

ENERGY INSIGHTS

DECEMBER 2023

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.

Happy Holidays

FROM HG&E

Your December bill reflects an **extra 10% holiday discount*** on gas and electric services, granted by the HG&E Commission.

Last month, Holyoke Gas & Electric's Commission approved an extra 10% prompt payment discount on energy services billed during the December cycle. This discount applies to commercial and residential gas and electric customers who are not already participating in an economic development discount program*.

"Once again this holiday season, HG&E is delighted to offer customers an additional holiday discount," said HG&E's Commission Chairman Francis Hoey III. "We understand that this year has been challenging for many of us, and we hope that this discount will help ease the burden for you and your family."

For the average homeowner who heats with natural gas, the combined discounts (prompt payment and holiday discount) amount to **savings of approximately \$75** on their bill. HG&E has implemented a holiday discount each year since 1992.

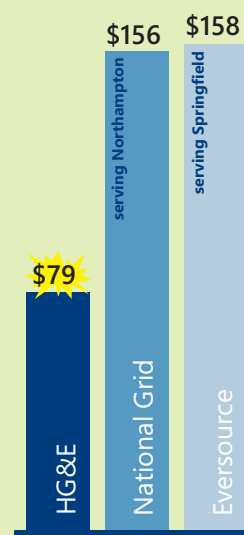
For customers who are looking to save energy and money this winter, HG&E has a variety of resources that can assist customers who are facing financial hardship, including payment plans, energy efficiency programs, and connections to fuel assistance programs. For more information, visit hged.com/save or contact customer service by calling **(413) 536-9300**.

***This discount does not apply to customers who are receiving a discounted rate schedule and/or participating in an economic development incentive offer, including: First-Time Homebuyer program, the Economic Development Discount program, Cultivation program, Agricultural Rate customer, and Contract Rate customers. Bills must be paid by discount date to receive discounts.**



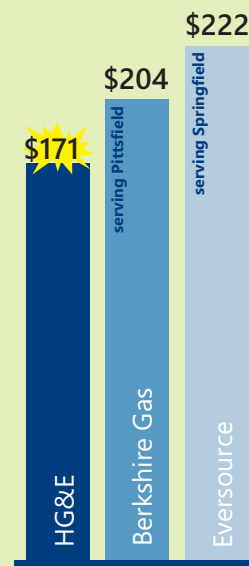
RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



November 2023: Residential customer consuming 103 CCF/month. Amounts shown include all discounts.

PREPARING FOR WINTER

HG&E offers a variety of programs, rebates, discounts, and incentives that can help you save energy and money. Visit hged.com for more information.



FREE ENERGY AUDIT

Get a free customized assessment of your home to help determine the most cost-effective ways to reduce your energy bills. To schedule, contact NextZero at 1-888-333-7525 or visit nextzero.org.



CONSERVE

Take conservation measures to reduce energy consumption, for ideas and incentives visit www.hged.com/save.



REVIEW MONTHLY STATEMENTS

Review your monthly HG&E statement and contact HG&E if you are behind, we can help by developing payment plans or providing fuel assistance information.

Protect your family from Carbon Monoxide

Whether you heat your home with oil, natural gas, propane, coal or wood, your heating system can produce carbon monoxide (CO) if it is not working properly, or if it is inadequately vented. CO is also produced from internal combustion devices such as cars and small gasoline engines. Carbon monoxide is odorless, colorless and tasteless, but very toxic. Signs indicating the presence of carbon monoxide in the home include stuffy, stale or smelly air, very high humidity or soot coming from a fireplace or heating system.

What are the symptoms of Carbon Monoxide poisoning?

The symptoms of carbon monoxide poisoning are often confused with those of the flu, and the highest incidence of poisoning occurs during the flu season.

Symptoms include headaches, dizziness, nausea, unclear thinking, shortness of

breath, weakness, vision problems and loss of muscle control. High concentrations of carbon monoxide can lead to unconsciousness, brain damage or death. However, a victim may not experience ANY of these symptoms, or only one or a few symptoms. You should suspect the presence of carbon monoxide if symptoms tend to disappear when you leave your home.

What should you do if you suspect the presence of Carbon Monoxide in your home? Immediately take the following actions:

- ◆ Open the windows and doors.
- ◆ For an emergency inspection, contact a licensed heating contractor or HG&E (Natural Gas customers) at (413) 536-9300.
- ◆ If carbon monoxide is detected in your home, seek medical attention.

Know the Signs & Symptoms of Carbon Monoxide Poisoning



SHORTNESS OF BREATH



HEADACHE



IMPAIRED COORDINATION



NAUSEA/VOMITING



DIZZINESS



LOSS OF CONSCIOUSNESS



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

Christmas Day
Monday, December 25

New Year's Day
Monday, January 1

Martin Luther King Jr. Day
Monday, January 15

Commissioners

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

Manager

James M. Lavelle

