

HG&E SUSTAINABILITY PLAN 2024

PATHWAY TO NET-ZERO

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Building on Holyoke’s long history of innovation and energy leadership, HG&E’s Sustainability Plan highlights a set of strategies and actions that will help the community reach net-zero greenhouse gas (GHG) emissions by 2050.

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Leadership

Commissioner Francis J. Hoey III, Commission Chairman
Commissioner James A. Sutter, Commission Vice Chairman
Commissioner Marcos A. Marrero, Commission Secretary
James M. Lavelle, Manager

INTRODUCTION

HG&E's Pathway to Net-Zero



MASSACHUSETTS MUNICIPAL LIGHT PLANT GREENHOUSE GAS EMISSIONS STANDARDS

50%

carbon-free portfolio by 2030

75%

carbon-free portfolio by 2040

**NET
ZERO**

carbon-free portfolio by 2050

Holyoke Gas & Electric (HG&E) is committed to protecting the environment while providing affordable energy services that meet the needs of the community. The State of Massachusetts announced an aggressive state-wide goal to achieve net-zero greenhouse gas emissions by 2050, with statewide emissions reductions targets of 50% by 2030, 75% by 2040 and 85% by 2050. These actions set forth a plan for reductions that will be 85% below the 1990 levels. This document outlines the innovative steps HG&E has taken in recent history to protect the environment, without mandate, while framing current and future initiatives that will help meet future decarbonization targets. This approach is dynamic and will continue to be modified as regulations evolve and additional resources become available.

Prior to these state-level mandates, HG&E realized significant emission reductions through a focus on clean energy investments and energy efficiency over the last three decades. In 2023, 80.16% of HG&E's power supply came from carbon-free resources, consistent with definitions set forth by the Renewable Portfolio Standards within the New England states.

Meeting the aggressive State climate goals will be a collective effort within the community, with participation from residents and businesses. HG&E continues to balance environmental impacts of the local energy supply, while maintaining affordable energy costs, as we evolve toward a cleaner tomorrow.

REPORTING PROGRESS

A letter from the Manager, James M. Lavelle

Since its establishment in 1902, HG&E has had a strong history of innovation and sustainability, and continuously maintains some of the lowest utility rates in the region. Currently, 77% of Holyoke's population live in an Environmental Justice Community, as designated by the State of Massachusetts. Balancing the many factors that impact the energy market, including escalating global demand for natural gas and shortages in domestic supply, as well as the impact of supply chain disruptions and unpredictable economic trends, HG&E remains committed to making essential utility services affordable and accessible to meet the needs of all HG&E customers.

HG&E's team continues to be recognized as a leader in clean energy, working to develop and execute plans that comply with Massachusetts climate legislation that commits the Commonwealth to reducing emissions below 1990 levels by 50% by 2030 and 75% by 2040, and to achieve net-zero emissions by 2050. HG&E is constantly looking for innovative, cost-effective ways to expand and diversify the portfolio of renewable and carbon-free electricity. Partnering with national and regional energy leaders, HG&E has received over \$27 Million in grant funding to support local energy goals. In addition, HG&E has invested approximately \$20 Million in collaborative clean energy projects that provide renewable energy to the community and enable future clean energy development. Additionally, HG&E continues to offer and build upon energy efficiency, electrification, and demand response programs that assist with saving energy and money for customers, stabilizing rates, and reducing carbon emissions.

HG&E's electricity portfolio consistently exceeds the renewable portfolio standard (RPS) set by the State of Massachusetts. HG&E's generating resource fuel mix has changed significantly over the last few decades, due to an innovative approach to procuring and upgrading local hydroelectric infrastructure. Our team is committed to balancing competitive rates while maintaining and increasing clean energy within the fuel mix through sustainable, long-term business practices, keeping the best interest of the ratepayers in mind. Over the last two years, HG&E submitted several grant applications, secured long-term clean energy contracts, and is monitoring funding opportunities that will allow for expanded renewable generation and additional clean energy projects.

On the natural gas supply side, over the last 34 years, HG&E has been focused on transitioning from its use of higher emitting fuel sources, such as oil and propane, to natural gas and emerging electric technologies, successfully reducing GHG emissions in our community. Since April 2023, HG&E has been awarded \$22 million through a new federal grant program aimed at mitigating safety risk and methane emissions from aging natural gas distribution pipes. Even with system growth of 21%, HG&E's fugitive emissions have dropped 52% since 1990. In 2005, HG&E decommissioned Holyoke's Propane-Air Plant, focusing its use on cleaner-burning LNG, and, in 2010, HG&E decommissioned its Steam Plant, converting steam customers to the cleaner, natural gas alternative. HG&E is a leader in innovation and customer fuel conversions with a focus on viable and cost-effective alternatives. Supporting the state's climate goals for 2050 will include continued analysis of natural gas operational practices and new regulations, as well as emerging technologies.

HG&E has identified critical components of the energy transition, one of which is time. Electrification of the heating and transportation sectors is likely to be a long-term strategy that will grow and evolve over the next three decades. Significant upgrades to the electric distribution system and to customer premises are going to be required to be implemented over time to integrate these electric technologies. We also see natural gas playing a key role in the road that will lead us to a carbon-free future, as it currently provides lower emissions and a lower cost solution for customers. Natural gas, emitting fewer GHG emissions than oil or propane, represents an important bridge to a carbon-free future.

In response to several solicitations that were released as part of the Federal Inflation Reduction Act and the Infrastructure Investment and Jobs Act, HG&E drafted and/or submitted several grant applications for projects including: Cybersecurity, Hydroelectric Infrastructure, and Telecommunications. In addition, HG&E helped connect customers with grants for electrification and efficiency improvements.

HG&E will continue to work diligently to provide competitive rates, innovative and sustainable energy solutions, reliable service, and excellent customer care. We appreciate the support of our customers, elected officials, and community partners.

IN THIS REPORT

This report outlines the significant steps HG&E has taken in recent history to protect the environment, while framing current and future initiatives that will help meet targets set by the state. The approach is dynamic and will continue to be modified as additional resources become available.



Environmental

HG&E prides itself on its ability to conserve and protect the environment, while reducing the overall carbon footprint of the Holyoke community.



Social Responsibility

Through innovative local clean energy projects including hydro, solar and battery storage, and through the procurement of additional carbon-free electric supply, HG&E consistently maintains an electric portfolio that is comprised of renewable and carbon free electricity. The Holyoke Dam and canal system alone, acquired in 2001, can produce on average 65% of the city's electrical power. HG&E takes its social and community responsibilities very seriously, offering customers some of the lowest utility rates in the Commonwealth. In addition, HG&E is available to help customers with budget billing, payment plans, connections to fuel assistance, and energy efficiency opportunities.



Governance and Community Engagement

As a community-owned, municipal utility, HG&E is committed to transparency and accountability. HG&E is governed by a Board of Commissioners whose members are appointed by the Mayor of Holyoke. The Commissioners are sworn to uphold and operate in the best interest of the ratepayers. The Commission holds monthly public meetings and posts the minutes on the Department's website (hged.com). HG&E also coordinates with community organizations to share important information and gather feedback. This engagement is important to HG&E.

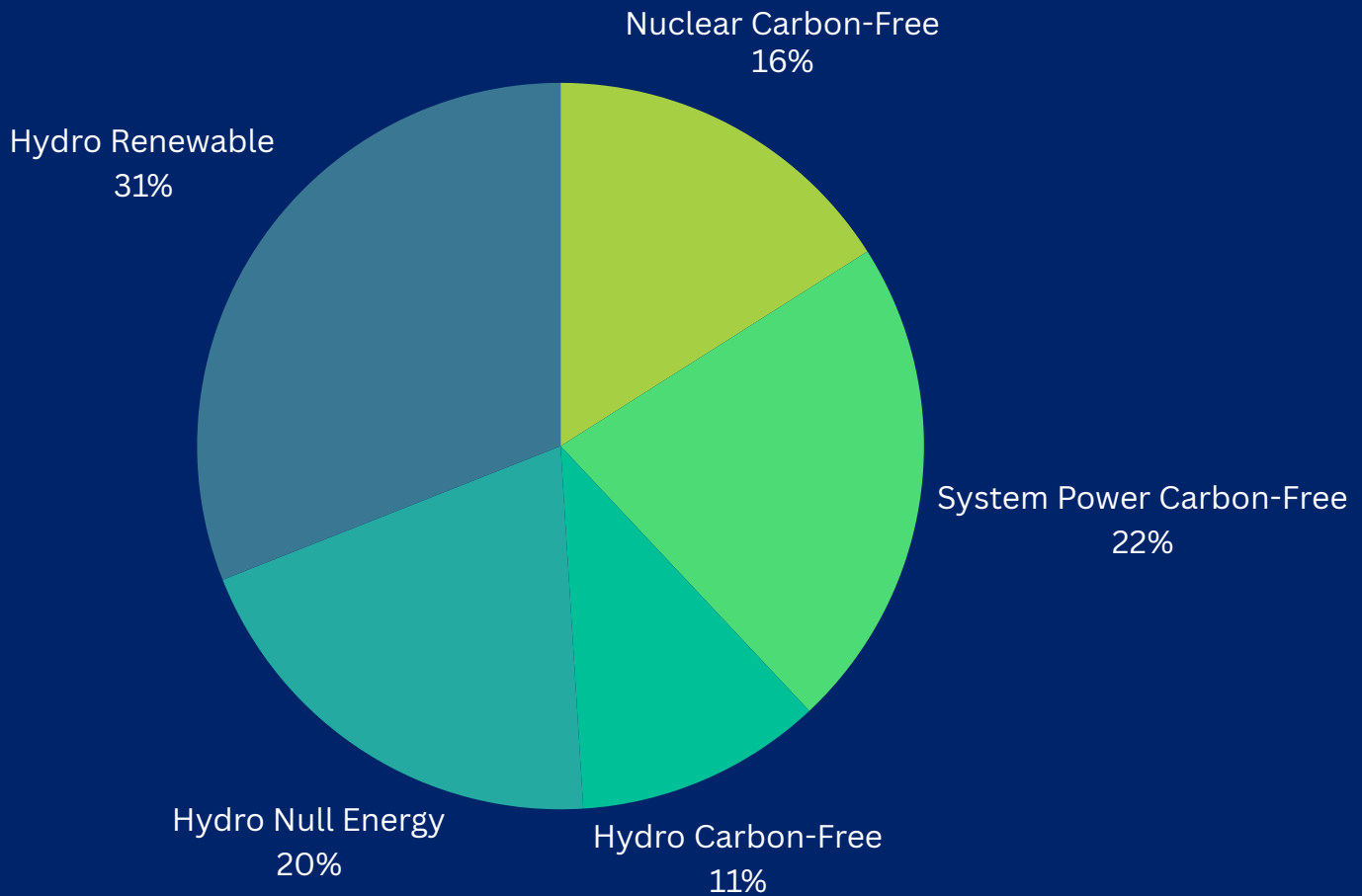
HG&E's mission is to provide competitive rates, innovative and sustainable energy solutions, reliable service, and excellent customer care.

ELECTRIC SUPPLY & ROADMAP TO 2050

The carbon-free portion of HG&E's overall electric portfolio mix is currently among the highest in the region, and HG&E is uniquely positioned in the near term to meet or exceed the state targets through the late 2030s due to owning hydro-electric generation assets, deployment of various utility-scale clean energy projects throughout the city, and strategic procurement of power generated from clean energy resources. However, there is still a need to purchase electricity from the New England Grid during certain times throughout the year in order to meet the total customer demand.



HG&E 2023 ELECTRIC MIX AS PERCENTAGE OF RETAIL SALES



ROADMAP TO 2050

ELECTRIC SUPPLY ROADMAP: TO ACHIEVE A NET-ZERO PORTFOLIO BY 2050, HG&E WILL RELY ON THE FOLLOWING:

- Decarbonization of the regional electric sector
- Focus on maintaining carbon-free electric supply that remains in compliance with Massachusetts Municipal Light Plant GHG emissions standards
- Innovative research and development of clean energy technologies
- Continue to offer energy efficiency programs and customer rebates to align efficiency and electrification programs with regional incentives and local needs to maintain a clean electric portfolio
- Maintain competitive rates
- Explore and engage in carbon-free power procurement opportunities as they become available beyond the late 2030s* to replace contracts that are ending and to cover anticipated load growth
- Continue to explore and pursue local renewable and/or clean energy projects

In order to meet the state targets for 2040 and 2050, HG&E will give future consideration to power supply opportunities, such as: local renewable energy projects (hydro, solar, energy storage), off-shore wind, small modular nuclear reactors, Canadian hydro, clean hydrogen, as well as emerging technologies.

**HG&E has hedged long term power supply contracts that meet and/or exceed the states targets through the late 2030s.*

NATURAL GAS SUPPLY & ROADMAP TO 2050

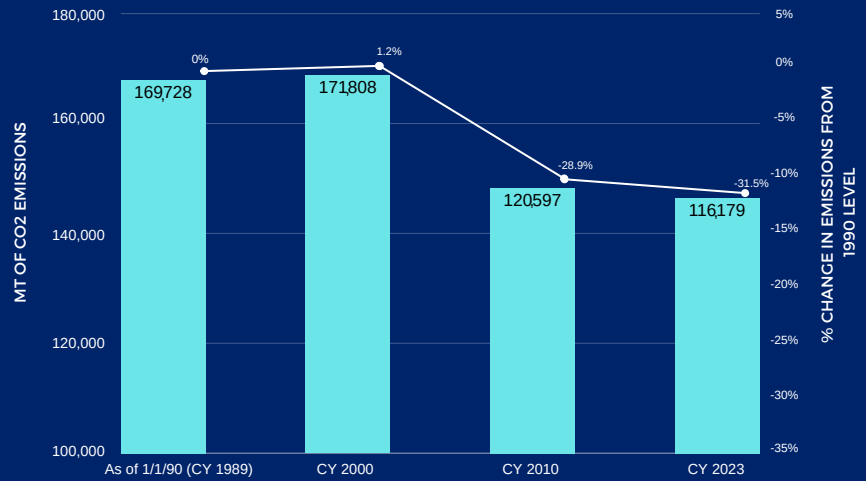
HG&E’s natural gas portfolio is made up of both firm pipeline capacity from the Tennessee Gas Pipeline and liquefied natural gas (LNG) which is stored at HG&E’s West Holyoke LNG Facility. The Tennessee Gas Pipeline’s Northampton Lateral, however, is severely constrained due to a dramatic increase in demand between 2000 and 2020. This increase in demand was largely attributed to residents converting from oil and propane to cleaner natural gas, which has assisted the overall community by reducing emissions. Unfortunately, there has been no corresponding increase in pipeline capacity to deliver additional supply to the region.

As a result of this increase, during peak demand periods HG&E is now operating at capacity. This forced HG&E to impose a moratorium on new natural gas connections in January 2019. Unfortunately, this has led to many residents continuing their use of oil and propane to heat their homes and businesses, hot water, and various other equipment types.

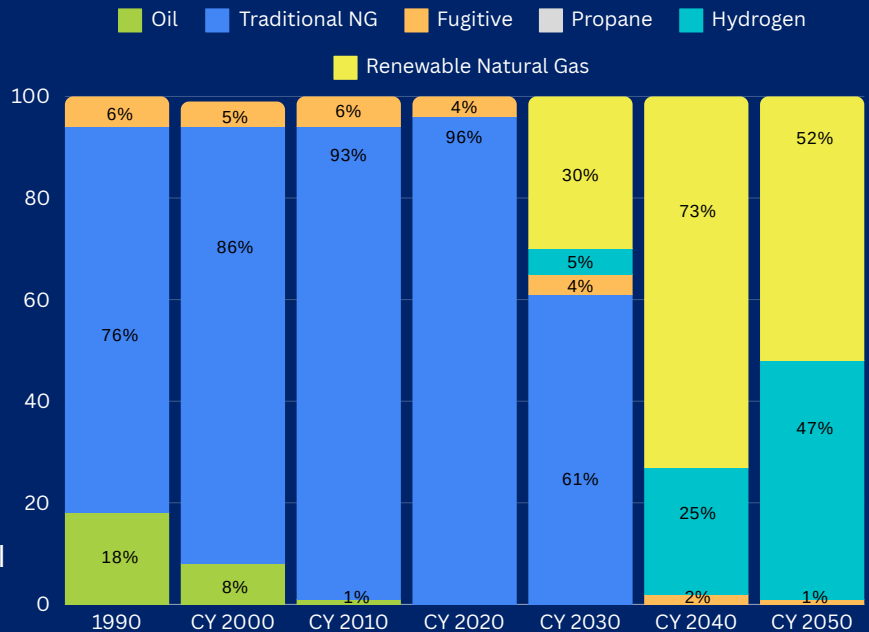
With a moratorium in place, HG&E is actively seeking and reviewing cost-effective solutions and alternatives to help reduce the impact from consumption of higher emitting fuel sources. These solutions may be in the form of pipeline transportation solutions, alternative supply options (LNG), compressed natural gas (CNG), renewable natural gas (RNG), Hydrogen, and Geothermal and/or energy demand programs that address the system’s needs while remaining economical for the customer base and allowing HG&E to achieve its long-term clean energy goals. This has included identifying and targeting the largest natural gas users for energy efficiency and demand side management opportunities.

HG&E also explored power-to-gas technologies by assisting ITM Power and Pacific Northwest National Laboratory (PNNL) in the development and evaluation of alternative power-to-gas (P2G) control and dispatch algorithms. However, it was determined that without cavern-like storage for hydrogen, the technology would not be cost effective to implement. HG&E continues to review and monitor hydrogen solutions that could help reduce overall emissions to the community.

**HOLYOKE GAS & ELECTRIC - GAS DIVISION
MT OF CO2 EMISSIONS 1990 - 2023**



HG&E NATURAL GAS SYSTEM ENERGY MIX 1990-2050 OUTLOOK



ROADMAP TO 2050



HG&E'S NATURAL GAS SUPPLY ROADMAP TO 2050 INCLUDES THE FOLLOWING:

- Focus on cost-effective alternative solutions to reducing GHG emissions, such as renewable natural gas, hydrogen, and alternative thermal energy technologies
- Continued focus on elimination and replacement of leak prone assets and upgrades to the gas distribution system through aging infrastructure replacement plans
 - Note: Since 1990, fugitive emissions have been reduced by over 52%, resulting in over 5,000 metric ton (MT) of avoided GHG emission reductions.
- Focus on compliance with state regulations and mandates as they relate to net-zero goals for the natural gas industry
- Promote awareness and incentives for alternative options to natural gas when viable and cost effective
- Focus on aggressive, targeted, and innovative energy efficiency programs that will encourage replacement of low efficiency natural gas systems, weatherization enhancements and overall energy reduction (see Energy Efficiency section for more detail)
- Focus on reduction of GHG emissions from the direct use of oil and propane to benefit the community as a whole

In order to meet the state targets for 2040 and 2050, HG&E will continue to give consideration to innovation and emerging technologies, such as: Renewable Natural Gas, Power-to-Gas (Hydrogen), and Ground Source Heat Pumps, as well as to technologies not yet developed or considered.

ENERGY EFFICIENCY & ELECTRIFICATION

Energy efficiency and electrification will play a major role in our local energy transition. HG&E currently offers a variety of energy efficiency programs, which incentivize customers to conserve energy, as well as a variety of electrification programs, which encourage customers to convert from fossil-fuel based equipment to electric alternatives. In addition, HG&E works to educate customers on new and emerging technologies in order to prepare ratepayers for potential adoption. A special focus is placed on energy use in buildings and transportation as these are major energy end-uses. HG&E intends to continue focusing on efficiency and electrification in order to provide customers with tools and resources that will assist along the pathway to net-zero. In addition to offering electrification incentives, HG&E will focus on keeping electric rates competitive, which will continue to incentivize customers to adopt electric technologies and equipment.

Buildings

Buildings consume roughly 40% of the energy used in the United States. Therefore, in order to meet Massachusetts' climate goal of achieving net-zero emissions by 2050, many technologies which have historically operated on fossil fuels will need to be converted to highly efficient alternatives powered by low-carbon, or carbon-free, electricity.

In the building sector, HG&E continues to offer and expand energy efficiency and electrification programs which provide incentives for the installation of cleaner, more efficient, alternative technologies with a special focus on energy used for heating, as heating is a major use of energy in buildings. In 2021, HG&E launched a Whole-Home Heat Pump Program, designed to support the installation of high-quality, high-efficiency and optimally designed air source heat pump systems that replace fossil fuel heating systems. HG&E plans to target customers who heat with oil and propane, the highest-emitting fossil-fuel based space heating fuel types, with information about this program in 2024.

Transportation

In the U.S., the transportation industry accounts for 28% of total GHG emissions.¹ Advances in electric vehicle technology now allow customers to convert from gasoline vehicles more easily, saving up to 70% on GHG emissions with the current New England power mix. To support electrification of the transportation sector, HG&E provides various incentives for off-peak electric vehicle charging as well as education on state and federal incentives and continues to seek grant funding opportunities available for charging infrastructure. Through the program website (hged.com/ev), customers can learn about the benefits of electric vehicles, incentives available, and contact electric vehicle specialists for personalized support. In 2022, HG&E installed Level 2, dual port charging stations at the Holyoke Public Library, the Holyoke Amtrak Station, Veterans Park (on-street parking on the corner of Dwight Street and Chestnut Street), and HG&E's Main Office with the assistance of a grant through MassEVIP. HG&E also coordinates with local dealerships who provide education on our electric vehicle incentives, and public electric vehicle test drive events. In 2023, HG&E developed a commercial EV charging rate and assisted with several large scale EV grant applications.

¹ <https://www.epa.gov/greenvehicles/fast-facts-transportation-greenhouse-gas-emissions>

GRID MODERNIZATION & DEMAND MANAGEMENT

The electrification of the building and transportation sectors are anticipated to increase overall demand for electricity so it is critical that HG&E continue to strategically improve distribution infrastructure in order to meet future demand.

GRID MODERNIZATION

In 2021, HG&E developed a comprehensive grid modernization plan that identifies a strategic path forward, including cost effective grid solutions that can be implemented over time. The recommended grid improvements will modernize the distribution system, improve reliability, and allow for adoption of additional clean energy technologies in the future.

As part of the grid modernization plan, HG&E has developed a sophisticated advanced metering infrastructure that is being installed with target completion by 2027. Advanced metering technologies will be instrumental in reaching future clean energy goals by assisting HG&E with data analytics, energy efficiency assessments, consumption management, outage communication, power quality reporting, and remote accessibility.

The shift to clean energy will increase the importance of system reliability and resiliency, it will also change the way in which distribution systems are planned and operated. To improve reliability and limit the number of customers impacted by a particular outage, HG&E has been deploying automated “smart” equipment across the system that can sense the system operation and attempt to “self-heal” itself. The higher level of automation will transform the traditional distribution system into smart distribution systems. HG&E will continue to install new technology to strengthen the distribution system resiliency and response to disturbances.

DEMAND MANAGEMENT

Demand-based costs to HG&E and all New England electric utilities are projected to increase significantly in the short and long term. Because electrification will result in increased demand on the electric grid, managing this demand will become increasingly important. Lowering demand during peak periods can lower/reduce costs ultimately paid by the ratepayers, reduce stress on the electric infrastructure and help to defer certain costly upgrades. Lowering demand during gas peaks can also help stabilize customer rates and overall system reliability.

DEMAND MANAGEMENT (CONTINUED)



Load Reduction & Energy Storage Systems

Since 2012, HG&E has realized significant savings by deploying load reducing (LR) assets, which help offset HG&E's peak loads and are strategically dispatched during periods of high demand. In 2022, twenty-four individual LRs, including solar, hydro, fossil fuel generators and two additional lithium-ion battery systems helped to lower HG&E's monthly and annual peak load. The strategic utilization of these assets is expected to continue providing yearly savings of over \$2 million.

Today, HG&E has a total battery storage capacity of approximately 8 MW/16 MWh, with another three systems to be built over the next two years. Energy storage is a significant strategic opportunity for Holyoke and will help improve grid operations, defer costly infrastructure upgrades, reduce energy costs, provide backup power through storms, complement intermittent renewable generating assets, and benefit the local economy.

Customer Demand Response Programs

HG&E offers a variety of electric demand response programs that encourage customers to reduce or shift their use of electricity when demand is highest. Additionally, HG&E continues to explore new demand response program opportunities to assist with both electric and natural gas peaks.

HG&E'S RESIDENTIAL ENERGY EFFICIENCY, ELECTRIFICATION & DEMAND RESPONSE PROGRAMS



Residential Energy Assistance Program

This program provides financial assistance at 0% interest for the implementation of qualifying energy efficiency, electrification and renewable energy projects including energy efficient heating and cooling systems, hot water heating systems, weatherization projects, electric vehicle charging infrastructure, solar panels and more.

Appliance Rebates

HG&E provides rebates for a variety of energy efficient appliances including qualifying hot water heaters, dishwashers, air conditioners, dehumidifiers, air purifiers, refrigerators, clothes washers & dryers, and thermostats.

Weatherization Rebates

Rebates for weatherization projects include a rebate of 50% of the cost up to \$2,000 for qualifying insulation, air sealing and duct sealing projects as well as a blower door test rebate of 50% of the cost up to \$500.

Heating & Cooling Rebates

Various rebates are available for qualifying energy efficient heat pumps, mini-splits, and central air conditioners. The central air conditioner rebate is \$100/ton up to \$500. The basic heat pump and mini-split rebate is \$250/ton up to \$1,000. Through our Whole-Home heat pump program, HG&E offers a higher rebate of \$600-\$750 per ton up to \$3,000 for qualifying heat pump systems designed to provide 100% of a home's heating.

Lawn Equipment Rebates

HG&E offers a variety of rebates for electric lawn equipment including lawn mowers, string trimmers, leaf blowers and chain or pole saws

For more information visit hged.com/save.

HG&E'S RESIDENTIAL ENERGY EFFICIENCY, ELECTRIFICATION & DEMAND RESPONSE PROGRAMS (CONTINUED)



Electric Vehicle Charger Program

HG&E's electric vehicle charger program provides customers an ongoing \$5-\$10 monthly incentive as well as a \$250-\$450 Level 2 charger rebate for avoiding charging during certain hours when demand for electricity is highest. Shifting usage to lower demand periods has been highly successful through this program.

Beat the Peak

Through this voluntary demand response program, customers are encouraged to reduce energy use when demand for energy is highest by signing up to receive alerts of upcoming peak events.

Smart Device Monthly Incentives

Connected Homes: Through this program, customers can enroll qualifying smart devices to be remotely adjusted a few times each month when electric demand is highest. Customers receive a monthly incentive for enrolling a qualifying smart thermostat, HVAC control, batteries or water heater in this program.

Tesla Battery Wall: Through this program, customers can receive a \$1,000 battery rebate and a monthly incentive of \$6 per kW that is dispatched onto the grid during peaks.

Free Home Energy Audits

Residential customers are eligible to receive free home energy audits. During the audit, a professional energy advisor assesses the customer's home and identifies ways that they can save on their energy bills such as adding insulation to a certain area of their home or upgrading their heating equipment. Customers receive an audit report listing all recommendations along with estimated annual cost savings.

For more information visit hged.com/save.

HG&E'S COMMERCIAL ENERGY EFFICIENCY, ELECTRIFICATION & DEMAND RESPONSE PROGRAMS

Commercial Energy Assistance Program

This program provides financial assistance at 0% interest for qualifying energy efficiency, electrification, and renewable energy projects in commercial and industrial buildings. Eligible project types include energy efficient heating and cooling systems, hot water heating systems, weatherization projects, energy audits, electric vehicle charging infrastructure, solar panels and more.

Carbon-Free Electric Program

In 2023, after a year long pilot program, HG&E deployed the Carbon-Free electric program for commercial and industrial customers who are interested in purchasing 100% carbon-free electricity. Through this program, HG&E will procure the supplemental carbon-free electricity required by purchasing and retiring Renewable Energy Certificates and passing those costs along to the customer on their monthly HG&E bill. Program participants receive carbon-free electricity marketing materials including: a carbon-free logo, print indicia, and webpage materials.

Commercial Rebates

HG&E offers heat pump rebates and lawn equipment rebates for commercial customers. The heat pump rebate is \$250/ton up to \$1,000 and is available for heat pumps that are installed in small businesses or office spaces. Lawn equipment rebates are available for electric lawn mowers, string trimmers, leaf blowers and chain or pole saws.

Commercial Demand Response Program

HG&E has launched a new commercial demand response program that provides customers an incentive for assisting HG&E in reducing demand on the electric grid during the times when demand is highest. Customers are able to receive an incentive for either dispatching electricity during peak demand events, or, through curtailing their use of electricity.

Commercial EV Charging Rate

HG&E's Commercial EV Rate was designed to help recover demand costs and incentivize off-peak charging.

FOOTPRINT Newsletter

In 2021, HG&E launched FOOTPRINT, a regular newsletter to inform key stakeholders and the community at large about HG&E's leadership in renewable energy. This provides another avenue to share HG&E's initiatives around innovation in working towards a carbon-free energy future.

Additional Incentives:

HG&E connects commercial customers to a variety of incentives and resources that are available through partner organizations, the state, and/or federal government.

Learn more at hgev.ene.org.



ROADMAP TO 2050

ENERGY EFFICIENCY & ELECTRIFICATION PATHWAY TO 2050

- Balancing energy efficiency, customer rebates, and electrification programs with competitive rates
- Educate customers and contractors on energy efficiency and electrification opportunities and promote associated incentives (HG&E, MassCEC, DOER...etc.)
- Align HG&E incentive programs with state and federal incentives and local customer needs
- Educate and promote HG&E, state and federal efficiency and electrification incentives, focusing on low and moderate-income customers and multi-family buildings
- Research emerging technologies
- Continue to analyze consumption and target customer opportunities
- Focus on energy audits
- Seek grant opportunities and partnerships
- Continue to refine and track estimated energy and emissions savings for customers who participate in HG&E incentive programs
- Monitor load growth from electrification and continue to be proactive in upgrading infrastructure as necessary
- Improve electric distribution system efficiency through new automated “Smart” technology
- Demand Management through utility and customer programs to help improve cost savings, manage peak demand periods, and lower emissions
- Maintain effective vegetation management plan to minimize severe weather impacts
- Evaluate and promote cost-effective emerging technologies

OUR COMMUNITY

HG&E was founded with one goal in mind: to make Holyoke a better place to live and work. As fellow members of the Holyoke community, we strive to uphold that legacy.



HG&E is empowering the community through investments that go beyond powerlines and distribution pipes. This includes providing energy conservation and safety education programs, volunteering, supporting non-profit organizations, facilitating tours, hosting monthly public meetings, and engaging with the community in a variety of other ways throughout the year. This outreach included hosting public events, such as our annual community event to celebrate Public Power & Public Natural Gas Week, providing cadet engineering scholarships, and designing curriculum to support Holyoke students.

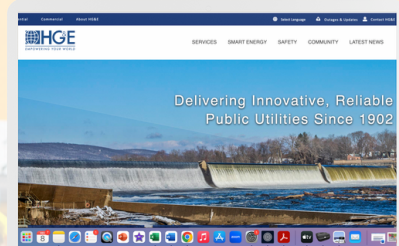
HG&E publishes a monthly newsletter, Energy Insights, to keep customers informed and educated. In addition, customer surveys have been a valuable tool to gain better understanding of the community needs and areas for improvement. Customers also provide valuable input every day when interacting with HG&E employees.

Environmental Justice Populations

The Commonwealth of Massachusetts identifies 29 of the 37 block groups within Holyoke as EJ populations with approximately 77% of Holyoke’s population living in an EJ community. These block groups have been designated as EJ communities based on all three population factors the state considers: income, English language isolation, and minority. HG&E continuously pursues grant funding that becomes available to assist with the energy transition throughout the community with a focus on EJ populations. With this in mind, HG&E commits to continuing to work with community partners to improve opportunities and more specifically within our Environmental Justice block groups and is working to incorporate both State and Federal Environmental Justice recommendations into our practices. Some of this work includes:

- Competitive Rates, Discounts, and Budget Plans
- Connections to Fuel Assistance
- Bilingual Communication & Customer Service
- Community Engagement & Goodwill Program
- Program Development (Schools, Scholarships, Tours, Community Partners)
- Annual Public Power & Natural Gas Week Event

RECOGNITIONS



HG&E has been recognized nationally for its commitment to provide reliable, low cost power to its customers and for its innovation in adoption of clean energy technologies.

Below are some highlights:

- **2023 Utility Transformation Leaderboard from the Smart Electric Power Alliance (SEPA) Nationally**
Recognition for our leadership in transforming to a carbon-free energy system. One of only 10 utilities to receive this designation. Also received in 2021.
- **2023 Business of the Year from The City of Holyoke Veterans Service**
- **Ranked 3rd out of 41 Massachusetts Municipal Electric Utilities in Mass Climate Action Networks (MCAN) 2021 scorecard**
Utilities were ranked in four categories: energy efficiency, energy transition, transparency, community engagement, and policy context.
- **2022 Smart Electric Power Alliance (SEPA) Ranked HG&E in the 95th Percentile of All Utilities Nationally**
SEPA also ranked HG&E in the 96th percentile of all municipal utilities for utility transformation.
- **RP3 designated utility by American Public Power Association (APPA)**
Recognition given to electric utilities that demonstrate high proficiency in reliability, safety, workforce development, and system improvement. SEPA also ranked HG&E as third nationally in energy storage per capita.
- **Smart Energy Provider from APPA**
For a commitment to and proficiency in energy efficiency, distributed generation, and environmental initiatives that support the goal of providing safe, reliable, low-cost, and sustainable electric service.
- **Certificate of Excellence in Reliability from APPA**
HG&E has also received the Certificate of Excellence in Reliability from APPA.
- **Safety Achievement Award from the American Gas Association**
For excellence in operating its natural gas utility.
- **SEPA ranked HG&E Third Nationally in Energy Storage Per Capita**
- **Mt Tom Solar & Battery Storage**
Received numerous recognitions including The IRA W. Leighton Jr. Outstanding Innovation Technology Award from Environmental Business Council of New England; Energy Manager Today Project of the Year; and Safety Achievement Award from the American Gas Association (AGA).
- **Massachusetts' Solar Cities & Towns 2012**
Recognized as Leaders in the Race Toward a Clean Energy Future for HG&E's Mueller Road Solar Facility.
- **System Operational Achievement Recognition**
HG&E was recognized by the American Public Gas Association (APGA).

LEADING THE WAY



HG&E is a leader in clean energy innovation, paving the way to a carbon-free future. HG&E has made many strides in decarbonizing its power portfolio and is offering innovative ways for customers to increase energy efficiency in their homes, vehicles, and businesses, and we recognize the path to realizing net-zero emissions by 2050 will be a challenging one.

Department Pathway to 2050 will include:

- Focus on maintaining carbon-free electric supply consistent with the State of Massachusetts net-zero targets by 2050
- Focus on electrification (transitioning energy technologies and systems from the current fuel type to electric)
- Focus on weatherization and energy efficient equipment
- Focus on opportunities to transform the heating sector
- Focus on advancements that reduce conventional natural gas usage
- Focus on Demand Management (Load Reduction)
- Focus on emerging technologies
- Focus on affordability for all customers
- Focus on collaboration with local, state, and federal stakeholders to protect local control
- Focus on customer engagement, outreach, and education
- Focus on seeking grant opportunities

Together, HG&E will work with customers and the community to pave the the way to a cleaner, greener tomorrow.



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