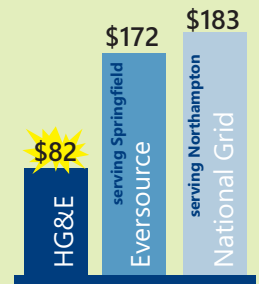
### 58th Annual Shad Derby to be held May 10-11 & 17-18

HG&E's Annual Shad Derby is a FREE event that invites the region's anglers to fish the waters of the Connecticut River in a contest to catch the largest American Shad. Contestants must bring their fish to the official weighing station located at the Fishway Visitor Center, near the Route 116 Bridge. The weigh station is open from 9AM to 5PM on derby days. Prizes will be awarded at the tournament's conclusion on Sunday, May 18 at 5:15PM.

**FOR MORE INFORMATION VISIT: [www.hged.com/shadderby](http://www.hged.com/shadderby)**

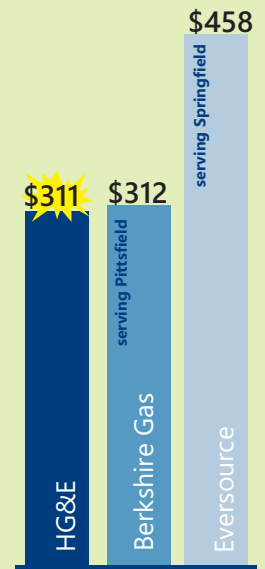
## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**March 2025:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**March 2025:** Residential customer consuming 192 CCF/month. Amounts shown include all discounts.

# 2025-2026 Budget Program

Holyoke Gas & Electric's (HG&E) Budget Program makes it easier for customers to manage energy costs throughout the year by dividing bills into 12 equal monthly payments. This year, plan ahead and avoid those high winter bills by joining HG&E's Budget Program!

Signing up is easy! Just fill out the form on the back of this page and we will send you your monthly payment amount. The estimated monthly payment is determined from previous utility bills. The estimated cost is then divided into 12 equal monthly payments, to start with the June billing. Your budget payment amount will be reviewed after the January cycle, and will then be adjusted up or down as necessary.

The Budget Program is available to all HG&E customers (commercial and residential) at no additional cost. Please note, your account must have a \$0 balance, and your location must have one year of billing history in order to enroll in the program. **If you are currently participating in the budget program, you do not need to re-enroll.**

Sign up online by visiting [www.hged.com/budget](http://www.hged.com/budget) or submit the enrollment form to HG&E's Main Office.

## New Budget Customer Program Enrollment Form

I currently heat my home with:  Gas  Electric  Other: \_\_\_\_\_

HG&E Account Number (from your monthly bill) 

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Your Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Cycle/Route Number: \_\_\_\_\_  
(from your monthly bill)

Telephone Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

Please return this form to HG&E within 10 days of receiving this notice.



EMPOWERING YOUR WORLD

**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  
[customerservice@hged.com](mailto:customerservice@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/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  
Holyoke Senior Center, 291 Pine Street

### Holiday Closings

**Patriots' Day**  
Monday, April 21

**Memorial Day**  
Monday, May 26

### Commissioners

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

### Manager

James M. Lavelle

