

FOOTPRINT



EMPOWERING YOUR WORLD

Leading the Way...to a Carbon-Free Future



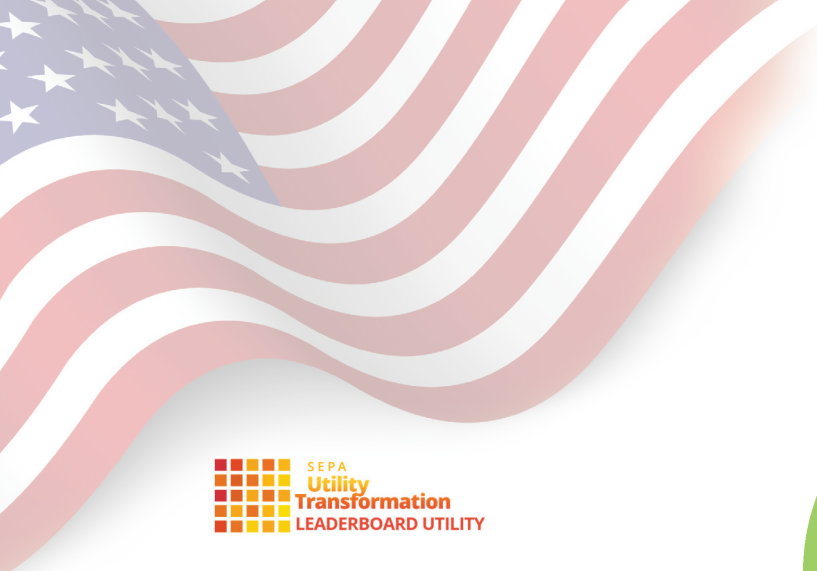
Our 2023 edition of FOOTPRINT highlights Holyoke Gas & Electric's continued leadership in meeting the needs of our customers while building a carbon-free energy system for Holyoke.

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- ✓ HG&E Gains National Recognition
- ✓ Electrify Transportation with HG&EV
- ✓ Savings for Commercial Users



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HG&E Gains National Recognition for Carbon-Free Initiatives

Holyoke Gas & Electric has been recognized as one of a handful of utilities nationwide for its leadership in transforming to a carbon-free energy system by the national entity Smart Electric Power Alliance (SEPA).

HG&E was named by SEPA as one of only 14 utilities nationwide to be named to its 2023 Utility Transformation Leaderboard. HG&E joined Southern California Edison Palo Alto Utilities and Green Mountain Power as one of a handful of utilities to earn the recognition.

According to SEPA, the transformation requires much more than clean energy generation. The national organization launched the second Utility Transformation Challenge as a comprehensive assessment of U.S. electric utilities' progress toward a modern, carbon-free energy system. HG&E was also recognized by SEPA in their 2021 Utility Transformation Leaderboard, the inaugural year of the designation.

SEPA conducted and analyzed multiple surveys designed to measure meaningful progress across multiple dimensions of utility infrastructure, programs, strategy and operations. Survey responses were received from 118 individual utilities, representing more than 51% of all U.S. electric customer accounts across 41 states. The report examines the utility industry's transition to a clean and modern energy system by exploring four dimensions of utility transformation: Clean Energy Resources, Corporate Leadership, Modern Grid Enablement, and Aligned Actions and Engagement. Learn more by visiting www.hged.com.



ENERGY MIX



Hydro



Solar



Wind



Energy Storage



Nuclear



Our
Carbon-Free
Energy

Low-Cost Energy = A Healthy Business Economy

Many commercial and industrial customers require a lot of power at an affordable cost. These organizations are vitally important to a healthy economy in the City. Michael Curtin serves as HG&E's Technical Support Engineer for Commercial and Industrial Customers. Every day, Michael is helping our local businesses save money and energy, while working to retain existing commerce and attracting new industries to Holyoke. As a municipal utility, HG&E has the ability to work one-on-one with customers in order to target their specific needs related to energy. For more information, contact Michael by phone at (413) 536-9319 or email mcurtin@hged.com.

Cutting Use at Peak Times Nets Savings for Commercial Users

HG&E has launched a pilot program that incentivizes commercial energy users when they cut demand during periods of high overall usage of the system. Under the Commercial Demand Response Program, business and commercial entities are compensated when they reduce power usage during peak events, such as heat waves in the evening where usage spikes. Keeping usage down during these periods helps keep rates down for all customers.

To learn more about energy savings, programs, and incentives for commercial enterprises, contact Michael Curtin at (413) 536-9319 or mcurtin@hged.com. Michael can also explain Commercial Energy Audits to identify possible savings.



Savings for Commercial & Industrial Customers

COMMERCIAL ENERGY CONSERVATION PROGRAM:

Financial assistance at 0% interest for qualifying energy efficiency projects.

ECONOMIC DEVELOPMENT DISCOUNTS: New commercial and industrial customers in Holyoke can receive a 10% discount on electric and natural gas bills for three years.

HG&EV - ELECTRIC VEHICLE EDUCATION & INCENTIVES:

Learn about electric vehicles (EVs), charging equipment and infrastructure, and currently available incentives for commercial properties on our new HG&EV website.

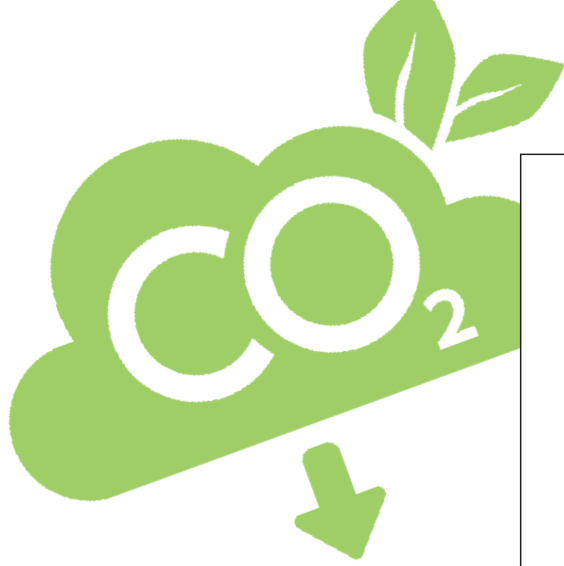
COMMERCIAL ENERGY AUDITS: Gain insight into ways to reduce your building's energy use by receiving an energy audit for your commercial property.

CULTIVATION DISCOUNT: A 10% discount for cultivation customers with a power factor of 65% or greater.

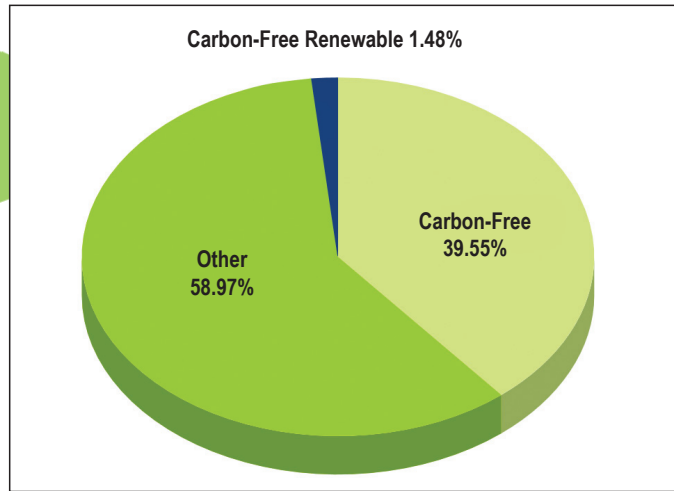
COMMERCIAL DEMAND RESONSE: Program that incentivizes commercial and industrial customers who reduce power usage, or electric 'demand,' during certain times each month when demand for electricity is highest across the entire New England grid, including locally in Holyoke.

For more information, contact Michael Curtin by phone (413) 536-9319 or email mcurtin@hged.com.

WWW.HGED.COM/SAVE



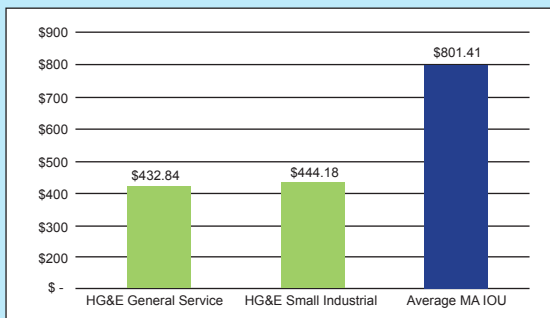
Our Emissions



HG&E’s goal is to expand carbon-free sources of electric generation in environmentally sensitive ways and promote the reduction of energy use through energy efficiency programs, all while maintaining some of the lowest electric rates in the Commonwealth of Massachusetts. This successful balance is reflected in the fact that HG&E’s carbon footprint is significantly less than that of the average utility in New England, with a considerable amount of HG&E’s electrical load for the year considered carbon-free.

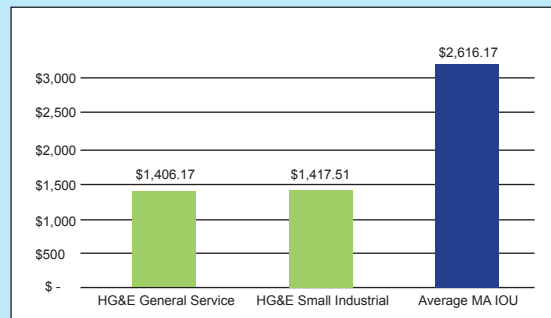
Our Rates vs. Investor-Owned Utilities

2022 Commercial & Industrial Electric Rate Comparison
13 kw - 3,000 kWh Consumption/Month



HG&E Electric General Service Annual Savings - \$14,520.07
HG&E Electric Small Industrial Annual Savings - \$14,383.99

2022 Commercial & Industrial Electric Rate Comparison
400 kW - 10,000 kWh Consumption/Month



HG&E Electric General Service Annual Savings - \$14,520.07
HG&E Electric Small Industrial Annual Savings - \$14,383.99



Made in Holyoke, Carbon-Free

Holyoke paper mills drove much of Holyoke’s industry for over a century due to the availability of plentiful and inexpensive hydro power. Fast forward to the 21st Century and the asset of locally generated and affordable energy is drawing the next generation of industry to Holyoke. HG&E has developed a “Made with Carbon-Free Electricity” brand that allows businesses (new and old) to display this mark on the products they produce here in Holyoke. For commercial and industrial customers electing to purchase all of their electricity from 100% carbon-free sources, HG&E will procure the supplemental carbon-free electricity required by purchasing and retiring MA Class I or Class II Renewable Energy Certificates (RECs). These costs will be passed along to the customer on-bill through a newly created rate component associated with their electricity usage. Learn more by visiting hgcd.com.



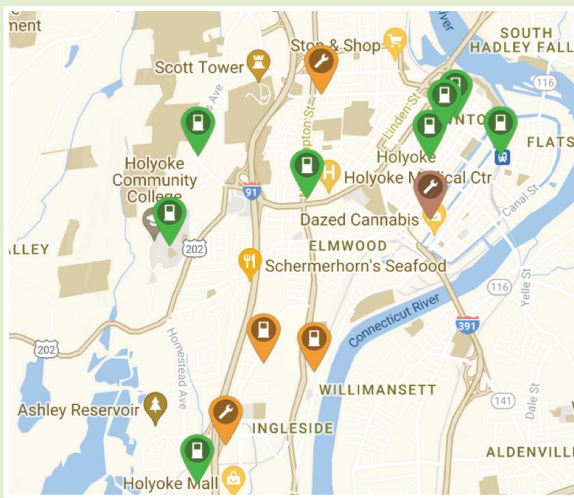
Clean Energy Awards & Designations

HG&E has been recognized as a leader in utility transformation and clean energy innovation in the region by a wide range of agencies over the years, including but not limited to:

- 2023 Utility Transformation Leaderboard from the Smart Electric Power Alliance (SEPA), also received in 2021
- Ranked 3rd out of 41 Massachusetts Municipal Electric Utilities in Mass Climate Action Networks (MCAN) 2021 scorecard
- 2022 Smart Electric Power Alliance (SEPA) ranked HG&E in the 95th percentile of all utilities and in the 96th percentile of all municipal utilities for utility transformation
- Reliable Public Power Provider from the American Public Power Association (APPA)
- Smart Energy Provider Award from the American Public Power Association (APPA)
- Certificate of Excellence in Reliability from the American Public Power Association (APPA)
- Smart Electric Power Alliance (SEPA) ranked HG&E third nationally in energy storage per capita
- The Ira W. Leighton, Jr. Outstanding Innovative Technology Award from Environmental Business Council of New England for Mount Tom Solar & Energy Storage System
- Energy Manager Today Project of the Year for Mount Tom Solar & Energy Storage System
- Safety Achievement Award from the American Gas Association (AGA)
- Massachusetts' Solar Cities & Towns 2012: Leaders in the Race Toward a Clean Energy Future – Mueller Road Solar Facility
- System Operational Achievement Recognition from the American Public Gas Association (APGA)

Electrify Transportation with HG&EV

HG&EV is an outreach program provided by Holyoke Gas & Electric (HG&E) in partnership with Energy New England to assist customers with electric vehicles and charging needs. In the local business community, HG&EV supports commercial entities looking to electrify their fleets and install or upgrade charging infrastructure. This program offers comprehensive guidance throughout the planning, installation, and budgeting process.



Green icons - Level 2 stations.

Orange icons - Level 3 fast charging stations.

Wrenches - icons - stations coming soon.

For an up-to-date map of nearby EV charging stations please visit [plugshare.com](https://www.plugshare.com)

HG&EV can help customers access and understand the MassEVIP program and state funding for commercial EV charging projects. This funding opportunity will cover 60-80% of eligible costs per project with a maximum of \$50,000 per site. Additionally, HG&E offers customers 0% interest assistance for eligible projects through the Commercial Energy Conservation Program (CECP). HG&EV is also able to provide recommendations for commercial customers after discussing a project to help guide in the process.

In addition to several private commercial charging enterprises, public EV charging in Holyoke has become more accessible over the last few years. In 2022, HG&E secured grant funding to install four public charging stations in locations throughout the community, including Veterans Memorial Park, Holyoke Public Library, Holyoke Train Station, and HG&E's public parking lot. These stations are affordable and help ensure a robust local public charging station network for any residential or commercial business that seeks to go electric. There is also affordable public charging at Gary Rome Hyundai, Marcotte Ford, Holyoke Community College, and Peoples Bank's Northampton Street branch, with additional commercial fast-charging opportunities under development. Please see the map for local charging opportunities. HG&E is closely monitoring additional funding opportunities as well as usage trends in order to determine where additional infrastructure is needed.

For more information about electric vehicle and charging opportunities please visit our website at hged.com/ev.



HG&EV