

# ENERGY INSIGHTS

June 2022

A newsletter for customers of Holyoke Gas & Electric

## THE RISING COST OF ENERGY

While HG&E is proud to offer some of the lowest rates in the region, we understand inflation and the rising cost of everyday expenses can have a significant impact on our customers. As a community-owned utility, we work to stabilize charges as much as possible but there are components of each rate that are influenced by market conditions and the cost of fuel, which fall outside of HG&E's direct control.

Regionally, the energy sector is experiencing significant increases in costs, driven by escalating global demand for natural gas and shortages in domestic supply, as well as the impact of supply chain disruptions and volatile economic trends. According to a recent report from the US Energy Information Administration, this summer's natural gas costs throughout the United States are projected to more than double compared to a year ago and we anticipate these trends will continue through the upcoming winter.

HG&E is asking customers to prepare for higher-than-normal energy bills throughout the year and urging people to explore energy efficiency incentives and opportunities to conserve energy.

### WAYS TO OFFSET RISING ENERGY COSTS

**ENERGY SAVINGS TIPS:** By limiting energy use through efficient measures and practices, it is possible to lower costs as well as carbon emissions. [hged.com/conserve](https://hged.com/conserve)

**PROMPT PAYMENT DISCOUNT:** All customers who pay their bill in full within 15 days of receipt receive 10% discount on their bill. [hged.com/prompt](https://hged.com/prompt)

**REBATES & INCENTIVES:** HG&E offers various rebates and incentives to help you improve your energy efficiency and reduce your energy bills. [hged.com/save](https://hged.com/save)

**RESIDENTIAL ENERGY CONSERVATION PROGRAM:** Single and multi-family financial assistance for homeowners at 0% interest for qualifying energy efficiency projects. [hged.com/recp](https://hged.com/recp)

**FUEL ASSISTANCE:** Programs available for qualifying households to assist with heating costs. [hged.com/fuelassistance](https://hged.com/fuelassistance)

**PAYMENT PLAN:** HG&E is happy to discuss a payment plan arrangement that works for you. [hged.com/paymentplan](https://hged.com/paymentplan)

**We know any increase to your bill is challenging and our team is here to help! Visit [hged.com/save](https://hged.com/save) or contact us.**

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



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

### LOWEST NATURAL GAS RATE



May 2022: Residential customer consuming 94 CCF/month. Amounts shown include all discounts.

### Important Customer Notice: Gas Meter Inspection

To comply with Federal safety codes, HG&E must inspect your gas meter at least once every three years. HG&E uniformed personnel may be in your neighborhood to complete this inspection. Please contact HG&E if you have any questions at (413) 536-9300 (press 1). Thank you!



EMPOWERING YOUR WORLD

HG&E Main Office  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300  
www.hged.com

Customer Service Hours:  
Monday - Friday  
8:30 a.m. - 4:30 p.m.

Contact Customer Service:  
(413) 536-9300  
Customer\_Accounts@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 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

- C-Mart, 1500 Northampton Street
- DB Mart, 494 Westfield Road
- Stop & Shop, 28 Lincoln Street
- Stop & Shop, 2265 Northampton Street

### Holiday Closings

Independence Day  
Monday, July 4

### Commissioners

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

### Manager

James M. Lavelle

# Know what's below. Call **811** before you dig.



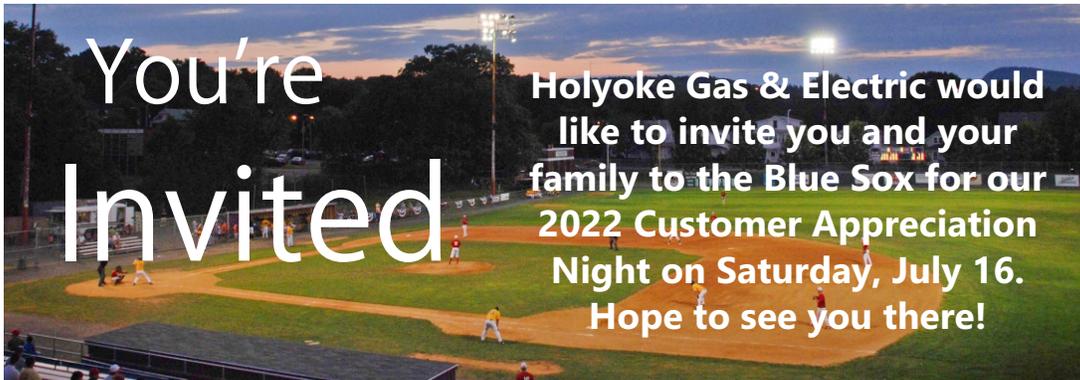
Attention excavators, contractors, and homeowners:  
Did you know Federal and State law requires that you contact Dig Safe before digging, trenching, landscaping, or performing any other excavation or earth moving operation? Dig safe and dig smart by calling 811 before you start.

## Dig safe. It's the law.



on-line at: [www.digsafe.com](http://www.digsafe.com)

Dig Safe is a free service funded by member utility companies. There is no charge for you to use this service.



# You're Invited

Holyoke Gas & Electric would like to invite you and your family to the Blue Sox for our 2022 Customer Appreciation Night on Saturday, July 16. Hope to see you there!

## Holyoke Gas & Electric 2022 Annual Customer Appreciation Night

Valley Blue Sox  
Saturday, July 16  
6:30 p.m.  
MacKenzie Field



ADMIT FOUR



# Friday, June 24



**HOLYOKE**  
FIREWORKS

SPONSORED BY HG&E

Holyoke Community College  
Raindate: Saturday, June 25  
For updates, visit [www.holyoke.org](http://www.holyoke.org)