

ENERGY INSIGHTS

AUGUST 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.

Public Power & Natural Gas Week 2024

HG&E is a municipal utility, which means that we are owned by the community we serve – Holyoke. Unlike private utilities, we do not answer to shareholders thousands of miles away. Instead, we answer to you, our customer. Here are some reasons why a municipal utility is the best choice for Holyoke:



- We operate in the public interest – to improve the quality of life for our customers and the community.
- We are leaders in renewable energy, sustainability and environmental stewardship, with a focus on the future success of the community.
- Our focus is on providing you with excellent and reliable service instead of making a profit for corporate shareholders.
- Our employees live in the community, and many are HG&E customers themselves.
- If a customer has a complaint, they can discuss the problem locally, with HG&E management, and be assured that the problem will be addressed.
- Local ownership means that a good portion of our customers' energy dollars stay in the community – creating jobs and supporting the local economy.
- Our rates and services are controlled locally. This enables us to make decisions and provide services that specifically benefit the community.
- We provide our customers with energy at some of the lowest rates in Massachusetts.
- Our low energy rates and innovative energy conservation incentives serve to assist the City's Economic Development efforts.

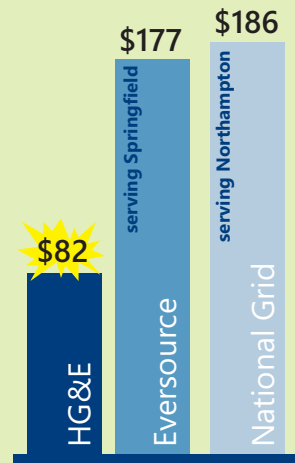
PLEASE JOIN HG&E FOR A CELEBRATION!

Join us as we celebrate **Public Power & Natural Gas Week**
Wednesday, October 9, 2024 - 3 pm to 6 pm
Holyoke Merry-Go-Round at Holyoke Heritage State Park

Free Carousel Rides - Refreshments - Giveaways
Kids Zone - HG&EV Test Drives - HG&E Program Updates

RATE COMPARISONS

ELECTRIC RATE



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

NATURAL GAS RATE



July 2024: Residential customer consuming 34 CCF/month. Amounts shown include all discounts.

HEATING & COOLING WITH ELECTRIC

Air source heat pumps (ASHPs), sometimes referred to as mini-splits, are an energy-efficient electric heating and cooling system that can be used in either part, or all, of your home. Many HG&E customers have decided to move away from oil and propane heating systems in order to install this modern equipment that will both heat and cool a home with a single system. See below to learn more about the benefits of an ASHP system and financial incentives that are available.



1 Lower Greenhouse Gas Emissions

An air source heat pump system can help customers lower their carbon footprint and reduce heating systems emissions as compared to propane, oil, natural gas, and electric resistance equipment.



2 Competitive Cost

Save money on your heating bills by installing an air source heat pump compared with propane, oil, or electric resistance. While the initial installation costs can be higher, over the lifetime of the system customers can save up to \$40,000. Please visit hged.com/ashp to see the estimated lifetime cost comparisons.



3 All-in-one Comfort

For your comfort, air source heat pump technology allows you to heat, cool, and dehumidify your home with a single system. In addition, these systems can allow you to heat and cool individual rooms rather than an entire house.



4 Versatile

Depending on the current layout of your space, customers can design systems with or without ductwork to heat and cool individual spaces or a whole home. Many customers opt to install one unit in order to determine their comfort in using the technology more widely within a home.

AIR SOURCE HEAT PUMP INCENTIVES & RESOURCES

HG&E Basic Heat Pump Rebate: Receive up to \$250/ton (ton = 12,000 BTUs) for installing a qualifying heat pump or mini-split.

HG&E Whole Home Heat Pump Program: This program offers a higher heat pump/mini-split rebate of \$600-\$750/ton as well as a weatherization rebate adder for installing a qualifying heat pump or mini-split system that is sized to meet 100% of your home's heating requirements.

HG&E Residential Energy Conservation Program: Financial assistance at 0% interest up to \$15,000 for qualifying projects. Please apply before you begin your project to secure the funds.

Connected Homes Smart Device Monthly Incentive: Receive a \$5-\$8/month incentive for allowing HG&E to remotely adjust the temperature of your heat pump or mini-split system a few times each month (must have qualifying thermostat or heat pump controller).

Find out how much you could save on your heating and cooling costs with a heat pump by getting a FREE home energy audit! To arrange for a home energy audit, you can either submit an online form or contact HG&E's energy services partner, NextZero, directly at their toll-free number: 1-888-333-7525. Additionally, HG&E's Green Team is available to discuss your projects and provide feedback, visit hged.com/heatpump or email efficiency@hged.com for more information.



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

Labor Day
Monday, September 2

Commissioners

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

Manager

James M. Lavelle

