

ENERGY INSIGHTS

FEBRUARY 2025

A newsletter for residential customers of Holyoke Gas & Electric

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

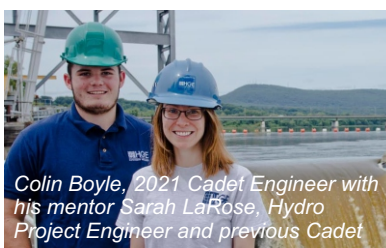


2025 Scholarship Announcement

Cornelius J. Moriarty, Jr. Scholarship for Cadet Engineers

APPLICATION DEADLINE MARCH 30, 2025

From its inception in the 1950's, the Cornelius J. Moriarty, Jr. Scholarship for Cadet Engineers has aided Holyoke residents who are interested in pursuing careers in engineering. Successful applicants receive invaluable on-the-job-training with HG&E engineers during the summer as well as an annual scholarship for college-related expenses.



Colin Boyle, 2021 Cadet Engineer with his mentor Sarah LaRose, Hydro Project Engineer and previous Cadet

The Scholarship for Cadet Engineers is open to City of Holyoke residents who have been accepted for admission or are already enrolled in an accredited engineering program. The Cadet Program has allowed HG&E to keep engineering talent local. Currently, 14 full-time HG&E employees came through the program at the start of their careers. The 2025 application deadline is March 30. For additional application criteria, please visit www.hged.com/cadet.

Winter Heating Assistance

Several local agencies have programs to help qualified families pay their winter heating bills. You may contact them directly at the numbers listed below or call the HG&E Customer Service at **(413) 536-9300** for more information.

Valley Opportunity Council - Fuel Assistance Programs

300 HIGH STREET, HOLYOKE - (413) 552-1548 - WWW.VALLEYOPP.COM

The Salvation Army - Good Neighbor Fund

(800) 262-1320 - WWW.MAGOODNEIGHBOR.ORG

Way Finders - Residential Heat Assistance Program

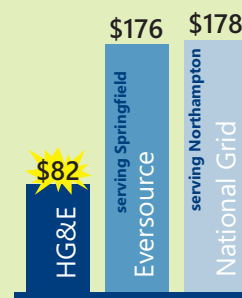
(413) 233-1500 - WWW.WAYFINDERS.ORG

Energy Conservation

An easy way to reduce your heating costs is to decrease your electric and natural gas consumption through energy conservation measures. Learn more by visiting hged.com/save.

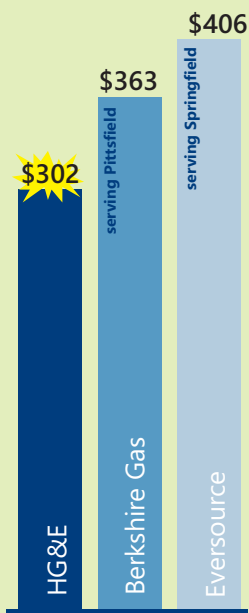
RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



January 2025: Residential customer consuming 186 CCF/month. Amounts shown include all discounts.

UTILITY CONSTRUCTION UPDATES

As a municipal utility and active member of the community, HG&E is consistently making improvements to the current utility infrastructure, building new services, and forecasting the future utility needs of the community. In an effort to make the community aware of HG&E's construction activities that might impact traffic within our neighborhoods, HG&E has a webpage dedicated to construction activity. In addition, HG&E will provide notifications to customers that will have service interruptions related to planned system improvements.

Please visit hged.com/construction for the most up-to date construction information. Additionally, please update your contact information to ensure notifications are delivered by visiting hged.com/update.



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 am - 4:30 pm

Contact Customer Service:
(413) 536-9300
customerservice@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/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

President's Day
Monday, February 17

Commissioners

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

Manager

James M. Lavelle



Tree Management

Trees enhance the quality of life in our community through aesthetics and keeping the air clean by converting carbon dioxide to oxygen. However, trees and power lines don't mix. Contact between them can cause power outages, fires, and downed lines, while also causing safety hazards for people, wildlife, and the trees themselves. To help keep you safe and provide reliable service in your neighborhood, while ensuring the health of trees, HG&E's professional tree trimming contractors remove or carefully prune trees as needed to create minimum safe distances between electric lines and surrounding trees.

Tree Trimming on Private Property

If a tree on private property is identified as a threat to power lines, HG&E or its contractors will either call you, speak with you in person, or provide you with advance written notice and an opportunity to discuss the project. HG&E is not responsible for trimming or removing trees located on private property. When a tree or branches come down during weather events, the property owner is responsible for removal and clean up, not HG&E. If you are doing tree work on private property near electric service wires, please contact HG&E to evaluate the project. For your safety, a power line may need to be de-energized, dropped, and/or covered for a period of time.

If you have any questions about tree trimming services, please contact Customer Service by calling **(413) 536-9300 (option 3)** or emailing customer_accounts@hged.com.

A message from the City of Holyoke Tax Assessors Office

Attention Senior Homeowners

As a homeowner you may qualify for a tax exemption of up to \$1,000 if you meet the following criteria:

- Owned and occupied your home for 5 years as of July 1, 2024
- Age 65 by July 1, 2024 or older
- Taxes must be current
- Must not exceed income and asset guidelines

	INCOME	ASSETS
SINGLE	\$25,834**	\$40,000
MARRIED	\$38,751**	\$55,000
<small>**Gross income from all sources including Social Security deduction</small>		

Please contact the City of Holyoke Assessor's Office at **(413) 322-5550**. The Assessor team will be happy to assist with submitting an application.