

# ENERGY INSIGHTS

April 2021

A newsletter for residential customers of Holyoke Gas & Electric



For a Spanish version of this newsletter, please visit [www.hged.com/newsletter](http://www.hged.com/newsletter).  
Para obtener una versión en español de este boletín, visite [www.hged.com/newsletter](http://www.hged.com/newsletter).

## April is National Dig Safe® Month

This month, HG&E included a brief brochure and letter with your monthly bill, which highlights important natural gas safety information for you and your family. **If you smell natural gas, move to a safe area and call 911 or HG&E at (413) 536-9300.**



### Call 811 before you dig

**Attention excavators, contractors & 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 hours!**



on-line at: [www.digsafe.com](http://www.digsafe.com)

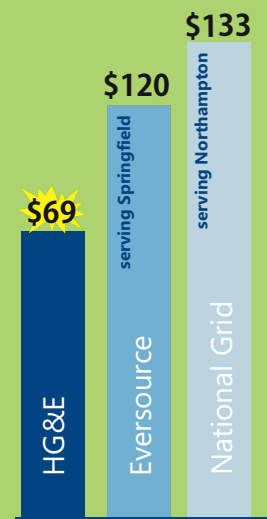
### Markings on the ground

Color coded paint or flags are used to identify the type of underground facilities.

PROPOSED EXCAVATION EXCAVACIÓN PROPUESTA
ELECTRIC, POWER LINES LINEAS DE TRANSMISIÓN ELÉCTRICAS
CABLE, COMMUNICATION CABLE, COMUNICACIONES
RECLAIMED WATER AGUA REGENERADA
TEMPORARY SURVEY MARKING MARCAJÓN DE INSPECCIÓN TEMPORAL
GAS, OIL, STEAM, CHEMICAL GAS, PETRÓLEO, VAPORES, QUÍMICOS
SEWER, STORM DRAIN CULACA, DRENAJE DE TORMENTA
POTABLE WATER AGUA POTABLE

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**March 2021:** Residential customer consuming 500 kwh/month. Amounts shown include all discounts and use the fixed default generation supply price.

**Rate Notice:** As noted in the January edition of Energy Insights, Electric residential customers will have an average increase of \$1.52/month (2.2%) beginning in April.

### LOWEST NATURAL GAS RATE



**March 2021:** Residential customer consuming 192 CCF/month. Amounts shown include all discounts.

## RESIDENTIAL SHUTOFF MORATORIUM LIFTED

In March of 2020, HG&E temporarily suspended disconnection and collection efforts on customer utility accounts, in accordance with Massachusetts Department of Public Utilities guidance. Due to the unprecedented challenges related to COVID-19, the moratorium was continued throughout the winter months. After evaluating the most recent guidance for municipal utilities, **HG&E resumed collection efforts and disconnections for nonpayment on residential accounts as of April 1, 2021.**

HG&E has made several attempts to communicate with customers who have overdue balances, offering to establish payment plans and educate customers on the availability of fuel assistance. We appreciate the customers who have kept in touch throughout the last year and will work to develop plans to help all willing customers get back on track.

Shutoff notices are automatically generated by HG&E's billing system each month, so customers who have an overdue balance will start to receive regular notices immediately. If you have arranged a payment plan with HG&E and continue to comply with the agreed upon payment schedule, you are not at risk for shutoff. If you have not been in recent communication with HG&E to set up a payment plan or inquire about fuel assistance, failure to pay your balance in full or contact HG&E's Customer Service team will result in disconnection of utility services until the account is current.

We are here to help customers through this process! If you would like to set up a payment plan or discuss your account, please contact Customer Service by calling **(413) 536-9300**.

# 2021-2022 Budget Program

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

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! **If you are currently participating in the budget program, you do not need to re-enroll.**

Signing up is easy! Just fill out the form (below or online) and we'll send you more information, accompanied by a quote of what your monthly payment would be.

The estimated annual cost is determined from previous utility bills. The estimated cost is then divided into 12 equal monthly payments, starting with the June billing. Your budget payment amount will be reviewed after the January billing, and will then be adjusted up or down as necessary.

The Budget Program is available to all HG&E customers at no additional cost. Please note, your account must have a \$0 balance, and your location must have one year of billing history to enroll in the program.



**HG&E Main Office**  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300  
[www.hged.com](http://www.hged.com)

**Customer Service Hours:**  
Monday - Friday  
8:30 a.m. - 4:30 p.m.

**Contact Customer Service:**  
(413) 536-9300  
[Customer\\_Accounts@hged.com](mailto:Customer_Accounts@hged.com)

**Marketing/Communications:**  
Kate Sullivan Craven  
[ksullivan@hged.com](mailto:ksullivan@hged.com)

## Payment Options

**Online Payment**  
[www.hged.com/payonline](http://www.hged.com/payonline)

**Phone Payment**  
(413) 536-9300 (Option 5)

**Drive Thru/Walk Up**  
99 Suffolk Street  
Holyoke, MA 01040

**Mail**  
P.O. Box 4165  
Woburn, MA 01888-4165

- 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
  - Union Mart, 297 Apremont Hwy

## Holiday Closings

**Patriots' Day**  
Monday, April 19

**Memorial Day**  
Monday, May 31

## Commissioners

Francis J. Hoey, III  
Robert H. Griffin  
James A. Sutter

## Manager

James M. Lavelle

## Budget Program Customer Account Information

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.