

# ENERGY INSIGHTS

MAY 2024

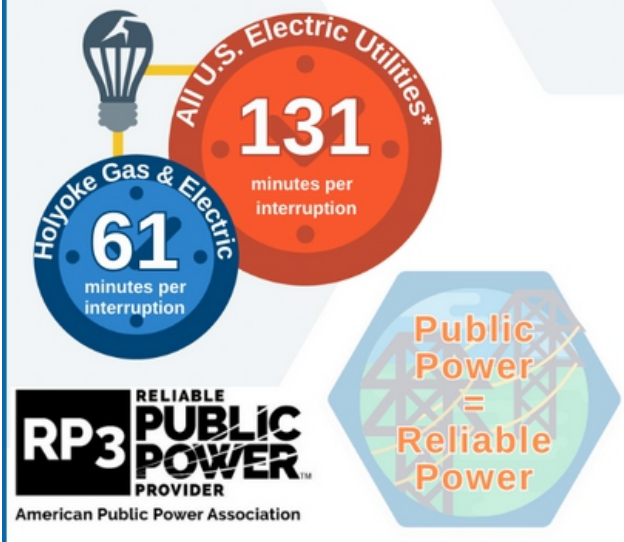
A newsletter for residential customers of Holyoke Gas & Electric

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).



## Excellence in Reliability

### AVERAGE OUTAGE TIME



Please note, this is 2022 data.

of the prestigious Diamond RP3 designation from the American Public Power Association (APPA), which is held by less than 14% of the country's over 2,000 municipally owned utility companies. The RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity.

"This is a great honor," said James Lavelle, Manager of HG&E. "Our team takes great pride in the work they do to serve this community. We are very happy to receive this recognition again in 2024 and we remain committed to continuing to explore ways to improve our system reliability and overall service quality to our customers."

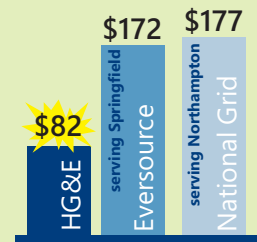
In addition to the RP3, HG&E has also been awarded APPA's Excellence in Reliability Award since its inception in 2015. For more information visit [hged.com/reliability](http://hged.com/reliability).

HG&E understands that electricity is vital to the way you do business and live your life. Everyday, HG&E works to ensure that power is available to you when you need it.

HG&E is proud to offer its customers highly reliable electric service, ensuring that power is available to you with as little interruption as possible. As a mark of dedication to innovation and a commitment to exemplary service, HG&E is a recipient

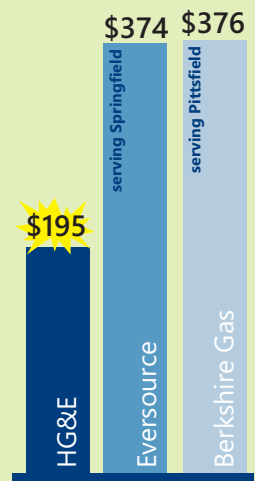
### RATE COMPARISONS

#### LOWEST ELECTRIC RATE



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

#### LOWEST NATURAL GAS RATE



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

## Update: Natural Gas Moratorium

Due to supply constraints during periods of high demand, HG&E issued a natural gas moratorium on all requests for new or increased natural gas service in 2019. Regionally, the demand for natural gas has outpaced supply, leading to several area utility moratoriums. **If you are doing any work that involves natural gas equipment in your home or business, please ask your contractor to contact HG&E in order to avoid any confusion.** For more information call **(413) 536-9300** or visit [hged.com/moratorium](http://hged.com/moratorium).

HG&E continues to evaluate options that would alleviate the local natural gas capacity issue, including the recently proposed addition of one storage tank at HG&E's West Holyoke LNG facility ([hged.com/LNGProject](http://hged.com/LNGProject)). If you are interested in natural gas service, please complete the Natural Gas Service Interest Form by visiting [hged.com/NGInterest](http://hged.com/NGInterest). HG&E will continue to review new service interest and contact customers with additional information.

### Natural Gas Alternatives

HG&E has established a variety of programs and resources for customers who are seeking natural gas alternatives. For more information, please contact customer service at **(413) 536-9300** or visit [hged.com/save](http://hged.com/save).

## Spring Cleaning: Update Your Contact Information

Help HG&E keep your records up-to-date by providing your current contact information. Fill out the form below and send it in with your monthly payment or visit us online, [hged.com/update](http://hged.com/update). Keeping your account information current is extremely important to ensure you will receive information related to your service in a timely manner. Thank you for taking the time to update your records!

Please note: this form is to update contact information only and does not allow you to terminate, move, or start service.

HG&E Account Number (from your monthly bill)

Your Name (First, Middle Last): \_\_\_\_\_

Service Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Cell Phone Number: \_\_\_\_\_

Best Way to Reach You: \_\_\_\_\_ Date: \_\_\_\_\_

Visit us online [hged.com/update](http://hged.com/update) or mail the form above to 99 Suffolk Street, Holyoke, MA 01040.



EMPOWERING YOUR WORLD

**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 am - 4:30 pm

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

**Memorial Day**  
Monday, May 27

**Juneteenth Independence Day**  
Wednesday, June 19

### Commissioners

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

### Manager

James M. Lavelle



## You're Invited...

### HOLYOKE GAS & ELECTRIC

ANNUAL CUSTOMER APPRECIATION NIGHT



VALLEY BLUE SOX

Wednesday, June 19, 2024  
6:35 PM  
MacKenzie Field



ADMIT FOUR

Holyoke Gas & Electric would like to invite you and your family to the Blue Sox for our 2024 Customer Appreciation Night on Wednesday, June 19. Hope to see you there!