

ENERGY INSIGHTS

DECEMBER 2021

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.

HAPPY HOLIDAYS FROM HG&E

Your December bill reflects an extra **15% holiday discount*** on gas and electric services, granted by the HG&E Commission.

Last month, Holyoke Gas & Electric's Commission approved an extra 15% prompt payment discount on energy services billed during the December cycle. Traditionally, the holiday discount is 10%, but the Commission voted on a one-time increase to 15% as a way to thank HG&E customers for their loyalty and support throughout the pandemic.

"Many customers have experienced challenging times over the last two years," said Fran Hoey, HG&E's Commission Chairman. "This holiday season, we want to offer an additional discount as a way to acknowledge the difficult economic times experienced during the pandemic by the great community we serve, doing our part to lessen the impact."

For the average homeowner who heats with natural gas, the combined discounts (prompt payment and holiday discount) amount to **savings of approximately \$84** on their bill. HG&E has implemented a holiday discount each year since 1992. This discount applies to commercial and residential gas and electricity customers who are not already participating in an economic development discount program.

For customers who are looking to save energy and money this winter, HG&E has a variety of resources that can assist customers who are facing financial hardship, including payment plans, energy efficiency programs, and connections to fuel assistance programs. For more information, visit hged.com/save or contact customer service by calling (413) 536-9300.

All of us here at HG&E offer our best wishes for a warm and bright holiday season!

*This discount does not apply to customers who are receiving a discounted rate schedule and/or participating in an economic development incentive offer, including: First-Time Homebuyer program, the Economic Development Discount program, Cultivation program, Agricultural Rate customer, and Contract Rate customers. Bills must be paid by discount date to receive discounts.

RATE COMPARISONS

LOWEST ELECTRIC RATE



November 2021: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



November 2021: Residential customer consuming 103 CCF/month. Amounts shown include all discounts.



NEW! Bilingual Drive Thru Kiosk

CONVENIENT 24/7 PAYMENTS

HG&E is excited to announce a new self-service payment kiosk which is located behind the main office! The kiosk offers detailed instructions in both Spanish and English.



Payment Kiosk Tips:

- Pay anytime by cash, check, or credit card.
- Bring account number to make a payment.
- After an initial payment, the kiosk will conveniently store your account information for next time.
- Contact Customer Service with the call button (during business hours).

You can also pay online, over-the-phone, in person, via drop box, or by mail! Visit hged.com/kiosk or hged.com/payments for more information.

24/7 PAYMENT KIOSK



CASH



CREDIT
OR DEBIT



CHECK

hged.com

Protect your family from Carbon Monoxide

Whether you heat your home with oil, natural gas, propane, coal or wood, your heating system can produce carbon monoxide (CO) if it is not working properly, or if it is inadequately vented. CO is also produced from internal combustion devices such as cars and small gasoline engines. Carbon monoxide is odorless, colorless and tasteless, but very toxic. Signs indicating the presence of carbon monoxide in the home include stuffy, stale or smelly air, very high humidity or soot coming from a fireplace or heating system.

What are the symptoms of CO poisoning?

The symptoms of carbon monoxide poisoning are often confused with those of the flu, and the highest incidence of poisoning occurs during the flu season.

Symptoms include headaches, dizziness, nausea, unclear thinking, shortness of

breath, weakness, vision problems and loss of muscle control. High concentrations of carbon monoxide can lead to unconsciousness, brain damage or death. However, a victim may not experience **ANY** of these symptoms, or only one or a few symptoms. You should suspect the presence of carbon monoxide if symptoms tend to disappear when you leave your home.

What should you do if you suspect the presence of Carbon Monoxide in your home? Immediately take the following actions:

- ♦ Open the windows and doors.
- ♦ For an emergency inspection, contact a licensed heating contractor or HG&E (Natural Gas customers) at (413) 536-9300.
- ♦ If carbon monoxide is detected in your home, seek medical attention.

Know the Signs & Symptoms of Carbon Monoxide Poisoning



SHORTNESS OF
BREATH



HEADACHE



IMPAIRED COORDINATION



NAUSEA/VOMITING



DIZZINESS



LOSS OF CONSCIOUSNESS



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

www.hged.com/payonline

Phone

(413) 536-9300 (Option 5)

NEW!

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

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
Union Mart, 297 Apremont Highway

Holiday Closings

Christmas Day
Friday, December 24

New Years Day
Friday, December 31

Martin Luther King Jr. Day
Monday, January 17

Commissioners

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

Manager

James M. Lavelle