

ENERGY INSIGHTS

OCTOBER 2023

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.

Residential Energy Audits

SAVE MONEY ON HEATING COSTS THIS WINTER

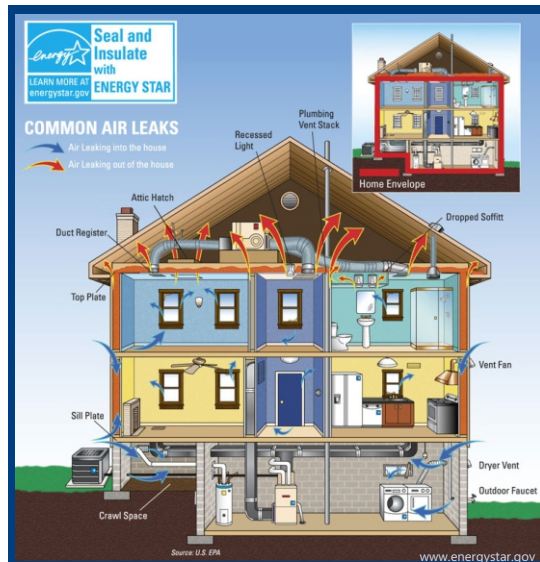
HG&E offers free residential energy audits that can show homeowners how to lower their energy bills. An energy audit involves a professional energy advisor coming to your home and identifying ways that you can save on your monthly bill. The energy advisor will answer your questions about insulation, heating equipment and appliances, and help you determine areas for improvement. Energy efficient measures recommended through an energy audit can save the average homeowner hundreds of dollars per year in heating and cooling costs.

To arrange for a home energy audit at no cost to you visit www.hged.com/audit to book online or contact HG&E's energy services partner, NextZero, directly at: **(413) 308-1311**.

Even before you schedule an audit, when you call NextZero, you will be able to discuss ways to reduce your energy consumption.

For more information and eligibility requirements, visit www.hged.com/audit.

HG&E also provides incentives to help customers move forward with many of the upgrades recommended in a typical energy audit. Visit hged.com/save for more information on available incentive programs.



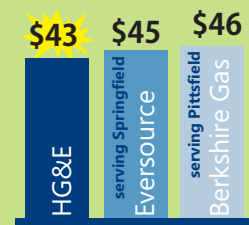
RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



September 2023: Residential customer consuming 28 CCF/month. Amounts shown include all discounts.

⚠️ IMPORTANT NATURAL GAS SAFETY INFORMATION ⚠️

As part of HG&E's commitment to your safety, HG&E educates the public on safe natural gas practices, such as Dig Safe®, what to do in a natural gas emergency, and the dangers of carbon monoxide. Please check your mailbox and review the important information HG&E distributed in October.

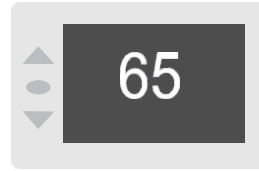
For additional information, please call (413) 536-9300 or visit www.hged.com/safety.

Prepare for Winter

WITH THESE ENERGY CONSERVATION TIPS

DIAL BACK HEATING COSTS

In the winter, set your thermostat a few degrees lower at night or when you are leaving for the day, so that it is just a bit colder in your house than you would normally have set it to. According to the U.S. Department of Energy, you can save as much as 10% a year on heating and cooling by simply turning your thermostat back 7°-10°F for 8 hours a day from its normal setting.



CLOSE THE CURTAIN ON HEAT LOSS

Sunlight can be a great resource for bringing heat into the home. Opening the window coverings (i.e. curtains, etc) on your south-facing windows during the day can help to naturally heat your home using the sun. Shutting all of your curtains at night can help to reduce the amount of warm air escaping from your home at night. Also, roll a towel and place it in front of a drafty windowsill or doorway to help prevent conditioned air from coming in or escaping.



VISIT WWW.HGED.COM/CONSERVE FOR MORE CONSERVATION TIPS!



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
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/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

Holiday Closings

Veterans' Day
Friday, November 10

Thanksgiving
Thursday, November 23
Friday, November 24

Commissioners

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

Manager

James M. Lavelle



Don't Wait For High Heating Bills

Apply Today for Fuel Assistance!

Valley Opportunity Council (VOC)
(413) 552-1548 | valleyopp.com

Spanish Translation Available

VOC's Fuel Assistance Program, LIHEAP, serves income eligible households throughout Hampden County. Located in Holyoke at 300 High Street and an outreach site at the Holyoke Council on Aging.

What is Fuel Assistance?

Fuel Assistance is a federally funded program that helps low income households pay for a portion of their heating bills during the winter months (November thru April).

How do I apply?

VOC has made it easy to apply from the comfort of your home. Call (413) 552-1548 to apply today and documents can be emailed to fuelassistance@valleyopp.com.

When should I apply?

Apply now! The funding is not guaranteed and is distributed on a first come, first serve basis.

Should I pay my heating bills?

It is important to make payments on your heating bill, even after applying for Fuel Assistance, as your benefit amount may not cover your entire heating bill for the heating season.

How much of my bill will be covered?

Fuel Assistance will cover heat ONLY. As a customer of HG&E you need to know your electricity (with the exception of electric heat) will not be covered by this program. Please do NOT stop paying your bill over the winter months. This program does not cover your entire bill, just the heating portion.

How will I know if I am approved?

You will receive a letter from VOC to indicate whether or not you are approved. If you have any questions, please follow-up with VOC to determine the status of your application.



Other Resources:

Way Finders
(413) 233-1500 | wayfinders.org

Veterans Financial Assistance
(413) 322-5630 | holyoke.org

211 First Call for Help (United Way)
211 / mass211.org

Residential Assistance for Families in Transition
(413) 233-1600 | haphousing.org

Holyoke Council on Aging
(413) 322-5625 | holyoke.org

Springfield Partners for Community Action
(413) 263-6500 | springfieldpartnersinc.com

Distrigas | Citizens Energy
(617) 338-6300 | citizensenergy.com

Council of Churches of Greater Springfield
(413) 733-2149

Salvation Army Good Neighbor Energy Fund
(800) 262-1320 | magoodneighbor.org