

UNDERSTANDING YOUR BILL



Your Holyoke Gas & Electric billing statement has a new look. The new layout gives you more information in an easy-to-read format. Your account information has been updated but the rates for service are the same. This sample bill shows a residential account statement. Depending on the services we provide you, your statement may have slightly different features. Here's an overview of what you'll find on your new statement:

- 1 ACCOUNT INFORMATION**
Found at the top right of your bill, the account information shows Bill Date, your NEW Account Number, and Service Address. You will need this **NEW Account Number** to sign up for SmartHub!
- 2 CONTACT HG&E**
HG&E contact information, office hours, and payment options.
- 3 TOTAL AMOUNT DUE & BILLING SUMMARY**
The circle summarizes the total amount or budget amount due for service addresses included on this statement, along with the due date. If you participate in AutoPay, that would be indicated here. Under Billing Summary you will find past payments, current charges and total charges due.
- 4 MESSAGE CENTER**
Read important messages about products, services, promotional offers, notices, and events.
- 5 PAYMENT STUB**
If you are mailing your payment, bringing it into our office, or putting it in the drop box, detach this portion and include it with your check. The rest of this page can be kept for your records.

Page 1 of 2

1 CUSTOMER NAME: ANY CUSTOMER
Bill Date: 08/06/2025
Account Number: 999999
Service Address: 35 ANYPLACE AVE

2 24-HOUR EMERGENCY 1-800-333-3300 (Option 1)
Main Office
Phone: (413) 536-9300
Email: customerservice@hged.com
Website: www.hged.com
Mon - Fri, 8:30 am - 4:30 pm
Make A Payment
Online: www.hged.com/payonline
By Phone: (413) 536-9300 (Option 5)

3 **GO GREEN**
GO PAPERLESS
SIGN UP ON SMARTHUB

4 **Message Center**
Sign up for SmartHub today!

5 **Discount Total Due by 08/21/2025**
If paying after 08/21/2025 please pay \$162.30

Billing Summary
Balance From Last Billing \$162.30
Payments Received 08/06/2025 \$162.30
Balance Forward \$0.00

Service Summary
Electric Service \$114.73
Gas Service \$21.37
Current Charges \$146.10
Total Due by 08/21/2025 \$146.10

KEEP SEND Please do not staple or paperclip payment.

5 Bill Date 08/06/2025
Account Number 999999
Service Address 35 ANYPLACE AVE
Discount Total Due by 08/21/2025 \$146.18

Holyoke Gas & Electric Department
PO Box 4165
Woburn, MA 01888-4165
[Barcode]

0 0 AY 0 0 5 4627 C-0
HOLYOKE MA 01041-0000

00009999000001461800000171600

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Service Activity: 35 ANYPLACE AVE Account: 999999

Electric

Meter #	Rate Schedule	From	To	Days	Previous	Readings	Meter	kWh Use
99999	GR001	06/22/2025	07/22/2025	30	25554	25588	1.0	716

7 Kilowatt Hours

8 Customer Charge 716 kWh @ 0.14072 \$50.76
Energy Charge 716 kWh @ 0.0005 \$0.36
Purchased Power Adjustment 716 kWh @ 0.02901 \$20.77
Discount \$12.71
Electric Service Subtotal \$114.73
Prompt Pay Discount \$12.71

9 **COMPARISONS**

DAYS	TOTAL kWh	AVG. kWh	AVG. TEMP	
CURRENT BILLING	30	716	24	76
PREVIOUS BILLING	31	716	23	65
LAST YEAR BILLING	30	1,105	57	76

Gas

Meter #	Rate Schedule	From	To	Days	Previous	Readings	Meter	cfd Usage
99999	GR001	06/22/2025	07/22/2025	30	6587	6584	1.0	17

10 ccf

9 Customer Charge 17 ccf @ 1.2700 \$21.59
Gas Charge 17 ccf @ 0.0450 \$0.77
Purchased Gas Adjustment \$0.49
Discount \$3.41
Gas Service Subtotal \$21.37
Prompt Pay Discount \$3.41

9 **COMPARISONS**

DAYS	TOTAL ccf	AVG. ccf	AVG. TEMP	
CURRENT BILLING	30	17	1	65
PREVIOUS BILLING	31	17	1	65
LAST YEAR BILLING	30	17	1	65

Right to Dispute Your Bill
If you dispute all or any portion of this bill, customer should notify HG&E of the dispute by phone, mail or in person. An HG&E representative will investigate and make a good faith effort to resolve the complaint. If the dispute is not resolved, please call (413) 536-9300, option 2 or write to City of Holyoke Department of Public Utilities, One South Station, 677 North Main Street, Holyoke, MA 01040-9002. (877) 888-5068 or (413) 536-9300.

Protection from Shut-Off
Your utility service cannot be shut-off, or will be restored, if you have certified to us that you are unable to pay any overdue bill because of FINANCIAL HARDSHIP AND:
1) Someone living in your home is seriously ill, or
2) A child under 12 months of age is living in your home, or
3) Between the period of November 15th and March 15th if your services provide the primary source of home heating and has not been shut-off for non-payment before November 15th.

Unable To Pay Your Bill?
HG&E's team is here to help! Contact customer service at (413) 536-9300 or visit www.hged.com/fuelassistance.

Other Ways to Pay
Online: Pay your bill at www.hged.com/payonline
Mobile App: Download SmartHub app on iTunes or Google Play Store
Bill: hged.com/payments
Pay by Phone: Call (413) 536-9300, option 5
In-Person: HG&E 99 Suffolk Street Holyoke, MA 01040

Now offering cash bill-pay service at participating retail stores. The barcode below can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service. To find a location near you, visit pay.vendored.com/pages/retailers

By accepting or using this barcode to make a payment, you agree to the full terms and conditions available at www.hged.com/termsandconditions. After successful payment using this barcode, you may retrieve your full detailed receipt at billdetail.hged.com/billdetail. The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.

6 UTILITY SERVICE DESCRIPTION
Your meter number, service location, and days in the current cycle. If you have electric and gas, you will see similar detail for each service.

7 CONSUMPTION GRAPHS
Shows your usage for the past 13 months, as well as average temperatures for each month.

8 CURRENT CHARGES
A detailed listing of the electric usage charges will be listed here. This will also include any credits, customer charges, and standby charges.

9 IMPORTANT INFORMATION
If you believe your bill is incorrect after discussing your bill with customer service, you have the right to contact the Public Utilities Consumer Division. This section also outlines protection from shut-off, as well as information related to fuel assistance.

10 WAYS TO PAY
In addition to the remittance slip, you may pay your bill via these other options.

Please note, this is a sample bill but there may be additional pages included with your statement. Make sure to review all pages of your bill.

Question about your bill? Contact HG&E at (413) 536-9300 or via email at customerservice@hged.com.

ENTENDIENDO SU FACTURA



Su estado de cuenta de Holyoke Gas & Electric tiene una nueva apariencia. El nuevo diseño le brinda más información en un formato fácil de leer. La información de su cuenta se ha actualizado, pero las tarifas del servicio son las mismas. Este ejemplo de factura muestra un estado de cuenta residencial. Dependiendo de los servicios que le brindamos, su estado de cuenta puede tener características ligeramente diferentes. A continuación, un resumen de lo que encontrará en su nuevo estado de cuenta:

- 1 INFORMACIÓN DE LA CUENTA:** En la esquina superior derecha de su factura, la información de la cuenta muestra la fecha de facturación, su NUEVO número de cuenta y la dirección de servicio. ¡Use este NUEVO número de cuenta para registrarse en SmartHub!
- 2 CONTACTO CON HG&E:** Información de contacto, horario de atención y opciones de pago.
- 3 MONTO TOTAL A PAGAR Y RESUMEN DE FACTURACIÓN:** El círculo resume el monto total o el monto presupuestado a pagar para las direcciones de servicio incluidas en este estado de cuenta, junto con la fecha de vencimiento. Si participa en el Pago Automático, esto se indicará aquí. En el Resumen de Facturación, encontrará pagos anteriores, cargos actuales y el total de cargos a pagar.
- 4 CENTRO DE MENSAJES:** Lea mensajes importantes sobre productos, servicios, ofertas promocionales, avisos y eventos.
- 5 COMPRA DE PAGO:** Si envía su pago por correo, lo trae a nuestra oficina o lo deposita en el buzón, despegue esta sección e inclúyala con su cheque. Puede guardar el resto de esta página para sus registros.

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1 CUSTOMER NAME: ANY CUSTOMER
Bill Date: 08/06/2025
Account Number: 999999
Service Address: 35 ANYPLACE AVE

2 24-HOUR EMERGENCY NUMBER: (413) 536-9300 (Option 1)
Contact Us: Phone: (413) 536-9300, Email: customerservice@hged.com, Website: www.hged.com
Main Office: 99 Suffolk Street, Holyoke, MA 01040, Mon - Fri, 8:00 am - 4:30 pm
Make A Payment: Online: www.hged.com/payonline, By Phone: (413) 536-9300 (Option 5)

3 Discount Total Due by 08/21/2025: \$146.10 (if paying after 08/21/2025 please pay \$162.30)

4 Message Center: Sign up for SmartHub today!

5 GO GREEN GO PAPERLESS SIGN UP ON SMARTHUB

Billing Summary
Balance From Last Billing: \$162.30
Payments Received 08/06/2025: -\$162.30
Balance Forward: \$0.00

Service Summary
Electric Service: \$114.73
Gas Service: \$31.37
Current Charges: \$146.10
Total Due by 08/21/2025: \$146.10

KEEP SEND Please do not staple or paperclip payment

5 99 Suffolk Street, Holyoke, MA 01040-5082

GO GREEN GO PAPERLESS SIGN UP ON SMARTHUB

0 0 ANY C-0 5 4627 C-0
ANY CUSTOMER
PO BOX 99999
HOLYOKE, MA 01041-0000

Bill Date: 08/06/2025
Account Number: 999999
Service Address: 35 ANYPLACE AVE
Discount Total Due by 08/21/2025: \$146.18

Holyoke Gas & Electric Department
PO Box 4165
Woburn, MA 01888-4165
[Barcode]

000099999000001461800000171600

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Service Activity: 35 ANYPLACE AVE Account: 999999

Electric

Customer Charge: 716 kWh @ 0.14072 \$100.76
Energy Charge: 716 kWh @ 0.0005 \$0.36
Renewable Energy Charge: 716 kWh @ 0.02601 \$18.82
Purchased Power Adjustment: 716 kWh @ 0.02601 \$18.82
Discount: -\$12.71
Electric Service Subtotal: \$114.73
Prompt Pay Discount: -\$12.71

Gas

Customer Charge: 17 ccf @ 1.2700 \$21.59
Gas Charge: 17 ccf @ 0.0450 \$7.67
Purchased Gas Adjustment: 17 ccf @ 0.0450 \$7.67
Discount: -\$3.49
Gas Service Subtotal: \$33.37
Prompt Pay Discount: -\$3.41

COMPARISONS

Days	Total kWh	Avg. kWh	Avg. Temp
Current Billing	30	716	24
Previous Billing	31	716	23
Last Year Billing	30	1,105	37

Please visit SmartHub for detailed usage information.

Right to Dispute Your Bill
If you dispute all or any portion of this bill, customer should notify HG&E of the dispute by phone, mail or in person. An HG&E representative will investigate and make a substantial effort to resolve the complaint. To request the dispute call (413) 536-9300, option 2 or write to City of Holyoke, Inc. Department: 99 Suffolk Street, Holyoke, MA 01040-5082.

9 Enter your bill to be inaccurate or if you continue to dispute the bill, your message is to be paid, you have the right to appeal to the Department of Public Utilities, One South Station, Boston, MA 02110, or you may telephone them at (877) 686-6666 or 1-800-336-6666.

Protection from Shut-Off
Your utility service cannot be shut off, or will be restored, if you have confirmed to us that you are unable to pay any overdue bill because of FINANCIAL HARDSHIP AND:
1) Someone living in your home is seriously ill, or
2) A child under 12 months of age is living in your home, or
3) Between the period of November 15th and March 15th if your service provides the primary source of home heating and has not been shut-off for non-payment before November 15th.

Unable To Pay Your Bill?
HG&E's team is here to help! Contact customer service at (413) 536-9300 or visit www.hged.com/reliefassistance.

Other Ways to Pay
Online: Pay your bill at www.hged.com/payonline
Pay by Phone: Call (413) 536-9300, option 5
Mobile App: Download SmartHub app on iTunes or Google Play Store
In-Person: HG&E, 99 Suffolk Street, Holyoke, MA 01040

Now offering cash bill pay service at participating retail stores. The barcode below can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service. To find a location near you, visit www.hged.com/cashpayments

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at www.hged.com/cashpayments. After successful payment using this barcode, you may retrieve your full detailed receipt at www.hged.com/pay/verapay. The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.

- 6 DESCRIPCIÓN DEL SERVICIO PÚBLICO:** Su número de medidor, ubicación del servicio y días del ciclo actual. Si tiene electricidad y gas, verá detalles similares para cada servicio.
- 7 GRÁFICOS DE CONSUMO:** Muestra su consumo eléctrico promedio de los últimos 13 meses, así como las temperaturas promedio de cada mes.
- 8 CARGOS ACTUALES:** Aquí encontrará una lista detallada de los cargos por consumo eléctrico. También incluirá créditos, cargos al cliente y cargos por espera.
- 9 INFORMACIÓN IMPORTANTE:** Si después de consultar con el servicio de atención al cliente, considera que su factura es incorrecta, tiene derecho a comunicarse con la División de Consumidores de Servicios Públicos. Esta sección también describe la protección contra el corte del suministro eléctrico, así como información sobre asistencia con el combustible.
- 10 FORMAS DE PAGO:** Además del comprobante de pago, puede pagar su factura a través de estas otras opciones.

Tenga en cuenta que esta es una factura de muestra, pero es posible que se incluyan páginas adicionales en su estado de cuenta. Asegúrese de revisar todas las páginas de su factura.

¿Tiene alguna pregunta sobre su factura? Comuníquese con HG&E al (413) 536-9300 o por correo electrónico a customerservice@hged.com.