

# ENERGY INSIGHTS

DECEMBER 2022

A newsletter for customers of  
Holyoke Gas & Electric

For a Spanish version of this piece, please visit [hged.com/newsletter](http://hged.com/newsletter).

Para obtener una versión en español de este artículo, visite [hged.com/newsletter](http://hged.com/newsletter).

## HAPPY HOLIDAYS FROM HG&E

Your December bill reflects an extra **10% holiday discount\*** on gas and electric services, granted by the HG&E Commission.

Last month, Holyoke Gas & Electric's Commission approved an extra 10% prompt payment discount on energy services billed during the December cycle. This discount applies to commercial and residential gas and electric customers who are not already participating in an economic development discount program\*.

"HG&E is pleased to offer our customers an additional discount during the holidays, especially this year," said Fran Hoey, HG&E's Commission Chairman. "We understand many customers are facing difficult and uncertain times and hope our efforts will help to alleviate some of that concern during this holiday season."

For the average homeowner who heats with natural gas, the combined discounts (prompt payment and holiday discount) amount to **savings of approximately \$83** on their bill. HG&E has implemented a holiday discount each year since 1992.

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](http://hged.com/save) or contact customer service by calling **(413) 536-9300**.

\*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.

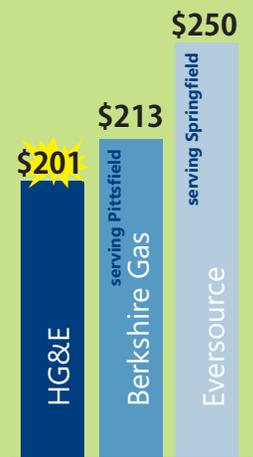
## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**November 2022:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**November 2022:** Residential customer consuming 103 CCF/month. Amounts shown include all discounts.



# PREPARING FOR WINTER

HG&E offers a variety of programs, rebates, discounts, and incentives that can help you save energy and money. Visit [hged.com](http://hged.com) for more information.



## FREE ENERGY AUDIT

Get a free customized assessment of your home to help determine the most cost-effective ways to reduce your energy bills. To schedule, contact NextZero at 1-888-333-7525.



## CONSERVE

Take conservation measures to reduce energy consumption, for ideas and incentives visit [www.hged.com/save](http://www.hged.com/save).



## REVIEW MONTHLY STATEMENTS

Review your monthly HG&E statement and contact HG&E if you are behind, we can help by developing payment plans or providing fuel assistance information.

## 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](http://www.hged.com)

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

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/payonline](http://www.hged.com/payonline)

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

### 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

## Holiday Closings

Christmas Day  
Monday, December 26

New Years Day  
Monday, January 2

Martin Luther King Jr. Day  
Monday, January 16

## Commissioners

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

## Manager

James M. Lavelle