

ENERGY INSIGHTS

FEBRUARY 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.

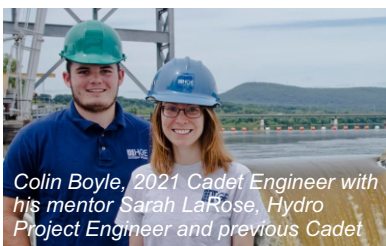


2024 Scholarship Announcement

Cornelius J. Moriarty, Jr. Scholarship for Cadet Engineers

APPLICATION DEADLINE MARCH 29, 2024

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 Cadet Scholarship for Cadet Engineers is open to City of Holyoke residents who are graduating from high school (a duly accredited senior secondary program) and have been accepted into 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 2024 application deadline is March 29. 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

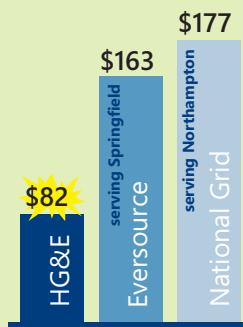
(413) 233-1500 - WWW.WAYFINDERS.ORG

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.

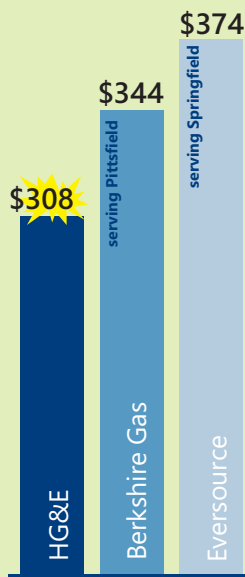
RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



January 2024: Residential customer consuming 186 CCF/month. Amounts shown include all discounts.

SIGN UP FOR PAPERLESS BILLING

Fast & Easy - Safe & Secure - Eco-Friendly - Pay On-time & Save

HG&E offers customers convenient customer account options, including paperless. Signing up for the environmentally-friendly paperless billing gives customers the option to skip mail entirely or receive emails in addition to regular mail. Email is the most reliable way to get your bill on time without interruption. Additionally, you will save natural resources like trees and gas, reducing your carbon footprint. Your account will be accessible 24 hours a day, 7 days a week online.

Register today at hged.com/payonline!

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, 2023
- Age 62 by July 1, 2023 or older
- Taxes must be current
- Must not exceed income and asset guidelines

	INCOME	ASSETS
SINGLE	\$25,653**	\$40,000
MARRIED	\$38,480**	\$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.



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

Presidents Day
Monday, February 19

Commissioners

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

Manager

James M. Lavelle

