

# ENERGY INSIGHTS

MAY 2026

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).

## Excellence in Reliability



AVERAGE #OUTAGE TIME



#PublicPower = Reliable Power

2025

\* When there are NO IEEE major event days

American Public Power Association (APPA). The RP3 designation recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity.

“This is a great honor,” said James Lavelle, Manager of HG&E. “Our team takes great pride in the work they do to serve this community. We are very happy to receive this recognition again and we remain committed to continuing to explore ways to improve our system reliability and overall service quality to our customers.”

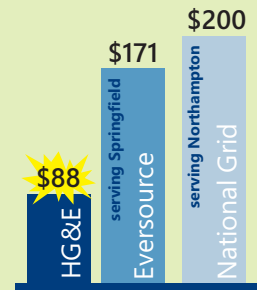
In addition to the RP3, HG&E has also been awarded APPA’s Excellence in Reliability Award since its inception in 2015. For more information visit [hged.com/reliability](http://hged.com/reliability).

HG&E understands that electricity is vital to the way you do business and live your life. Everyday, HG&E works to ensure that power is available to you when you need it.

HG&E is proud to offer its customers highly reliable electric service, ensuring that power is available to you with as little interruption as possible. In recognition of innovation and a commitment to exemplary service, HG&E is a recipient of the prestigious Diamond RP3 designation from the

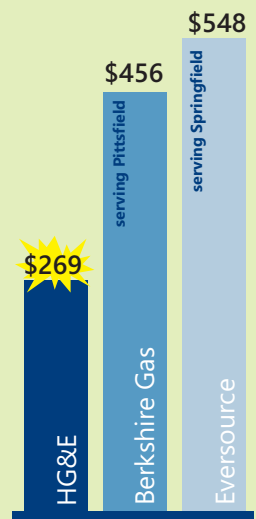
## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**April 2026:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**April 2026:** Residential customer consuming 186 CCF/month. Amounts shown include all discounts.

# Natural Gas Moratorium

Due to supply constraints during periods of high demand, HG&E issued a natural gas moratorium on requests for new or increased natural gas service in 2019.



Regionally, the demand for natural gas has outpaced supply, leading to several area utility moratoriums. **If you are planning any work that involves natural gas equipment in your home or business, please ask your contractor to contact HG&E before starting any work in order to avoid any confusion and avoid potential service interruption for failure to comply.**

As an alternative to natural gas, HG&E encourages customers to explore energy-efficient heat pump systems, which can provide both heating and cooling using electricity from our reliable local grid. For more information on heat pumps, visit [hged.com/ashp](http://hged.com/ashp).

HG&E continues to evaluate options that would alleviate the local natural gas capacity issue and will continue to review new service interest. For more information call **(413) 536-9300** or visit [hged.com/moratorium](http://hged.com/moratorium).

**Natural Gas Interest:** If you are interested in natural gas service, please complete the Natural Gas Service Interest Form by visiting [hged.com/NGInterest](http://hged.com/NGInterest).



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)

**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

**Memorial Day**  
Monday, May 25

**Juneteenth Independence Day**  
Friday, June 19

## Commissioners

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

## Manager

James M. Lavelle



# POWER IN YOUR HANDS WITH SMARTHUB

Register today!



For more information, visit [www.hged.com/smarthub](http://www.hged.com/smarthub).

## You're Invited...

HG&E would like to invite the community to the Blue Sox for our Customer Appreciation Night!

**HOLYOKE GAS & ELECTRIC**  
ANNUAL CUSTOMER APPRECIATION NIGHT



VALLEY BLUE SOX

Thursday, July 16  
6:35 PM  
MacKenzie Field



ADMIT FOUR



**HOLYOKE**  
FIREWORKS

SPONSORED BY HG&E

# Friday, June 26

Holyoke Community College  
Rain Date: June 27  
For updates, visit [www.holyoke.org](http://www.holyoke.org)