

# ENERGY INSIGHTS

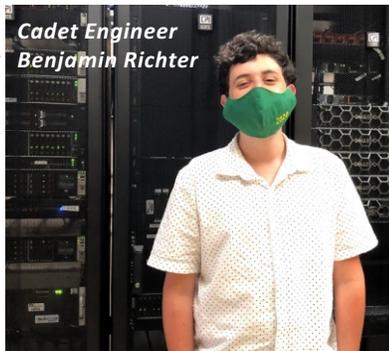
SEPTEMBER 2020

A newsletter for customers of Holyoke Gas & Electric

## Engineering the Future

Meet 2020 Cadet Engineers: Benjamin Richter & Jack Shea

Every summer, HG&E welcomes eager high school graduates as they kick off their pre-college summer internship with the Cadet Engineering program. The historic summer of 2020 was a little different. Benjamin (Ben) Richter and Jack Shea, 2020 recipients of HG&E's Cornelius J. Moriarty, Jr. Scholarship for Cadet Engineers, are entering their college careers during a global pandemic, and so they entered the workforce this summer under some unusual circumstances – faces covered by masks, social distancing requirements with their colleagues, and mandates to perform some of their work related duties remotely.



With a wide-smile behind a mask with significant sentimental value, Ben excitedly talks about his interest in technology, something that started as a hobby but he hopes will develop into a career. A lifelong Holyoke resident and graduate of Saint Mary's High School, Ben will be attending University of Massachusetts, Amherst this fall with a major in Computer Engineering.

Ben talked about the day he was at school for the last time, never thinking he wouldn't be back to say goodbye. "My birthday is March 14, I thought I was just getting a two week spring break and extended birthday celebration, but here we are five months later," said Ben. An avid reader, Star War fan, video game guru, and musical theater enthusiast, Ben's spare time is never dull and he had more of it than usual when he discovered his senior year had come to an early end.

This summer, Ben is working alongside Utility IT Supervisor, Ed Griffin. Ben has assisted in a department-wide email migration, a Windows upgrade, and is now beginning to trace fiber around the city via HG&E's GIS system. "I did not realize how extensive HG&E's telecom business was before I started," said Ben. "It's interesting to see the intricacies of the network."

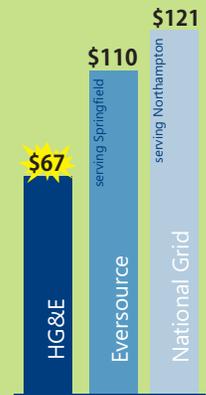
Ben talked about several people in his life who helped inspire him to find his passion and follow his dreams. "The person who inspired me the most would probably be my theology and drama teacher, Mr. Lepage. He taught me that I should follow my passions to find what I will want to do in the future, and that led me down the path to engineering," Ben mentioned.

Typically, Ben would be spending time with his new colleague and fellow 2020 Cadet, Jack Shea, but this year is far from typical. A quick study in HG&E's remote operations, Jack works from home on most days as he prepares for his move to Cambridge this fall. A graduate of E.N. White Elementary School and Holyoke High School, Jack will be attending Harvard University in the fall with a major in Mechanical Engineering and a minor in Philosophy.

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## RATE COMPARISONS

### LOWEST ELECTRIC RATE



August 2020: Residential customer consuming 500 kWh per month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



August 2020: Residential customer consuming 28 CCF/month. Amounts shown include all discounts.

## Important Customer Notice

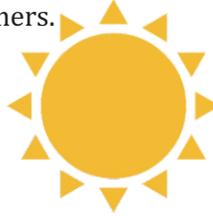
HG&E uniformed personnel may be in your neighborhood completing a meter inspection or upgrade. HG&E must inspect your gas meter at least once every three years. In addition, HG&E regularly inspects and upgrades electric meters, in order to maintain safety and efficiency. Please contact HG&E if you have any questions at (413) 536-9300. Thank you!

**HOT! HOT! HOT!**

In the summer of 2020, heat records were set all over the world and Holyoke was no exception. When temperatures outside your home rise, electric systems must work harder and longer to keep your home cool. With higher usage, comes higher bills, and that can be a challenge for customers.

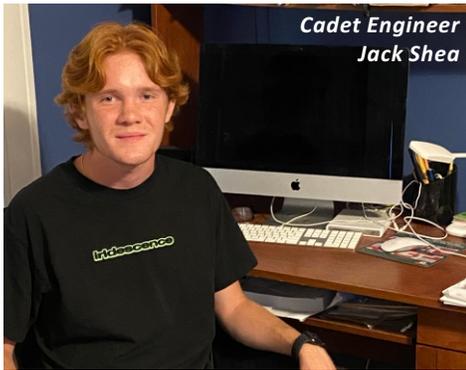
Common electric consumers in the summer:

- Air Conditioning (Condensers)
- Fans
- Pool Filters
- Dehumidifiers



HG&E can help you manage these costs with a personalized payment plan. Call the HG&E at (413) 536-9300 if you'd like to discuss your bill and payment options.

## Engineering the Future, continued



An 18-year old with an impressive resume already, Jack is humble and kind. He immediately talked about his hopes to come back to Holyoke some day and help the community that gave him so much. "It's so nice here," Jack said. "When people say they can't wait to move away, I always say I am coming back. I love hiking and spending time with my friends and family."

As a kid Jack loved reading, LEGOs, and all things STEM (science, technology, engineering, and math).

Jack grew up as the oldest of three boys and has set an example for his brothers by getting involved in student government, participating in track and cross country, doing well in school, and working hard.

In addition to his mission of working hard and always trying to have a leg up by going above and beyond, Jack credits his high school biology teacher, Eliana Shwayder with encouraging him to apply to Harvard University. Ms. Shwayder is a Harvard alumna who ran track. Not only did she encourage Jack, but she wrote him an incredible recommendation.

At HG&E, Jack is working with Ian Beaugard, 2019 Cadet Engineer, in the Electric Division. As a team, they are updating electrical inventory, data, and GIS mapping. "I am learning a lot," said Jack. "Maybe someday I will come back and work at HG&E."

We look forward to seeing what the future holds for these impressive young engineers. The Cornelius J. Moriarty, Jr. Scholarship for Cadet Engineers is open to City of Holyoke residents who are graduating from a duly accredited senior secondary school and have been accepted into an accredited engineering program. The Cadet Program has allowed HG&E to keep engineering talent local. Currently, 13 full-time employees came through the program at the start of their careers. For additional application criteria, please contact HG&E at (413) 536-9300 or visit [www.hged.com/cadet](http://www.hged.com/cadet).



EMPOWERING YOUR WORLD

**HG&E Main Office**  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300  
[www.hged.com](http://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](mailto:Customer_Accounts@hged.com)

**Marketing/Communications:**  
Kate Sullivan Craven  
[ksullivan@hged.com](mailto:ksullivan@hged.com)

## Payment Options

**Online Payment**  
[www.hged.com](http://www.hged.com)

**Phone Payment**  
(413) 536-9300 (Option 5)

**Drive-Thru**  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300

**Mail**  
P.O. Box 4165  
Woburn, MA 01888-4165

**Holyoke Drop Boxes**

- Senior Center, 291 Pine Street
- 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 Hwy

## Holiday Closings

**Columbus Day**  
Monday, October 12

## Commissioners

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

## Manager

James M. Lavelle