

# ENERGY INSIGHTS

January 2023

A newsletter for customers of  
Holyoke Gas & Electric

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

## WE ARE HERE TO HELP

We know the rising cost of everyday expenses, including energy, is impacting many customers. Please don't wait to call us if you fall behind on your energy bills.

### We can help by:

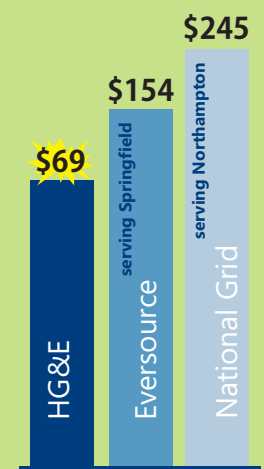
- Spreading catch-up payments over the months ahead
- Sharing contacts with agencies that can provide fuel assistance to help pay your energy costs
- Showing you the easiest ways to save energy and money

Call us today to keep bills low, **(413) 536-9300!**



## RATE COMPARISONS

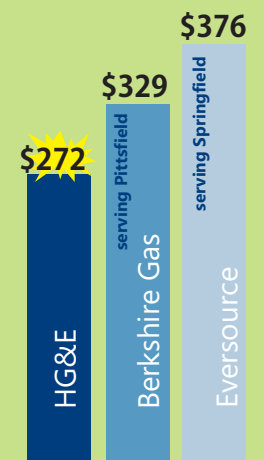
### LOWEST ELECTRIC RATE



**December 2022:** 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 2022:** 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.

Please visit [hged.com/save](http://hged.com/save) for more information!

APPLIANCES	SAVINGS OF <b>\$25</b> DISHWASHER	SAVINGS OF <b>\$25</b> ROOM AC	SAVINGS OF <b>\$30</b> DEHUMIDIFIER
	SAVINGS OF <b>\$40</b> AIR PURIFIER	SAVINGS UP TO <b>\$50</b> PROGRAMMABLE THERMOSTAT	SAVINGS OF <b>\$50</b> CLOTHES WASHER
	SAVINGS UP TO <b>\$75</b> REFRIGERATOR	SAVINGS UP TO <b>\$125</b> WI-FI/SMART THERMOSTATS	SAVINGS UP TO <b>\$250</b> ELECTRIC CLOTHES DRYER
	SAVINGS OF <b>\$350</b> HEAT PUMP CLOTHES DRYER	SAVINGS UP TO <b>\$300</b> ELECTRIC WATER HEATER	SAVINGS UP TO <b>\$750</b> HEAT PUMP WATER HEATER
HEATING/ COOLING	SAVINGS UP TO <b>\$500</b> CENTRAL AIR CONDITIONING	SAVINGS UP TO <b>\$1000</b> HEAT PUMP/ MINI SPLIT	SAVINGS UP TO <b>\$3000</b> WHOLE HOME HEAT PUMP
	SAVINGS UP TO <b>\$500</b> BLOWER DOOR TEST	SAVINGS UP TO <b>\$2000</b> WEATHERIZATION <small>(Insulation, Air Sealing, Duct Sealing)</small>	
	SAVINGS UP TO <b>\$62/yr</b> HVAC CONTROLS	SAVINGS UP TO <b>\$60/yr</b> ELECTRIC HOT WATER HEATER	
HOME EFFICIENCY <small>(WEATHERIZATION)</small>	SAVINGS UP TO <b>\$10/mo*</b> EV CHARGING <small>*This is an on-bill credit for customers enrolled in the Connected Homes Program.</small>	SAVINGS UP TO <b>FREE Level 2 EV CHARGER or a \$450 rebate*.</b> <small>*Existing level 2 charger.</small>	
SMART DEVICE MANAGEMENT			
ELECTRIC VEHICLE			



**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  
[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 Kiosk (24/7)  
Walk In  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300

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

## Holyoke drop boxes

- C-Mart, 1500 Northampton Street
- DB Mart, 494 Westfield Road
- Stop & Shop, 28 Lincoln Street
- Stop & Shop, 2265 Northampton Street

## Holiday Closings

Martin Luther King Jr. Day  
Monday, January 16

Presidents Day  
Monday, February 20

## Commissioners

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

## Manager

James M. Lavelle