

# ENERGY INSIGHTS

JULY 2024

A newsletter for residential customers of Holyoke Gas & Electric

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

R.F. GOULEY CO. MADE IN USA  
**SAFETY FIRST**  
 STREET SMARTS  
 1. STEP POTENTIAL / VOLTAGE / STAY 3 FEET AWAY! / OVERHEAD LINES DANGEROUS  
 2. STAY WITH HANDS IN LAP  
 3. WILLY WORM says: Call DigSafe / DIAL 811 / BEFORE YOU DIG / 878-7878 / 24 HOURS A DAY / 7 DAYS A WEEK  
 4. BUDDY SYSTEM



## Annual Natural Gas Heating System Check-Up

Cold weather is just a few months away, plan ahead and get your natural gas fired heating system ready for falling temperatures. This service is available for a \$25\* service fee to ensure your system is in optimal condition for the colder months ahead.

### Heating System Checkup

- An HG&E technician will:
- Perform a system operation check by reviewing venting, safety systems, and burners
  - Re-light pilot (if necessary)
  - Lubricate circulators

### Why Schedule a Heating System Checkup?

- Expert Technicians:** Our skilled and certified professionals will thoroughly inspect your system.
- Preventive Maintenance:** Early detection and resolution of potential issues can help prevent costly repairs.
- Energy Efficiency:** Ensure your heating system is operating efficiently, saving you money on energy bills.

For this service, an appointment must be scheduled by August 31, 2024. Capacity is limited, and services booked after this date cannot be guaranteed for pre-winter scheduling. Any necessary repairs discovered at the time of the inspection may be performed at the customer's option, and will be billed at standard labor and parts rates. Service is for residential natural gas fired boilers and furnaces only.

*\*The average natural gas heating system check-up requires approximately 30 minutes for a fee of \$25. Depending on the complexity of the system, appointment times can vary. If a technician is required to stay longer than 30 minutes to complete the check-up, the customer may incur additional charges.*

### HG&E Service Department

Beyond natural gas heating system checkups, our service department offers a range of maintenance and repair services to keep your home and equipment running smoothly. Our professionals are focused on the repair and maintenance of natural gas powered equipment, offering prompt 24-hour emergency service and exceptional customer care.

For more information about our services and rates, please visit: [www.hged.com/repair](http://www.hged.com/repair).

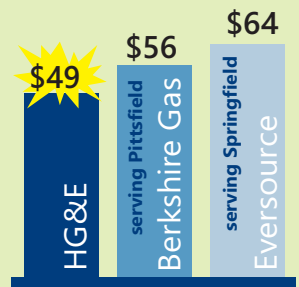
## RATE COMPARISONS

### LOWEST ELECTRIC RATE



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

### LOWEST NATURAL GAS RATE



**June 2024:** Residential customer consuming 33 CCF/month. Amounts shown include all discounts.



# HG&E Educates!

HG&E is committed to providing safety education to our community. Throughout the year, representatives from HG&E spend time visiting Holyoke's seniors and school children to discuss the importance of gas, electric, and canal safety. We hope you will enjoy some great photos from our latest visits!



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](http://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

# Beat the Peak

Sign up to receive alerts when demand for energy is the highest!

Beat the Peak is a voluntary program that encourages customers to reduce energy use when demand for electricity and/or natural gas is highest, which are referred to as "peak events". Peak events typically occur on hot summer evenings and extremely cold winter days, when more energy is being used for cooling and heating. During peak events, not only are the costs for energy higher, but the sources used to produce that energy tend to have higher carbon emissions.

Visit [www.hged.com/beatthepeak](http://www.hged.com/beatthepeak)

## 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, 2024
- Age 65 by July 1, 2024 or older
- Taxes must be current
- Must not exceed income and asset guidelines

	INCOME	ASSETS
<b>SINGLE</b>	\$25,834**	\$40,000
<b>MARRIED</b>	\$38,751**	\$55,000

\*\*Gross income from all sources including Social Security deduction

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.

## Holiday Closings

**Independence Day**  
 Thursday, July 4

## Commissioners

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

## Manager

James M. Lavelle

## SAVE THE DATE: Holyoke Safe Neighborhood Initiative

invites Holyoke Public School students to their Annual Back to School Event on Saturday, August 24th from 11am to 3pm at McNally Field (Kelly School)! For additional information, please contact Ed Caisse at (413) 858-0225.

