

ENERGY INSIGHTS

APRIL 2024

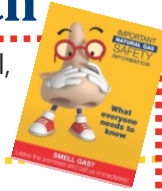
A newsletter for residential customers of Holyoke Gas & Electric

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.



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

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

2024-2025 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!

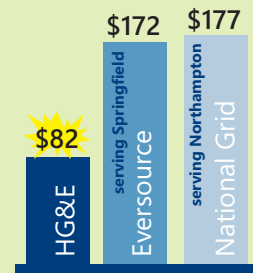
Signing up is easy! Just fill out the form on the back of this page and we will send you your monthly payment amount. The estimated monthly payment is determined from previous utility bills. The estimated cost is then divided into 12 equal monthly payments, to start with the June billing. Your budget 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 or submit the enrollment form to HG&E's Main Office.

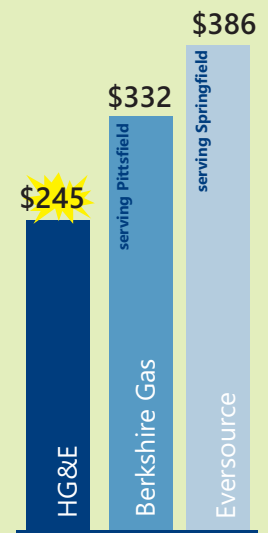
RATE COMPARISONS

LOWEST ELECTRIC RATE



March 2024: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



March 2024: Residential customer consuming 192 CCF/month. Amounts shown include all discounts.

ROBERT E. BARRETT FISHWAY

Closed for the 2024 Season

The Robert Barrett Fishway will be closed to the public in 2024 for required maintenance and construction activities. While our fishway team will miss seeing visitors at the fishway this spring, HG&E has partnered with Holyoke Heritage State Park to offer a Collaborative Program, "Connecting with the Connecticut River". This interactive program will explore how the river made this planned industrial city possible. You will visit a canal to see how the river and canals power this city. You'll learn about fish and other wildlife that live in this river and how migratory fish get a "lift" over the Holyoke Dam.

FOR MORE INFORMATION VISIT: www.hged.com/fishway

57th Annual Shad Derby to be held May 11-12 & 18-19

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 shad. Contestants must bring their fish to the official weighing station located by the Holyoke Fishlift, near the Route 116 Bridge. The weigh station is open from 9AM to 5PM. Prizes will be awarded at the tournament's conclusion on Sunday, May 19 at 5PM.

FOR MORE INFORMATION VISIT: www.hged.com/shadderby

New Budget Customer Program Enrollment Form

Sign up online by visiting www.hged.com/budget or submit the form below to HG&E's Main Office.

I currently heat my home with: Gas Electric Other: _____

HG&E Account Number (from your monthly bill)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

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

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

Patriots' Day
Monday, April 15

Memorial Day
Monday, May 27

Commissioners

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

Manager

James M. Lavelle

