

ENERGY INSIGHTS

February 2022

A newsletter for customers of Holyoke Gas & Electric

For a Spanish version of this piece, please visit hged.com/newsletter.
Para obtener una versión en español de este artículo, visite hged.com/newsletter.

Modernizing the Electric Distribution System

For 120 years, HG&E has been providing customers with reliable and affordable utility services. As we prepare and plan for the future of the local distribution system, we anticipate customers will adopt additional electric technologies and equipment, like Air Source Heat Pumps, Electric Vehicles, Electric Water Heaters, and other smart devices. In order to manage the rising electric demand, HG&E is working to modernize distribution infrastructure so customers have the ability to add technologies to homes and businesses with the same level of reliability they have today.



The distribution system is made up of the local electric lines that directly supply homes and businesses in Holyoke. For several years, HG&E has been working to convert the existing infrastructure to a higher voltage system (4.8 kV to 13.8 kV) in order to improve system efficiency, increase electric capacity, and improve overall reliability. Throughout the 2022 construction season, this important reliability work will impact customers throughout the city, and specifically in wards 1, 4, 6, and 7. Some customers will have a short outage, while others will experience multiple outages and/or street construction.

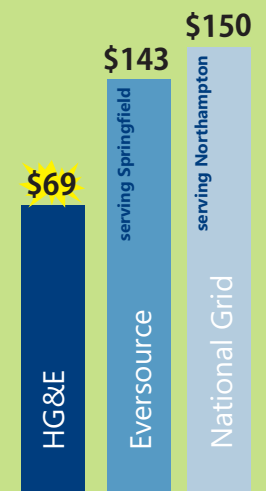
Another important reliability project is related to backyard services, specifically in ward 7. When possible, HG&E is working to move backyard services in areas where there are existing poles along the street. Over time, natural vegetation and physical obstructions (sheds, swing sets, gardens, etc.) have been installed along many backyard pole lines, making it challenging to access essential utility infrastructure.

Customers impacted by the conversion or the backyard relocation will be contacted by HG&E's team in advance of related work with additional details. These initiatives are multi-year projects, we appreciate your patience and cooperation as we make these important improvements to the local distribution system. For more information, please visit hged.com/construction or contact (413) 536-9300 if you have any questions.



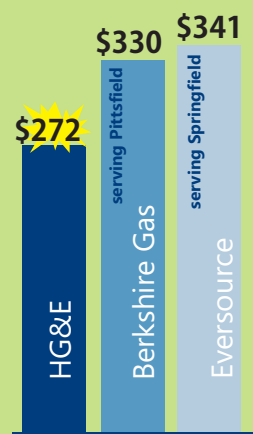
RATE COMPARISONS

LOWEST ELECTRIC RATE



January 2022: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



January 2022: Residential customer consuming 186 CCF/month. Amounts shown include all discounts.

Winter Heating Assistance

Several local agencies have programs to help qualified families pay their winter heating bills. You may contact them directly at the numbers listed below or call the HG&E Customer Service at **(413) 536-9300** for more information.

Valley Opportunity Council - Fuel Assistance Programs

300 HIGH STREET, HOLYOKE - (413) 552-1545 - WWW.VALLYOPP.COM

The Salvation Army - Good Neighbor Fund

(800) 262-1320 - WWW.MAGOODNEIGHBOR.ORG

Way Finders - Residential Heat Assistance Program

(413) 322-8312 - WWW.WAYFINDERS.ORG

Energy Conservation

An easy way to reduce your heating costs is to decrease your electric and natural gas consumption through energy conservation measures. Learn more by visiting hged.com/save.



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 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
- Wally's BP Shop, 297 Apremont Highway

Holiday Closings

Presidents Day
Monday, February 21

Commissioners

Francis J. Hoey, III
Robert H. Griffin
James A. Sutter

Manager

James M. Lavelle

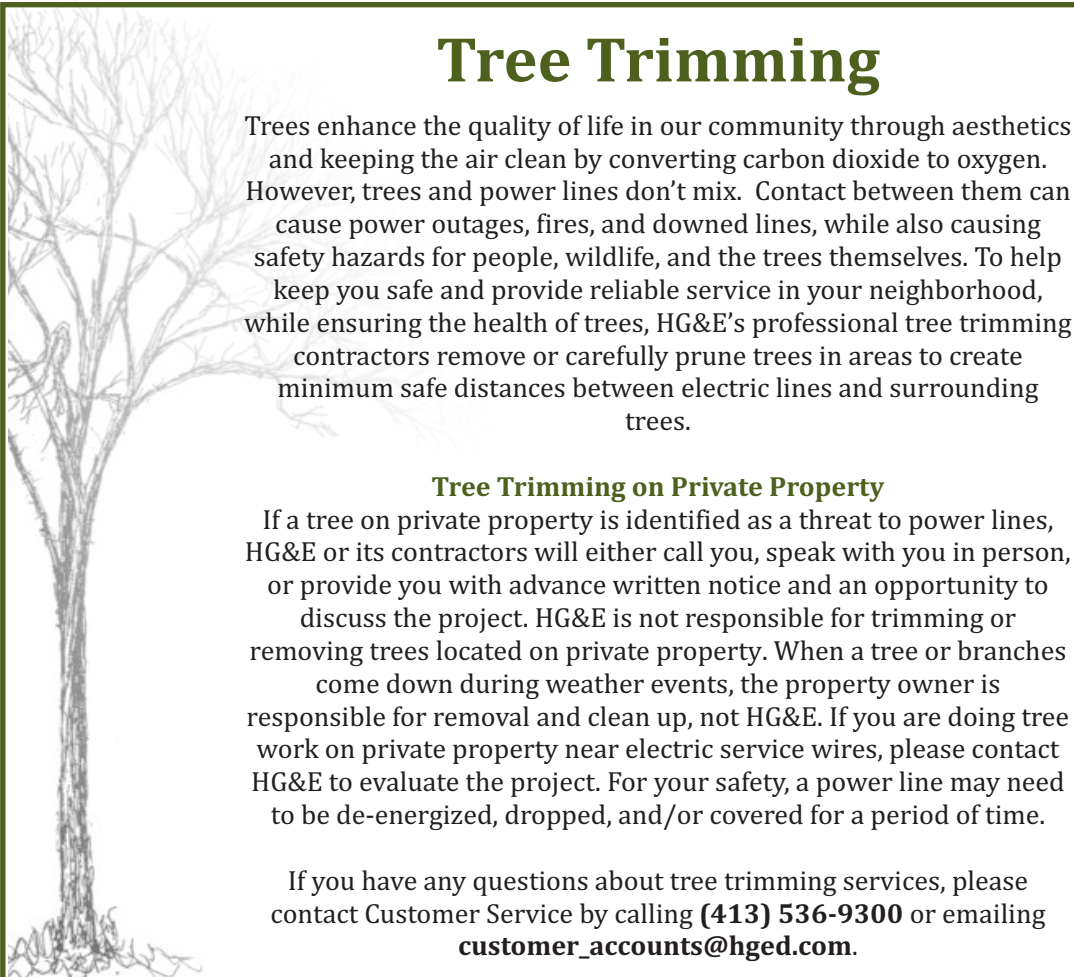
Tree Trimming

Trees enhance the quality of life in our community through aesthetics and keeping the air clean by converting carbon dioxide to oxygen. However, trees and power lines don't mix. Contact between them can cause power outages, fires, and downed lines, while also causing safety hazards for people, wildlife, and the trees themselves. To help keep you safe and provide reliable service in your neighborhood, while ensuring the health of trees, HG&E's professional tree trimming contractors remove or carefully prune trees in areas to create minimum safe distances between electric lines and surrounding trees.

Tree Trimming on Private Property

If a tree on private property is identified as a threat to power lines, HG&E or its contractors will either call you, speak with you in person, or provide you with advance written notice and an opportunity to discuss the project. HG&E is not responsible for trimming or removing trees located on private property. When a tree or branches come down during weather events, the property owner is responsible for removal and clean up, not HG&E. If you are doing tree work on private property near electric service wires, please contact HG&E to evaluate the project. For your safety, a power line may need to be de-energized, dropped, and/or covered for a period of time.

If you have any questions about tree trimming services, please contact Customer Service by calling **(413) 536-9300** or emailing customer_accounts@hged.com.



The Winter Farmers Market offers a variety of produce, crafts, and non-profit services. Visit the first and third Saturday of the month from 10AM-2PM on 310 Appleton St. War Memorial Building.

Nuestro Mercado de Agricultores ofrece una variedad de productos, artesanías, y servicios de sin-fines de lucro. Empezando el Primer y Tercer Sábado del mes 10AM-2PM en 310 Appleton St. War Memorial Building.