

ENERGY INSIGHTS

May 2023

A newsletter for customers of Holyoke Gas & Electric



HG&E Earns National Clean Energy Recognition



Holyoke Gas & Electric (HG&E) has been recognized as one of a handful of utilities nationwide for its leadership in transforming to a carbon-free energy system by the Smart Electric Power Alliance (SEPA) and is on the 2023 Utility Transformation Leaderboard. This is a significant recognition and only fourteen utilities through the U.S. were cited for their leadership in carbon reduction.

SEPA conducted and analyzed multiple surveys from 118 individual utilities, representing more than 51% of all U.S. electric customer accounts across 41 states. The report examines the utility industry's transition by exploring four dimensions: Clean Energy Resources,

Corporate Leadership, Modern Grid Enablement, and Aligned Actions and Engagement.

According to James Lavelle, HG&E Manager, "I am grateful to receive this prestigious recognition from the SEPA for a second time and appreciate the hard work of HG&E employees. As a public power utility, HG&E is committed to providing innovative and sustainable energy solutions to the community we serve through investments in a diverse power supply portfolio, energy storage, efficiency and conservation programs, as well as development of emerging clean energy technologies. The state has established a road map to net-zero by 2050 and HG&E is well positioned to meeting this target, as well as the incremental targets set for 2030 and 2040."

HG&E also earned a spot on the SEPA Leaderboard in 2021 and has been recognized by several other organizations for a commitment to advancing clean and renewable energy, including its designation as a Smart Energy Provider by the American Public Power Association; the Energy Manager Today Project of the Year for Mount Tom Solar & Energy Storage System; and ranked third nationally in energy storage per capita by the Smart Electric Power Alliance in 2019.

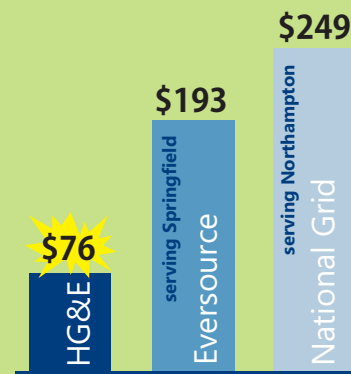
"We applaud HG&E for progressing its clean energy transition and paving the way for those just beginning the journey," said SEPA president and CEO Sheri Givens.

"Transforming our indispensable and vital electricity system to a modern, equitable, carbon-free one will require SEPA, our members, and numerous stakeholders across the industry to collaborate and share solutions to tackle the myriad challenges ahead."

The 2023 Utility Transformation Profile report and Utility Transformation Leaderboard are available at hgged.com/sepa.

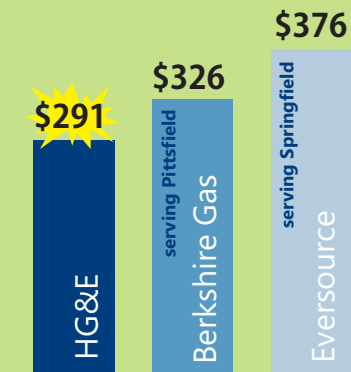
RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



April 2023: 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.

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). If you are interested in natural gas service, please complete the Natural Gas Service Interest Form by visiting 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.

Update Your Contact Information

HG&E may need to contact you

Help HG&E keep your records up to date by providing your current contact information. This will allow HG&E to contact you in the event of an outage, construction project, or a planned service interruption. Keeping your utility account information current is extremely important. Simply complete the online form, hged.com/update. Thank you for taking the time to update your records!

Visit us online hged.com/update.

You're Invited

Holyoke Gas & Electric 2023 Annual Customer Appreciation Night

Valley Blue Sox
Thursday, June 22
6:30 p.m.
MacKenzie Field



ADMIT FOUR

Holyoke Gas & Electric would like to invite you and your family to the Blue Sox for our 2023 Customer Appreciation Night on Thursday, June 22. Hope to see you there!

Friday, June 30



HOLYOKE
FIREWORKS

SPONSORED BY HG&E

Holyoke Community College
Raindate: Friday, July 7
For updates, visit www.holyoke.org



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 a.m. - 4:30 p.m.

Contact Customer Service:
(413) 536-9300
Customer_Accounts@hged.com

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

Payment Options

Online Payment
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

Memorial Day
Monday, May 29

Juneteenth Day
Monday, June 19

Commissioners

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

Manager

James M. Lavelle

