

ENERGY INSIGHTS

JANUARY 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.

Winter Safety Tips

HG&E would like to remind you that the accumulation of snow and ice on meters, regulators, and other aboveground pipe components may create a safety hazard and increases the risk of carbon monoxide (CO) build up in your home or business. If you have natural gas, please pay attention to the following

- ✓ Clear snow and ice from exhaust vents, chimneys, and combustion air vents for all gas appliances to prevent cumulation of carbon monoxide in buildings, or prevent operational problems for the combustion equipment.
- ✓ Properly functioning carbon monoxide detectors should be deployed in the building.
- ✓ Pay attention to snow and ice related situations that may cause operational problems for meters, pressure controlled devices, and other equipment. This equipment may contain vents that release gas safely outdoors in the event of a malfunction. If these vents are blocked, an unsafe condition could result.
- ✓ Piping on service regulator sets is susceptible to damage that could result in failure, if caution is not exercised in clearing snow from around equipment. Where possible, use a broom instead of a shovel to clear snow off regulators, meters, associated piping, propane tanks, tubing, gauges or related equipment.
- ✓ Chimneys and vents should be protected using an approved cap or screen, to keep small animals or insects from entering. These intruders have been known to build nests, inside chimneys or vents, that can create a blockage and cause potentially hazardous conditions.

If there is an odor of gas present, or if gas appliances are not functioning properly, leave the building vicinity immediately. Then, from a safe location, contact HG&E at (413) 536-9300.

December Through March Get Fresh Food

EVERY OTHER SATURDAY BEGINNING
DECEMBER 2ND THROUGH MARCH
FROM 10AM-2PM

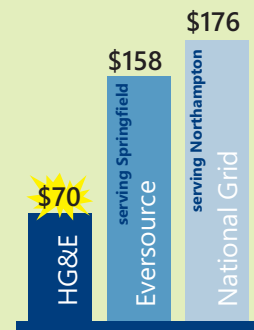
HOLYOKE WAR MEMORIAL BUILDING
310 APPLETON STREET

COME AND ENJOY WHAT WE HAVE FOR YOU!



RATE COMPARISONS

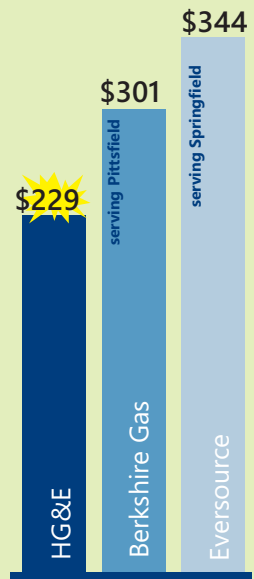
LOWEST ELECTRIC RATE



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

Note: HG&E's December rates include holiday discount.

LOWEST NATURAL GAS RATE



December 2023: Residential customer consuming 162 CCF/month. Amounts shown include all discounts.

Note: HG&E's December rates include holiday discount.

HG&E REBATES & INCENTIVES

Whether you are a first time home buyer or a longtime HG&E customer looking to save on your energy bills, HG&E's Green Team is here to assist with innovative energy efficiency programs, rebates, and tips. HG&E's Residential Energy Conservation Program provides financial assistance at 0% interest to assist with a variety of energy efficiency and electrification projects, including some of the technologies/services listed below. Additionally, HG&E is following the Inflation Reduction Act which is anticipated to provide additional rebates for various home energy efficiency projects.

Please visit hgcd.com/save for more information!

APPLIANCES	SAVINGS OF \$25 DISHWASHER	SAVINGS OF \$25 ROOM AC	SAVINGS OF \$25 DEHUMIDIFIER	NEW SAVINGS OF \$25 ELECTRIC LEAF BLOWER	
	NEW SAVINGS OF \$25 ELECTRIC STRING TRIMMERS	NEW SAVINGS OF \$40 ELECTRIC CHAIN/POLE SAW	SAVINGS OF \$40 AIR PURIFIER	SAVINGS OF \$50 PROGRAMMABLE THERMOSTAT	
	SAVINGS OF \$50 CLOTHES WASHER	NEW SAVINGS OF \$75 ELECTRIC LAWN MOWER	SAVINGS OF \$75 REFRIDGERATOR	SAVINGS OF \$125 WIFI SMART THERMOSTAT	
	NEW SAVINGS UP TO \$200 INDUCTION STOVE	SAVINGS OF \$250 ELECTRIC CLOTHES DRYER	SAVINGS OF \$300 ELECTRIC WATER HEATER	SAVINGS OF \$350 HEAT PUMP CLOTHES DRYER	
		SAVINGS OF \$750 HEAT PUMP WATER HEATER	NEW SAVINGS OF \$1,000 TESLA POWERWALL BATTERY <small>(combine with monthly incentive)</small>		
	HEATING/ COOLING	SAVINGS UP TO \$500 CENTRAL AIR CONDITIONING	SAVINGS UP TO \$1000 HEAT PUMP/ MINI SPLIT	SAVINGS UP TO \$3000 WHOLE HOME AIR SOURCE HEAT PUMP	NEW SAVINGS UP TO \$3000 WHOLE HOME GROUND SOURCE HEAT PUMP
	HOME EFFICIENCY <small>(WEATHERIZATION)</small>		SAVINGS UP TO \$500 BLOWER DOOR TEST	SAVINGS UP TO \$2000 WEATHERIZATION <small>(Insulation, Air Sealing, Duct Sealing)</small>	
	SMART DEVICE MANAGEMENT	SAVINGS UP TO \$125 WI-FI/SMART THERMOSTATS	SAVINGS UP TO \$62/yr HVAC CONTROLS	SAVINGS UP TO \$60/yr ELECTRIC HOT WATER HEATER	NEW SAVINGS UP TO \$6/kW/mo TESLA POWERWALL BATTERY <small>(combine with rebate)</small>
	ELECTRIC VEHICLE	SAVINGS UP TO \$10/mo* EV CHARGING <small>*This is an on-bill credit for customers enrolled in the Connected Homes Program.</small>		SAVINGS UP TO FREE Level 2 EV CHARGER or a \$450 rebate* <small>*Existing level 2 charger.</small>	



EMPOWERING YOUR WORLD

HG&E Main Office
99 Suffolk Street
Holyoke, MA 01040
(413) 536-9300
www.hgcd.com

Customer Service Hours:
Monday - Friday
8:30 am - 4:30 pm

Contact Customer Service:
(413) 536-9300
customerservice@hgcd.com

Marketing/Communications:
Kate Sullivan Craven
ksullivan@hgcd.com

Payment Options

Online Payment
www.hgcd.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

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

