

# ENERGY INSIGHTS

JANUARY 2025

A newsletter for residential customers of Holyoke Gas & Electric

For a Spanish version of this piece, please visit [www.hged.com/newsletter](http://www.hged.com/newsletter).  
 Para obtener una versión en español de este artículo, visite [www.hged.com/newsletter](http://www.hged.com/newsletter).

## Winter Safety Tips

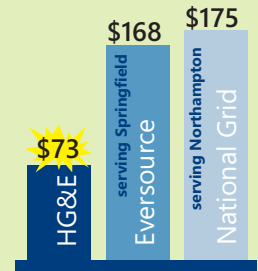
HG&E would like to remind you that the accumulation of snow and ice on meters, regulators, and other aboveground pipe components may create a safety hazard and increases the risk of carbon monoxide (CO) build up in your home or business. If you have natural gas, please pay attention to the following:

- Clear snow and ice from exhaust vents, chimneys, and combustion air vents for all gas appliances to prevent cumulation of carbon monoxide in buildings, or prevent operational problems for the combustion equipment.
- Properly functioning carbon monoxide detectors should be deployed in the building.
- Pay attention to snow and ice related situations that may cause operational problems for meters, pressure controlled devices, and other equipment. This equipment may contain vents that release gas safely outdoors in the event of a malfunction. If these vents are blocked, an unsafe condition could result.
- Piping on service regulator sets is susceptible to damage that could result in failure, if caution is not exercised in clearing snow from around equipment. Where possible, use a broom instead of a shovel to clear snow off regulators, meters, associated piping, propane tanks, tubing, gauges or related equipment.
- Chimneys and vents should be protected using an approved cap or screen, to keep small animals or insects from entering. These intruders have been known to build nests, inside chimneys or vents, that can create a blockage and cause potentially hazardous conditions.

If there is an odor of gas present, or if gas appliances are not functioning properly, leave the building vicinity immediately. Then, from a safe location, contact HG&E at (413) 536-9300.

## RATE COMPARISONS

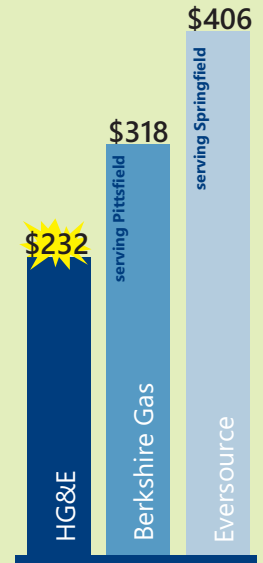
### LOWEST ELECTRIC RATE



**December 2024:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

*Note: HG&E's December rates include holiday discount.*

### LOWEST NATURAL GAS RATE



**December 2024:** Residential customer consuming 162 CCF/month. Amounts shown include all discounts.

*Note: HG&E's December rates include holiday discount.*



**HOLYOKE FARMERS' MARKET**

**tuesday/martes**  
**SENIOR CENTER/CENTRO DE ANCIANOS**  
 291 PINE STREET, HOLYOKE

**NOV. - MAR.**  
**9AM-12PM**

**wednesday/miércoles**  
**YMCA GYM/GIMNASIO**  
 171 PINE STREET, HOLYOKE

**DEC/DIC - MAR.**  
**11AM-2PM**

**JOIN US!**      **¡ÚNETE A NOSOTROS!**



**LET'S CONNECT!**      **¡CONECTEMOS!**



Healthy Incentives Program  
 Fresh. Current. Direct. Frozen.  
 It's **HELP** to be healthy!



**GREATER HOLYOKE CHAMBER**



**GREENFIELD**  
 Cooperative Bank  
**NORTHAMPTON**  
 Cooperative Bank



**HG&E**  
 EMPOWERING YOUR WORLD

# HG&E REBATES & INCENTIVES

Whether you are a first time home buyer or a longtime HG&E customer looking to save on your energy bills, HG&E's Green Team is here to assist with innovative energy efficiency programs, rebates, and tips. HG&E's Residential Energy Assistance Program provides financial assistance at 0% interest to assist with a variety of energy efficiency and electrification projects, including some of the technologies/services listed below. Get started with a free home energy assessment today! Additionally, HG&E is monitoring the Inflation Reduction Act which is anticipated to provide additional rebates for various home energy efficiency projects. We will share additional information as it becomes available. **Please visit [hged.com/save](http://hged.com/save) for more information!**

APPLIANCES	SAVINGS OF <b>\$25</b> DISHWASHER	SAVINGS OF <b>\$25</b> ROOM AC	SAVINGS OF <b>\$30</b> DEHUMIDIFIER	SAVINGS UP TO <b>\$25</b> ELECTRIC LEAF BLOWER
	SAVINGS UP TO <b>\$25</b> ELECTRIC STRING TRIMMERS	SAVINGS UP TO <b>\$40</b> ELECTRIC CHAIN/POLE SAW	SAVINGS OF <b>\$40</b> AIR PURIFIER	SAVINGS UP TO <b>\$50</b> PROGRAMMABLE THERMOSTAT
	SAVINGS OF <b>\$50</b> CLOTHES WASHER	SAVINGS UP TO <b>\$75</b> ELECTRIC LAWN MOWER	SAVINGS UP TO <b>\$75</b> REFRIGERATOR	SAVINGS UP TO <b>\$125</b> WIFI SMART THERMOSTAT
	SAVINGS UP TO <b>\$200</b> INDUCTION STOVE	SAVINGS UP TO <b>\$350</b> ELECTRIC CLOTHES DRYER	SAVINGS UP TO <b>\$300</b> ELECTRIC WATER HEATER	SAVINGS OF <b>\$350</b> HEAT PUMP CLOTHES DRYER
	SAVINGS UP TO <b>\$750</b> HEAT PUMP WATER HEATER	SAVINGS OF <b>\$1,000</b> TESLA POWERWALL BATTERY <small>(combined with monthly incentive)</small>		
HEATING/COOLING	SAVINGS UP TO <b>\$500</b> CENTRAL AIR CONDITIONING	SAVINGS UP TO <b>\$1000</b> HEAT PUMP/ MINI SPLIT	SAVINGS UP TO <b>\$3000</b> WHOLE HOME HEAT PUMP / MINI SPLIT	SAVINGS UP TO <b>\$3000</b> WHOLE HOME GROUND SOURCE HEAT PUMP
		SAVINGS UP TO <b>\$500</b> BLOWER DOOR TEST	SAVINGS UP TO <b>\$2000</b> WEATHERIZATION <small>(Insulation, Air Sealing, Duct Sealing)</small>	
HOME EFFICIENCY (WEATHERIZATION)				
SMART DEVICE MANAGEMENT	SAVINGS UP TO <b>\$62/yr</b> THERMOSTATS/ HVAC CONTROLS	SAVINGS UP TO <b>\$60/yr</b> ELECTRIC HOT WATER HEATER	SAVINGS UP TO <b>\$6/kW/mo</b> TESLA POWERWALL BATTERY <small>(combined with rebate)</small>	SAVINGS UP TO <b>\$360/YEAR</b> BATTERY STORAGE SYSTEM
		SAVINGS UP TO <b>\$10/mo*</b> EV CHARGING <small>*This is an on-bill credit</small>	SAVINGS UP TO <b>\$450</b> EV CHARGER	
ELECTRIC VEHICLE				



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 am - 4:30 pm

**Contact Customer Service:**  
(413) 536-9300  
[customerservice@hged.com](mailto:customerservice@hged.com)

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

## Payment Options

Online Payment  
[www.hged.com/payonline](http://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  
Holyoke Senior Center, 291 Pine Street

## Holiday Closings

**New Year's Day**  
Wednesday, January 1  
**Martin Luther King Jr. Day**  
Monday, January 20

## Commissioners

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

## Manager

James M. Lavelle

