

ENERGY INSIGHTS

JANUARY 2026

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.

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.

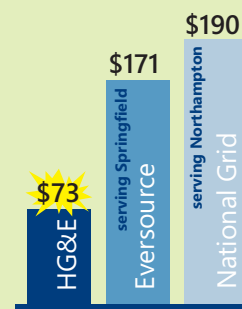
HG&E Educates!

HG&E is committed to providing safety education to our community. Throughout the year, HG&E representatives spend time visiting students in Holyoke to discuss the importance of gas, electricity, and canal safety. We hope you enjoy these great photos from our recent visits!



RATE COMPARISONS

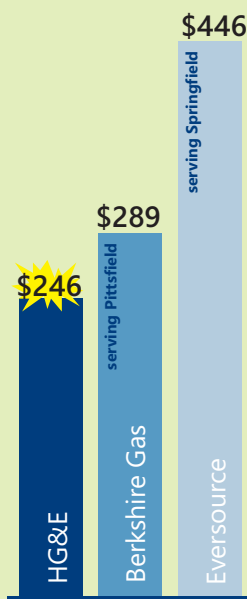
LOWEST ELECTRIC RATE



December 2025: 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 2025: Residential customer consuming 162 CCF/month. Amounts shown include all discounts.

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

HG&E Rebates & Incentives

Save Energy. Save Money. Power Your Home Smarter.

Upgrade your home with energy-efficient technologies and take advantage of HG&E residential rebates and monthly incentives. 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. Please visit hged.com/save for more information!

HEATING & COOLING

Heat Pump / Mini Split: Up to \$3,000 Central Air Conditioning: Up to \$500
Ground Source Heat Pump: Up to \$3,000 Room A/C: \$25

ELECTRIC APPLIANCES & EQUIPMENT

Heat Pump Clothes Dryer: Up to \$350	Dishwasher: \$25
Electric Clothes Dryer: Up to \$250	Stove: Up to \$300
Heat Pump Water Heater: Up to \$750	Variable Speed Pool Pump: \$100
Combi Heat Pump Washer & Dryer: \$400	Dehumidifier: \$30
Snow Thrower/Shovel: 25% Up to \$40	Air Purifier: Up to \$40
Pressure Washer: 25% Up to \$40	Chain or Pole Saw: Up to \$40
Snow Blower: 25% Up to \$100	Leaf Blower: up to \$25
Rototiller: 25% Up to \$40	String Trimmer: up to \$25
Refrigerator: Up to \$75	Lawn Mower: up to \$75
Clothes Washer: \$50	Hedge Trimmer: up to \$40

HOME EFFICIENCY

Weatherization: Up to \$3,000 Thermostat: Up to \$125
Blower Door Test: Up to \$500

SMART ENERGY & STORAGE

Tesla Powerwall Battery: \$1000 + \$8/kW/month
Battery Storage System: \$30/month (\$360/year)
HVAC Controls / Thermostats: Save \$62/year
Electric Hot Water Heater — Save \$60/year

ELECTRIC VEHICLES

EV Charger Installation — Up to \$500
Connected EV Charging Credit — Up to \$10/month

GET STARTED

Get started with a free home energy audit by calling our partner, NextZero, at 1-888-333-7525 or visit hged.com/save.

Rebates subject to eligibility and program guidelines. Incentives may change.



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
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)

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
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
Thursday, January 1
Martin Luther King Jr. Day
Monday, January 19

Commissioners

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

Manager

James M. Lavelle

