



SUBJECT: Authorization to Access Account Information

Dear HG&E Customer:

In order to protect the privacy of our customers, HG&E does not give out information on customer accounts, except to the customer of record. We understand that at certain times you may want a spouse, roommate or other designee to be able to access your account information, and we are offering you the opportunity to authorize access to your account information to an account designee.

If you would like to authorize access to your account information to an account designee, please fill out the information below and return to the attention of Holyoke Gas & Electric at your earliest convenience. An account designee will be authorized to obtain billing and consumption information only, no personal information will be released. Please note the only the customer of record will be able to terminate service.

Please feel free to telephone our Customer Service Department if you should have any questions at (413) 536-9300. **Again, this is an optional service.**

Sincerely,
Lisa Rogers
Customer Accounts Supervisor

**Complete the form below
and return with your payment**

or mail to the address below



Account Access Authorization

Customer Name: _____

Service Address: _____

Account #:

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The following account designee may inquire and receive information concerning utility bills at the above location. Please note that only the customer of record will be able to terminate service and no personal information will be given out. It is the customer's responsibility to notify the HG&E in writing to terminate or change this agreement.

Full Name of Account Designee: _____ Relationship to Customer: _____

Customer Signature: _____ Date: _____

This information can be found in the upper right hand corner of your monthly bill.



Enclose this form with your payment or mail to: HG&E, 99 Suffolk St, Holyoke, MA 01040-5082