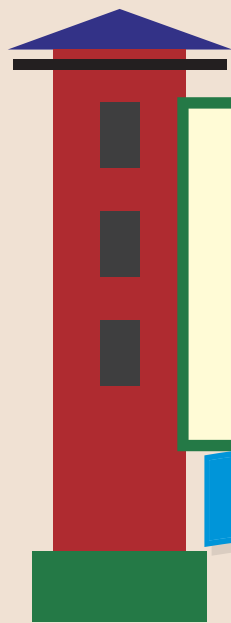
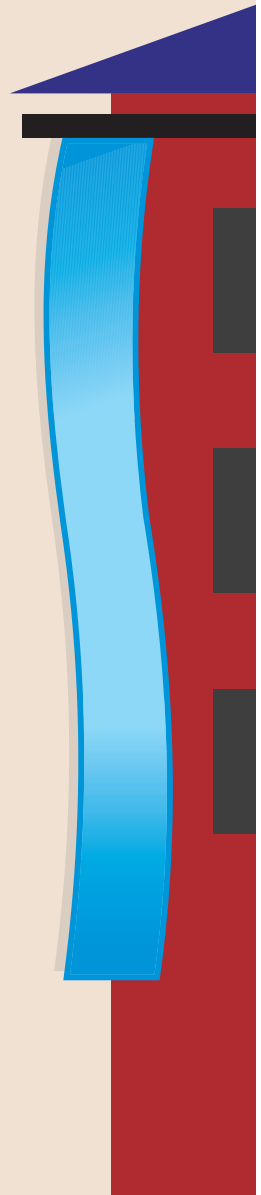


# Benefits of Locating Your Company in Holyoke, MA



**HOLYOKE**  
MASSACHUSETTS  
**GREEN BUSINESS  
GROWS HERE**



Prepared by:



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## 1.0 General Benefits

The City of Holyoke, Massachusetts is an affordable business-friendly community located directly in the center of the Northeast region. Some of the factors that make Holyoke an attractive place to invest include:

### Central Location

Strategically located at the crossroads of I-91 and the Massachusetts Turnpike, Holyoke is just a quick 90 minute drive from either Boston, MA or Albany, NY.

New York City is just 3 hours from Holyoke by car. Other major metropolitan areas, like Philadelphia and Baltimore, are accessible within 5 hours via the Interstate Highway system.

Multiple freight airports are located within a five mile radius, and New England's second-largest passenger airport is less than a 20 minute drive away.

### Low Cost Green Power

Over 60% of the electricity supplied by Holyoke Gas & Electric (HG&E) is produced from hydroelectric sources. In addition to environmentally-friendly power, Holyoke has commercial electric rates that are 14%-52% lower than those in other New England cities.

Additional information about our electric supply, its generation mix, and distribution system reliability can be found in Section 4.2 of this report.

### Advanced Fiber Optic Network

HG&E has over a decade of experience in offering fiber optic internet services. The utility both owns the fiber network and provisions internet services over it, offering customers a distinct advantage in terms of both pricing and reliability.

The fiber network's unique design also allows for fault tolerant connections to multiple long haul data carriers. Additional information about our fiber optic network and its potential interconnection points can be found in Section 4.4 of this report.

### Fast-Track Permitting

Holyoke has adopted Massachusetts General Law Chapter 43D, a program that offers a community tools for targeted economic development. The program provides a single municipal point of contact and guarantees local permitting decisions on priority development sites within 180 days.

### Low-Cost Available Real-Estate

Real estate is much less expensive in Holyoke than in locations within the Route 128 “technology beltway”. Data regarding Commercial/Industrial lease rates and land costs can be found in Section 2.3 of this report.

### Workforce Development

Holyoke is located at the center of the Knowledge Corridor, an academic research district extending along I-91 from Hartford, CT to Greenfield, MA. A collection of 32 colleges and universities encourage a talented and qualified workforce for prospective employers.

### Affordable Living

Holyoke and surrounding communities in Western Massachusetts not only boast nationally-recognized restaurants, cultural activities and outdoor recreation, they are also home to reasonably-priced housing that is far less expensive than Greater Boston and compare favorably to other low-cost, high-quality regions in the United States.

## **2.0 About Holyoke, MA**

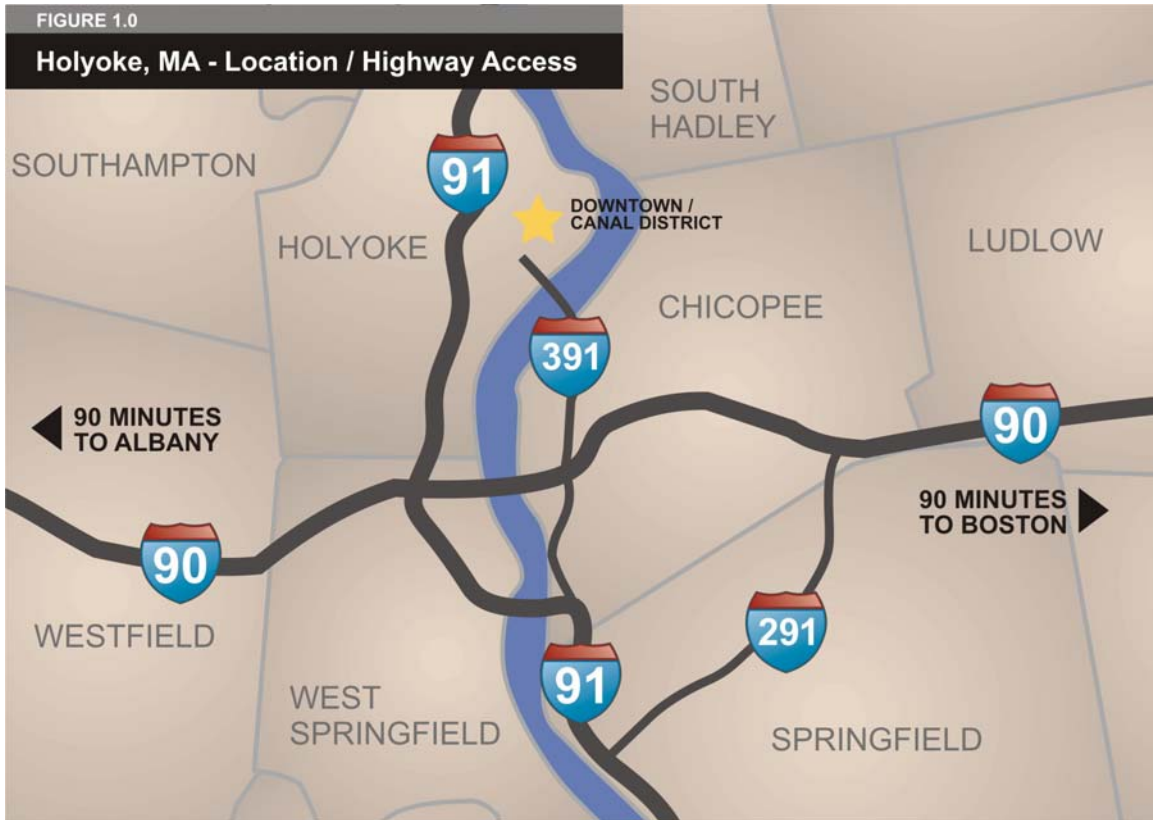
Holyoke, MA stands out in its competitive region as a center for job growth, business development incentives and, above all promise. In addition to many state and federal programs, the City has several unique tax programs and assistance services that add further incentive to invest.

Recognized by the State as a Gateway City, Holyoke offers convenient access to interstate highways and numerous academic institutions. Holyoke also offers well-developed existing infrastructure, affordable housing costs, a growing workforce, available rail connections, and an active and aware regional perspective in encouraging economic development.

In short, Holyoke has the power to help grow your business.

## **2.1 Holyoke, MA - Location**

Holyoke is located at the intersection of Interstate 91 and the Massachusetts Turnpike in Western Massachusetts. The city is 90 minutes via car from Downtown Boston or Albany, and approximately 3 hours via car from New York City. The city is within 5 miles of two air transport stations (Westover Metropolitan Airport in Chicopee and Barnes Airport in Westfield) and 35 minutes via car from Bradley International Airport (Hartford/Windsor Locks, Ct).



The City also enjoys its location at the center of the Knowledge Corridor, an academic research district extending along I-91 from Hartford, CT to Greenfield, MA. A collection of 32 colleges and universities provides a population of over 110,000 talented students, ready to put their skills to work for your organization.

## 2.2 Holyoke, MA - History

Holyoke holds the distinction of being the first planned industrial community in the Nation. In 1847, merchant investors began construction of dam and canal system along the Connecticut River. With this construction came an elaborate complex of mills and worker's housing, which evolved into the City of today. While many of the historic mills and industries are now gone, a number of structures have been maintained through preservation and revitalization efforts.

Since its inception, Holyoke has been built on harnessing the power of the water of the Connecticut River. Utilizing a natural 57 foot drop in the river, these merchant investors constructed a granite dam and multi-level canal system. This system allowed the power of the river's water to be extended to dozens of mill facilities throughout the Downtown area.



## 2.3 Holyoke, MA - Real Estate

Real estate is much less expensive in Holyoke than in other locations in Massachusetts that are situated within the State's Route 128 "technology beltway". Data regarding Commercial/Industrial lease rates and construction costs in Holyoke follow in Table 1 below.

TABLE 1.0				
Holyoke, MA - Commercial/Industrial Lease Rates and Land Costs				
<b>OFFICE SPACE</b>				
	Rental Price \$/SqFt/Yr			Vacancy Rate
	Low	High	Average	
<u>Downtown</u>				
New	\$8.00	\$18.00	\$14.00	<10%
Class "A"	8.00	18.00	14.00	<10%
Class "B"	5.00	8.00	7.00	<10%
<u>Suburban</u>				
New	\$13.00	\$20.00	\$15.00	3%
Class "A"	13.00	20.00	15.00	3%
Class "B"	8.00	13.00	12.00	7%
<b>INDUSTRIAL SPACE</b>				
<u>Downtown</u>				
Warehouse	\$3.00	\$7.00	\$4.00	11%
Manufacturing	4.00	16.00	6.00	8%
<b>CONSTRUCTION COSTS - \$/SqFt</b>				
Industrial Space	\$60			
Mfg/Warehouse	\$35			
<b>LAND COST</b>				
IN / Industrial Park	\$60,000-\$100,000 / acre			
Office / Industrl. (non-park)	\$40,000-\$75,000 / acre			

source: Holyoke Office of Planning & Development

Numerous sites are available for immediate development or re-development. Information regarding specific parcel availability can be provided upon request.

In addition to low commercial real estate and construction costs, Holyoke and surrounding communities in Western Massachusetts are also home to reasonably-priced housing that is far less expensive than Greater Boston and compare favorably to other low-cost, high-quality regions in the United States.

A table summarizing the Median Sales Price of existing single-family homes in select metropolitan areas follows in Table 2 below.

**TABLE 2.0**

**Median Sales Price of Existing Single-Family Homes for Select Metro Areas**

<b>Metropolitan Area</b>	<b><u>2006</u></b>	<b><u>2007</u></b>	<b><u>2008</u></b>
Springfield, MA	\$209,600	\$211,900	\$200,600
Boston, MA	\$402,200	\$395,600	\$360,500
Denver, CO	\$249,500	\$245,400	\$219,300
Hartford, CT	\$258,100	\$263,200	\$246,200
Raleigh, NC	\$213,800	\$224,400	\$223,400
Richmond, VA	\$225,500	\$233,700	\$229,200
San Francisco, CA	\$752,800	\$804,800	\$622,000
San Jose-Sunnyvale, CA	\$775,000	\$836,800	\$668,000
Washington, DC	\$431,000	\$430,800	\$343,000

Source: National Association of Realtors® (2009).

### **3.0 Economic Development**

The Office of Planning & Development assists new and existing businesses as well those considering a location in Holyoke. The office is led by a professional director and provides programs and technical assistance. Services include:

- Assisting the growth of existing business
- Attracting new business to the City
- Administration of Incentive Programs
- Site Location and Development Services
- Workforce Development Resources
- Site identification for relocation and expansion
- Project permitting
- Assistance in project financing
- Liaison to government programs

#### **3.1 Office of Planning & Development - Structure**

The Department has three policy development branches; the Holyoke Economic Development and Industrial Corporation (HEDIC), the Holyoke Redevelopment Authority (HRA), and the Mayor's Industrial Development Advisory Committee (MIDAC). These branches are composed of community and corporate leaders who volunteer their time and efforts to help guide the development activity of Holyoke.

##### Holyoke Economic Development and Industrial Corporation (HEDIC)

The Holyoke Economic Development and Industrial Corporation (HEDIC) is chartered under Chapter 121C of the Massachusetts General Laws. The purpose of the HEDIC is to facilitate and undertake certain development projects. The HEDIC can acquire, demolish, construct, finance and handle the disposition of land and buildings. The HEDIC is a Grantee of Foreign-Trade Zone (FTZ) #201, A FTZ project can provide potential savings for companies involved in international trade. HEDIC has led a variety of development projects in Holyoke including the Valley Hydro-wheel project, the Holyoke Crossroads Development Park and the Holyoke Gas and Electric Industrial Land Project. In addition, the HEDIC administers the Holyoke Industrial Development Loan Program which provides low-interest financing to growing Holyoke manufacturers.

##### Holyoke Redevelopment Authority (HRA)

The Holyoke Redevelopment Authority (HRA) has the powers to plan and implement activities needed to redevelop underutilized areas for new development and to promote sound growth for the City of Holyoke. Chartered under Massachusetts General Law Chapter 121B, it places great importance on

the achievement of socio-economic development such as the provision of jobs for the unemployed, the addition of tax revenue to the community and/or the assemblage of land parcels of sufficient size for the location or expansion of business or housing. The authority was established in 2008. The HRA is currently focusing on Census Tracts 8115, 8116, 8117 and 8118 in the City and is collecting baseline data for the purpose of creating an Urban Renewal Plan.

### Mayor's Industrial Development Advisory Committee (MIDAC)

The Mayor's Industrial Development Advisory Committee (MIDAC) is in effect the "Board of Directors" of Holyoke's industrial development programs and serves as the primary liaison between the City and local industry. The MIDAC meets monthly with the Mayor to develop policy, advise on program direction, address environmental concerns and work on emergency planning

### **3.2 Fast Track Permitting**

Holyoke has adopted the State program known as 43D Expedited Permitting, a program that offers a community tools for targeted economic development. This fast track permitting provides a transparent and efficient process for municipal permitting.

The program provides a single municipal point of contact for streamlined permitting. The program also guarantees local permitting decisions on priority development sites within 180 days.

### **3.3 Massachusetts Economic Development Incentive Program**

Through the Office of Planning & Development, the City of Holyoke actively participates in the Massachusetts Economic Development Incentive Program. In 2008, there were 18 active Certified Projects in Holyoke that represented over \$30,600,000 in investment. Through this program, a new or expanding business can apply for Certified Project status which, after approved at the local and state levels, can provide a significant financial incentive to a business.

A Certified Project is a business that is expanding its existing operations, relocating its operations, or building new facilities and creating permanent new jobs within an Economic Opportunity Area (EOA). Prospective candidates work with the Office of Planning & Development to write and submit an application for consideration.

Certified projects may receive state tax incentives, including a five-percent investment tax credit for qualifying tangible, depreciable assets and a Personal Property Tax Exemption. There also is a 10-percent abandoned building tax deduction for costs associated with the renovation of an abandoned building.

Projects that are certified under the Massachusetts Economic Development Incentive Program may be eligible for a special tax assessment in the area of Holyoke designated as the I-391 – High Street Gateway Economic Opportunity Area.

This program offers a phased-in assessment of the total value of the project property that covers both the existing and new value of the real estate owned or leased by the prospective Certified Project candidate. In year one, the tax is zero percent of the existing and new assessed value of the real estate. In year two, up to 25% of the assessed value is taxed. In year three, up to 50% of the assessed value is taxed. In year four, up to 75% of the assessed value is taxed. In years five and following, up to 100% of the assessed value is taxed.

In other sections of Holyoke, a Certified Project may be eligible for Tax Increment Financing (TIF). A TIF allows municipalities to provide incentives to stimulate job-creating development. The TIF agreement between the City and a business describes proposed private investment and public benefit. The municipality and the prospective Certified Project candidate agree to a property tax exemption for a period of five years based on a percentage of the value added through new construction or significant improvement.

### **3.4 Holyoke Foreign Trade Zone**

A foreign-trade zone is a designated site licensed by the U.S. Customs and Border Protection (CBP) Foreign-Trade Zones (FTZ) Board at which allow domestic activity involving foreign items to take place prior to formal customs entry. Holyoke is one of only three communities in Massachusetts which holds Foreign Trade Zone status.

Some of the benefits of doing business in a foreign trade zone include:

- Relief from inverted tariffs.
- Duty exemption on re-exports.
- Duty elimination on waste, scrap, and yield loss.
- Simplified reporting requirements.

### **3.5 Additional Incentive Programs**

#### District Improvement Financing

If needed the City of Holyoke will pursue District Improvement Financing (DIF) for site preparation, environmental testing and remediation, roadway infrastructure, streetscape improvements, utilities, parking facilities and other municipal improvements. The amount of this benefit will be determined by the scope and size of a development project.

#### Financing

The City of Holyoke, through HEDIC, can provide financing to manufacturers in the City. The Commonwealth of Massachusetts and its related agencies also provide a variety of financing mechanisms which may be of benefit to this project, including but not limited to revenue bonds, low-interest loans, and guarantees. Other Federal and State programs can be used where applicable.

#### Utility Incentives

Through its Economic Development Discount program Holyoke Gas & Electric (HG&E) offers a 10% bill discount for the first three years of operation to qualifying companies that locate or expand their facilities within its service territory.

These same companies can, should they continue to expand, reapply for another three year term of discounts on the new portion of their energy load. These discounts apply to electric, gas and steam services.

In addition, HG&E offers incentives for customers to participate in Demand-Side Management programs. More information about these programs can be found in section 4.2.4 of this report.

### **3.6 Workforce Development**

CareerPoint, the City's one-stop career center, the Kittredge Business Center at Holyoke Community College as well as the Hampden County Regional Employment Board provide a variety of workforce development services including, recruitment, screening, grant opportunities, and training.

In addition, the Five College Area (University of Massachusetts, Amherst College, Hampshire College, Mount Holyoke College, and Smith College) and the nine Hampden County higher education institutions (Holyoke Community College, American International College, Baypath College, Cambridge College, Elms College, Springfield College, Springfield Technical Community College, Westfield State College, and Western New England College) provide a large reservoir of educated talent.

### **3.7 Workforce Development Incentives**

The Workforce Training Fund (WTF) offered by the Department of Workforce Development, provides grants to train new employees or to upgrade the skills of existing employees. Grants in the manufacturing industry have usually averaged \$1,100 - \$1,500 per employee, and are capped at \$250,000. The WTF has no income requirements and companies applying to the program for the first time receive preference. Companies typically meet a match requirement through the salaries of employees as they provide or receive the training funded by the grant. The Commonwealth Corporation provides companies with no-cost assistance to help ensure the quality of final application. A WTF grant requires approval of the Workforce Training Fund Board.

The Hiring Incentive Training (HIT) Grant, also offered by the Department of Workforce Development, assists in paying training costs for newly hired employees who have been unemployed over a year and those that do not have a call back date from their last employer. The HIT grant may be used in addition to other training funds.

## **4. Utility Services**

Holyoke is ahead of the curve when it comes to “Green Energy.” The City was built on water power and continues to use this incredible asset through our municipally owned hydroelectric dam and canal system.

Over 60% of the City’s electricity is derived from non-greenhouse gas producing, renewable hydroelectric generation sources. In addition, as this source of electricity is insulated from the often volatile fossil fuel markets, electricity in Holyoke is offered at some of the lowest prices in New England.

With growing consumer interest in sustainable business practices, Holyoke’s unique hydroelectric production capacity is more than just an environmental decision - it makes business sense as well.

### **4.1 About HG&E**

Formed in 1902, Holyoke Gas & Electric is a municipally-owned energy and telecommunications utility company. The utility’s customer service and dedication to its customers are unmatched in the region, with customer satisfaction ratings of over 95%. The utility offers 24/7 service with prompt response from locally-dispatched crews. The utility’s employees both live and work in the community, and take great pride in the outstanding service offered to their customers.

As a mark of its dedication to its innovation and its commitment to exemplary service, HG&E has recently received the prestigious RP3 designation from the American Public Power Association.

RP3 status is awarded to municipal utility companies which provide customers with the highest degree of reliable and safe electric service. HG&E was proud to receive a Platinum RP3 designation, a status that is held by less than 0.2% of the country's over 2,000 municipally-owned utility companies.

## 4.2 Electric Service

The HG&E electric distribution system is designed with 8 electrical substations located throughout the City. This design allows for the option of redundant feeds from diverse substations at select locations within the city.

HG&E offers a highly reliable electric service that is powered with approximately 60% hydroelectric based generation. This large percentage of hydro power results in a carbon footprint for HG&E's power supply of 75-350 lbs per MWh, ranging from high to low water years. This compares favorably with the ISO New England average of 1074 lbs per MWh. A comparison of the carbon footprint information follows below in Table 3 below.

TABLE 3.0 Carbon Footprint Comparison	
<b>Average ISO-NE Member Utility (2006/2007)</b>	<b>1,074</b> lbs CO <sub>2</sub> / MWh
<b>Holyoke Gas &amp; Electric (2006)</b>	<b>143</b> lbs CO <sub>2</sub> / MWh
<b>Holyoke Gas &amp; Electric (2007)</b>	<b>355</b> lbs CO <sub>2</sub> / MWh
<b>Holyoke Gas &amp; Electric (2008)</b>	<b>75</b> lbs CO <sub>2</sub> / MWh

In addition to the low environmental impact of our base power product, HG&E customers also enjoy some of the lowest electric rates in New England. On average, large HG&E electric customers realize substantial savings over the rates they would pay the privately-owned utility companies that serve surrounding communities. More detailed electric rate comparisons can be found in Section 4.2.2 of this report.

### 4.2.1 Electric Service - Reliability

Electric service reliability is commonly measured by a number of generally accepted metrics. These values include:

Average System Availability Index (ASAI) - Represents how much of the time a customer actually has service available to them.

Customer Average Interruption Duration Index (CAIDI) - Represents the average time expected to take to restore service after a sustained interruption.

System Average Interruption Duration Index (SAIDI) - Defines the average interruption duration per customer served.

System Average Interruption Frequency Index (SAIFI) - Defines the average number of times that a customer's service is interrupted during a given year.

Momentary Average Interruption Frequency Index (MAIFI) - Defines the average number of momentary outages a customer may experience in a year.

The service reliability experienced by HG&E customers when compared to national benchmark statistics is outlined in Table 4 below.

**TABLE 4.0**

**HG&E - Electric Distribution System Reliability Statistics**

	HG&E 2008	HG&E 2007	TYPICAL MUNICIPAL UTILITY	PRIVATE UTILITIES
ASAI	99.994%	99.992%	99.989%	99.982%
CAIDI	83.32 min	113.85 min	60 min	90 min
SAIDI	33.29 min	44.33 min	60 min	102.32 min
SAIFI	0.40 outages	0.34 outages	1 outage	1.02 outages
MAIFI	2.58 events	2.77 events	2-4 events	3.13 events

### 4.2.2 Electric Service - Rates

The two figures that follow demonstrate the value offered in locating a large commercial-use facility in Holyoke when compared to areas that are served by other utility companies.

Rate comparisons for other electrical consumption levels or load factors are available upon request.

FIGURE 3.0

**Electric Utility Rate Comparison**

Monthly Bill Comparison is based upon a commercial class customer consuming 520,000 kWh per month, with a 62% load factor and a demand of 1.16MW. Rates effective 3/1/09. Totals shown include all applicable discounts.



FIGURE 3.1

**Electric Utility Rate Comparison**

Monthly Bill Comparison is based upon a commercial class customer consuming 2,500,000 kWh per month, with a 82.7% load factor and a demand of 4.2MW. Rates effective 3/1/09. Totals shown include all applicable discounts.



**4.2.3 Electric Service - Demand Side Management Incentives**

The NE-ISO has constructed financial incentive programs to entice large electric customers to curtail their electrical consumption during periods of peak system demand. Through these curtailments, the ISO can better work to ensure a reliable supply of power to all customers at all times.

There are several potential Demand Side Management (DSM) initiatives. Five of these options have been established by the NE-ISO for their member utility companies. HG&E would be able to help guide a customer through this process and manage its application while offering the Customer 60% of the incentive payments received by the ISO for the it's participation in any one of these programs.

HG&E has also developed an off grid approach to DSM which is independent of the ISO program. Additional details regarding this program are available upon request.

### **4.3 Natural Gas Service**

Increased use of natural gas can help address several environmental concerns including smog, acid rain and greenhouse gas emissions.

HG&E offers a variety of natural gas rate options for your business including and interruptible service where your business enjoys a lower per unit rate for gas, providing that you can suspend consumption during periods of peak system demand.

#### **4.3.1 Natural Gas Service - Reliability**

HG&E maintains a direct connection to the Tennessee Gas Pipeline and operates a recently upgraded Liquefied Natural Gas (LNG) vaporization facility. This facility allows the utility to provide an uninterrupted natural gas supply to its customers, even in the unlikely event of a pipeline failure. The supply tanks at this facility are sufficient to provide a 48 hour supply of gas to the City, and have the ability to be refueled continuously via tanker trucks.

In addition to providing a reliable natural gas supply, HG&E also offers 24-hour service of natural gas fired equipment such as boilers, furnaces and cooking equipment.

#### **4.3.2 Natural Gas Service - Rates**

HG&E provides an extremely reliable service connection accompanied by very competitive natural gas rates when compared to other utility companies in the region. Specific rate comparisons are available upon request.

### **4.4 Telecommunications Services**

Our fiber network is extremely reliable, having never experienced an interruption of service on its fiber optic backbone in the past decade. Our service technicians and support staff are locally based, offering same day repair and diagnosis.

HG&E owns the fiber network and provisions internet services over it. This puts us at a distinct advantage in terms of both pricing and reliability. No other local internet provider can match the value of our fiber optic service.

#### **4.4.1 Fiber Optic Service - Network Design**

The HGE.net fiber optic network consists of 11 Central Offices which are linked together by lines which contain up to 288 single mode fiber cables. Eight of these central offices are located in Holyoke, one is located in Chicopee, and the remaining two are situated downtown Springfield.

These Central Offices are fiber linked at of a speed of 3 Gbps via an Alcatel/Lucent 9x00 series platform with a fault tolerant design. Though this equipment we are able to offer end users MetroE-based connectivity services over dedicated multi-mode fiber cables at transport speeds up to 1 Gbps.

Four of these central offices also contain additional fault tolerant Alcatel/Lucent DMX platform optical switching equipment. This equipment facilitates the transport of internet backhaul traffic to the network's two diverse internet gateways in Springfield. These switches are fiber linked at a speed of 10 Gbps, with the ability to scale to faster connection speeds through integrated DWDM technology or the utilization of additional single mode fiber pairs.

#### **4.4.2 Fiber Optic Service - Internet Connectivity**

The HGE.net fiber optic network maintains physically diverse OC-3 connections to both Level3 and Verizon Business. This provides our network with over 300Mbps of available internet connectivity.

Our internet service is delivered to end users over dedicated multi-mode fiber cables using a MetroE protocol. MetroE offers secure high-speed connections without the complexities associated with either ATM or MPLS communications protocols. It is based upon the Ethernet technology that is ubiquitous in today's office environment and integrates seamlessly with it.

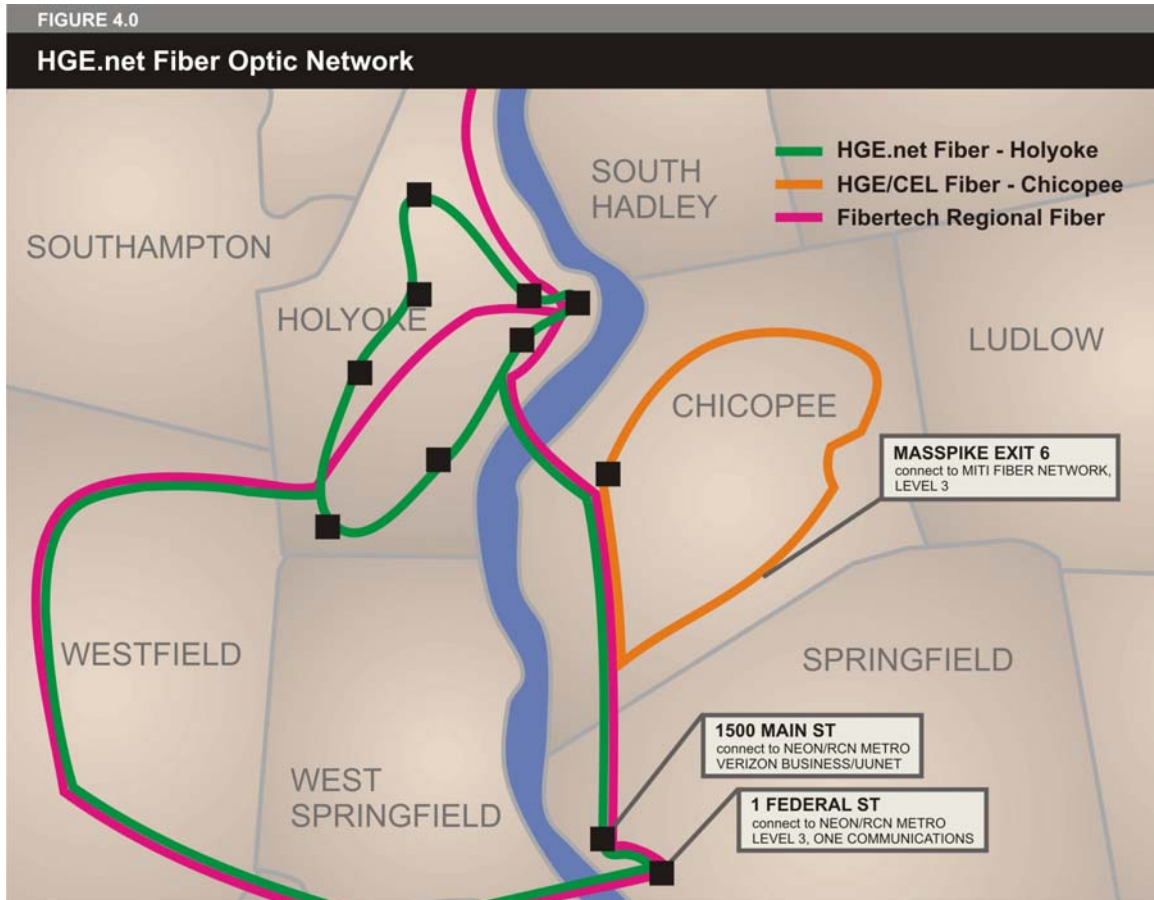
#### **4.4.3 Fiber Optic Service - Long Haul Carrier Connections**

The unique footprint of our fiber network allows for connections to multiple dark fiber networks and long haul data carriers.

In Chicopee, we have the ability to link to the Massachusetts Information Turnpike Initiative (MITI) though their Chicopee shed. In Holyoke, our network touches the Fibertech regional fiber optic network at numerous points, allowing backhaul connectivity to many locations throughout the Pioneer Valley and Northern Connecticut. Our Holyoke network also has the potential ability to link to fiber cabling that is slated to be installed in the new I-91 intelligent transportation system network.

In Springfield, we have the ability to connect to the Verizon Business or NEON/RCN Metro fiber networks through our co-location space in the TowerSquare office building. In Springfield we also have a physical switched presence in the 1 Federal Street carrier hotel facility which could facilitate dark fiber or lambda service links to Level 3, One Communications or NEON/RCN Metro Networks.

The figure below gives an overview of our general network design and the potential points of connectivity to other transport networks.



## 5.0 Summary / Conclusion

Holyoke is uniquely positioned to offer many benefits to your business.

Holyoke's location is unmatched. Strategically located at the intersection of I-91 and I-90, also known as the Crossroads of New England, Holyoke is just a quick 90 minute drive from either Boston, MA or Albany, NY. In addition, New York City is a mere 3 hours away from the City.

Land acquisition and construction costs are lower in Holyoke than in many other comparable metropolitan areas. There is a population of over 110,000 higher education students located within a 30-minute drive of the City. There is also a wealth of State and local incentive programs aimed at helping your business succeed in the City.

In addition, the City's fiber optic network also provides business customers with access to fast internet access. The network also allows for connections to numerous long haul data providers, and our multiple points of presence can supply your site with fault-tolerant fiber connections.

Additionally, ownership of the Holyoke Dam and Canal System allow HG&E to offer a base electric power product that is over 60% fueled from hydroelectric sources. This allows the base HG&E power product to have a carbon footprint approximately from one-third to one-tenth that of an average New England utility company.

In addition to environmentally-friendly power, Holyoke has some of the lowest commercial electric rates in New England. Currently electric utility bills in Holyoke are from 14%-52% lower than those for a comparable facility located in a community that is served by one of the State's four investor-owned utility companies.

Holyoke offers your company a modern business environment accompanied by green-powered electricity. And Holyoke offers you all of these benefits without the premium costs that are usually attached with them.

In short, we welcome your business to Holyoke.