

ENERGY INSIGHTS

MARCH 2025

A newsletter for residential customers of Holyoke Gas & Electric

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

Important Customer Notice Gas Meters & Walking Surveys



This spring, HG&E uniformed personnel may be in your neighborhood completing meter inspections and replacements. In order to comply with state regulations, HG&E must inspect your gas meter at least once every three years and replace your gas meter every seven years. If a gas meter is due for inspection or replacement and access to your home is required, HG&E will notify the property owner of the required work to schedule an appointment. As a reminder, customers must provide access to HG&E meters as a condition of service.

In addition to the meter inspections, HG&E annually conducts walking surveys of gas services. Contracted personnel may be in your neighborhood performing this service. The survey consists of walking the length of the gas service from the street to the home. This is all part of HG&E's commitment to system safety.

If you have any questions, please contact HG&E at **(413) 536-9300**. Thank you for your patience and cooperation!

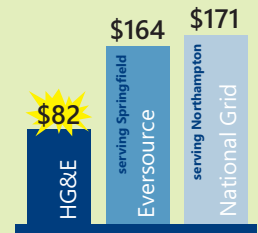


🍀 2025 Grand Marshal 🍀

Congratulations to the Parade Committee and all of this year's award winners! Our team at Holyoke Gas & Electric extends a special congratulations to the 2025 Grand Marshal, James "Jim" Lavelle. As our General Manager, Jim has lead the way on various clean energy initiatives, making Holyoke one of the **greenest** communities in the state. We hope you all have a wonderful Saint Patrick's Day!

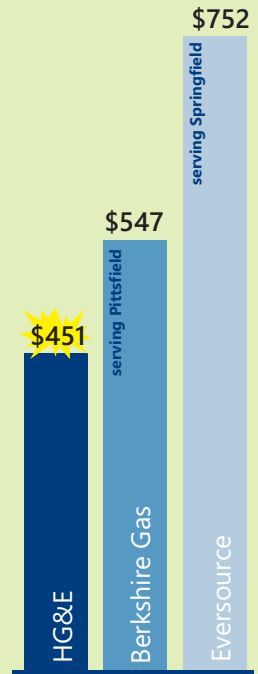
RATE COMPARISONS

LOWEST ELECTRIC RATE



February 2025: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



February 2025: Residential customer consuming 284 CCF/month. Amounts shown include all discounts.

HG&E Continues Evaluation of Residential Fiber: Cost & Demand Present Key Challenges

In 2021, HG&E completed an interest campaign that was designed to better understand customer demand for municipal fiber-to-the-home (FTTH) broadband service. While HG&E is interested in providing FTTH service and is currently providing residential broadband service within Holyoke on a very limited basis, there must be sufficient demand for the service for a city-wide venture to make economic sense and not have an adverse effect on utility rates.

HG&E has been offering fiberoptic internet services to municipal and commercial customers since 1998 and provides wholesale internet services to several Western Massachusetts municipalities that have launched FTTH networks. In working with these municipalities, HG&E has gained significant experience with FTTH projects and has learned that project economics vary in each community, depending on build-out costs, demand for the service, and rates that customers are willing to pay for the service.

Over the past several years, HG&E has put significant efforts into evaluating the feasibility of serving all Holyoke residents with FTTH service. The numbers tell a complex story. Network construction costs are estimated to be over \$40 Million, not including the cost to wire apartment buildings and other multi-dwelling units (MDU's). To make the project financially viable, HG&E would need to maintain a 40% subscription rate at about \$100 per month per customer. However, market research suggests only approximately 7% of HG&E customers would likely subscribe at rates between \$90-120 monthly.

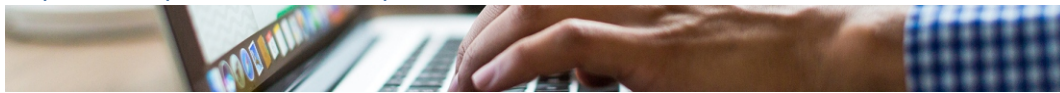
Further complicating this effort, many residents in Holyoke have access to discounted internet through existing providers at rates below \$15 monthly. As of February 2024, roughly one-third of City households were enrolled in these discounted programs making it more difficult to achieve the required subscription rates to break even. If this venture does not break even, there would be a significant impact on utility rates to pay the costs for network construction.

Despite these challenges, HG&E isn't giving up! In 2023, HG&E completed a city-wide network design, dividing the community into several "fiberhoods" and creating a roadmap for a potential gradual rollout to single- family homes. HG&E has also been pursuing various grant opportunities to help manage financial risks. Some of these opportunities include the following:

- MBI Broadband Equity, Access, and Deployment Program Grant, 2025
- MBI Residential Retrofit Program, 2024
- WeLink Cities Challenge, 2022
- City of Holyoke ARPA Application, 2021
- Google Fiber RFI Response, 2010

Provide Feedback

HG&E remains committed to monitoring market conditions and funding opportunities that could make municipal broadband a success for Holyoke. We encourage interested residents to learn more and complete the FTTH interest form at www.hged.com/ftth, which will help inform future decisions. We will continue to provide updates on this topic.



EMPOWERING YOUR WORLD

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Customer Service Hours:
Monday - Friday
8:30 am - 4:30 pm

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customerservice@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)

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Holyoke, MA 01040
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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

Patriots Day
Monday, April 21

Commissioners

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

Manager

James M. Lavelle

