

Looking to save energy?



HG&E offers homeowners up to \$5,000 in zero-interest assistance to install energy conservation measures.

The Residential Energy Conservation Program can provide homeowners with the money they need to make energy-saving improvements to their homes.

The program offers interest-free assistance for home insulation projects, installation of Energy Star replacement windows, or for an upgrade of your home's gas-fired heating system to modern efficiency standards.

The assistance can be repaid over an up to 60 month period, and payments conveniently appear on your monthly HG&E energy bill.

Taking these conservation steps can save the average homeowner over \$100 per month in winter heating costs.

To find out more about this program, visit our website at www.hged.com/conserve or contact us at (413) 536-9300.

also visit our website at:
www.hged.com/conserve



helpful telephone numbers

- HG&E Customer Accounts**
for general account and incentive program questions **(413)536-9300**
- HG&E Credit Department**
to discuss past due bills and set-up payment arrangements **(413)536-9300**
- MuniHELPS Audit Hotline**
for conservation questions or to schedule an energy audit **(888)335-7203**
- Valley Opportunity Council**
to apply for low-income fuel assistance programs **(413)552-1548**
- Salvation Army Good Neighbor Energy Fund**
offers eligible families up to \$275 to help pay heating bills **(800)262-1320**

See the Residential Energy Conservation Program Application for complete details.

New Contract Lighting Rates

effective with bills generated on or after 9/12/07

Now you can protect and beautify your property with affordable contract lighting solutions from Holyoke Gas & Electric. For a small monthly fee, you will be utilizing the latest in energy efficient outdoor lighting.

We offer a variety of contract lighting packages that can protect your home or business. For as little as **\$11.75 a month**, you can have a high pressure sodium lamp, light fixture, photocell timer, and a 35 foot wood pole wired and installed.

The rate even includes electric service!
Contact us at 536-9407 to learn more about contract lighting from HG&E.

note: contract lighting is only available at locations that receive their electric service from HG&E

High Pressure Sodium Lamps		
	NEW RATE	OLD RATE
100W Roadway or Area	\$8.50/month	\$8.50/month
150W Roadway Lamp	\$11.25/month	\$10.75/month
250W Roadway Lamp	\$15.50/month	\$15.25/month
250W Flood Lamp	\$17.00/month	\$16.75/month
400W Roadway Lamp	\$22.75/month	\$22.50/month
400W Flood Lamp	\$23.75/month	\$23.25/month
35' wood pole, installed	\$3.75/month	
non-wood pole, installed	\$11.00/month	\$3.25/month
Deluxe "White" High Pressure Sodium Lamps		New product
Add \$2.50/month to above rates.		

Rates applied monthly.
All rates include on/off photocell, installation, and electric consumption.
Some restrictions do apply.
1 year contract required.

Mainlines

SEPTEMBER/OCTOBER 2007

A newsletter for the customers of the Holyoke Gas & Electric Department

HG&E to Hold Energy Conservation Seminar

On Wednesday October 24th from 6pm-8pm, HG&E will be holding an Energy Conservation Forum at the HG&E Main Office Building (99 Suffolk Street, Downtown Holyoke) All HG&E customers are invited to attend.

A certified energy auditor and a representative from HG&E's MuniHELPS energy conservation hotline will be on-hand to perform a brief presentation and answer your questions about home energy conservation and weatherization.

Wednesday October 24th / 6pm-8pm
Free workshop / Refreshments & Prizes

The forum will also present information on managing bill payments as well as HG&E's conservation incentives including: home energy audits; the Residential Energy Conservation Assistance Program that provides up to



2 FREE CFL Light Bulbs for HG&E customers who attend!

\$5,000 in interest-free assistance to help homeowners replace windows, upgrade insulation levels, or replace gas-fired furnace and boiler equipment; an Energy Star appliance rebate program that offers \$50 toward the purchase of an energy efficient clothes washer, dishwasher or refrigerator; and a budget billing program that equalizes bill payments over a 12-month period. Additional information about these programs is also available on the HG&E website at: www.hged.com/conserve

Electric Rate Comparison

September 2007 - Residential customer consuming 500 kwh per month. Amounts shown include all discounts and use the fixed default generation supply price.

HG&E	\$56.30	
National Grid	\$79.44	+41.1%
Western Mass Electric	\$85.02	+51.0%

Natural Gas Rate Comparison

Average Annual Bill (Nov 2006-October 2007) - Residential customer consuming 111 CCF per month. (1376 CCF Annual Consumption) Amounts shown include all discounts.

HG&E	\$167.61	
Baystate Gas	\$161.32	-3.7%
Boston Gas (Keyspan)	\$192.83	+15.0%

In Memoriam

Neil J. Moriarty Jr.

June 1, 1931-September 1, 2007



HG&E Commission Chairman Neil J. Moriarty, Jr. died on September 1, 2007 after a long illness. Neil served on the Holyoke Gas & Electric Commission for 19 years, and was the Commission Chairman for the last ten years. He guided HG&E through some of the most complex initiatives in the Department's history including: Electric Utility Deregulation, the Development of a Fiber Optic Network, and the purchase of the Holyoke Hydroelectric Dam and Canal System. HG&E owes a huge debt of gratitude to Neil for his tireless efforts and longtime support.

The thoughts and prayers of every HG&E employee are with the Moriarty family and we invite you to join us in saluting an irreplaceable figure in Holyoke's history.

Neil J. Moriarty, Jr. Scholarship For Cadet Engineers Dedicated to Late Commissioner

At its September 19th meeting, the HG&E Commission voted to dedicate the Cadet Engineering Scholarship program in memory of our late Commission Chairman. The program offers educational aid to residents of Holyoke who have recently graduated High School and were accepted into a four-year accredited college engineering program. The program will now be named the Neil J. Moriarty, Jr. Scholarship For Cadet Engineers.



Winter

is just around the corner...

Let HG&E help you prepare for the cold weather ahead.

In just weeks, the Winter heating season will be upon us. Here's what HG&E is doing to help you prepare:

Management of Fuel Costs - HG&E has been making strategic procurement of natural gas throughout the Spring and Summer seasons. Much of this fuel has been placed into storage in large underground storage caverns located in Pennsylvania. At times of peak pricing, HG&E will draw its supply from these caverns to reduce costs for our customers. HG&E has also been working with multiple fuel suppliers to keep costs as low as possible. It is our mission to provide our customers with the lowest possible rates; and we will continue to work diligently to meet that goal.

Assisting with Energy Conservation - Our energy conservation program provides homeowners with interest-free assistance on an expanded range of conservation measures. HG&E customers can receive up to \$5,000 in interest-free assistance to insulate your walls or attic, install high-efficiency replacement windows or skylights or install a new gas-fired water heater, boiler or furnace. The finance savings alone under this program is worth more than \$700 over the five-year repayment term, and the average homeowner can expect to save 10% or more on their monthly HG&E energy bill by taking these conservation measures. To learn more, visit our website at: www.hged.com/conserve

Free Home Energy Audits - Contact the MuniHELPS line at (888)335-7203 with any questions concerning energy conservation in your home. Also call the toll-free hotline to see if you qualify for a free energy audit. MuniHELPS operators have a wealth of information about all aspects of residential energy conservation.

Winter Payment Plans - If you think you will have trouble paying your utility bills this winter - contact our credit department now at 536-9300. We can help you set-up a payment plan now so that you won't fall behind on your bills during the cold winter season.

Salvation Army Good Neighbor Energy Fund - This fund provides needy families with up to \$275 per heating season to homes that have a gross household income that falls within 200 and 275 percent of the Federal Poverty Income Guidelines. You can also make a contribution to this fund and help needy families by contacting the Salvation Army Good Neighbor Energy Fund toll-free at (800) 262-1320.

Financial Assistance Programs - If your family is on a low or fixed income, contact the Valley Opportunity Council now to learn about fuel assistance programs. Millions of dollars are set aside by the federal government to help low-income individuals with winter heating and weatherization needs. Contact the Valley Opportunity Council in Holyoke at (413) 552-1548 to learn more.

Winter Check-Up Program - An HG&E service technician will inspect your gas-fired heating system for just \$10 and have it ready for the winter ahead. The service includes a system safety check, relighting of the pilot, and lubrication of circulators. Contact our service department at (413)536-9300 (option 1) to schedule an appointment.

Service is for natural gas fired boilers and furnaces only. For \$10 service an appointment must be made and booked for a time during normal business hours (Monday-Friday 9AM-3PM). If the service appointment is booked outside of these time periods regular service pricing applies. Capacity under this special program is limited, please book early to secure your appointment. Any additional necessary work discovered at time of the inspection may be performed at the Customer's option and will be billed at standard HG&E labor & parts rates. Program is available to residential customers only, limit one specially-priced winter check-up per customer.

FREE Energy Conservation Workshop

BRING YOUR QUESTIONS!

► **Wednesday October 24th**

► **HG&E Main Office** corner of Suffolk & Chestnut Streets
Downtown Holyoke (next to Post Office)

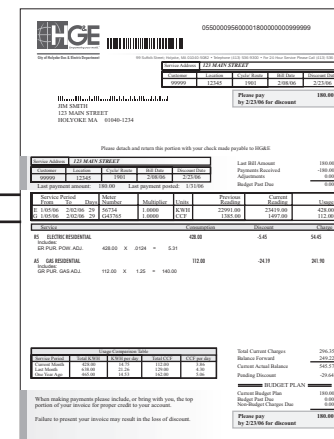
► **6:00pm - 8:00pm** free refreshments will be served

Join us for a presentation by our energy auditor about easy ways you can save both energy and money this winter. At the end of the presentation, our auditor will be available to answer your energy conversation questions. We look forward to seeing you there!



A guide to calculating your HG&E energy bill

Computing your HG&E residential energy bill is easy. You can even compute your bill mid-month to determine how much energy you've consumed.



Look in this section of your HG&E bill to determine your last meter readings.

If re-computing your current bill, subtract your last reading from the current meter reading amounts to determine your energy consumption.

if you have any questions about your bill contact an HG&E Customer Accounts Representative at (413) 536-9300

For Residential Electric Service:

Monthly Customer Charge (per meter) **\$4.01**

Consumption Charges

_____ kWh used X \$.10458 /kWh* \$.
*includes PPA of \$.02286 and Hydroelectric credit of -.01224

Your electric bill amount : \$.

► **Includes 15-day prompt payment discount**

For Residential Natural Gas Service:

Monthly Customer Charge (per meter) **\$5.40**

Consumption Charges

_____ first 40 ccf used X \$1.5903 /ccf* \$.
*includes distribution charge of \$0.9153 and PGA of \$0.675

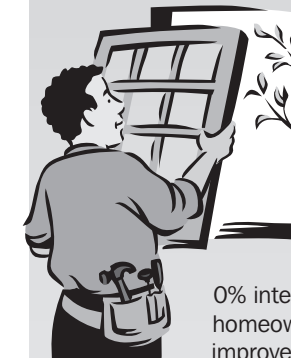
_____ all additional ccf X \$1.3653 /ccf* \$.
*includes distribution charge of \$0.6903 and PGA of \$0.675

Your gas bill amount : \$.

► **Includes 15-day prompt payment discount**

Energy conservation saves money.

Purchase new Energy Star rated equipment and appliances to save!



Energy Star Rebates provide \$50 towards purchase of a new Energy Star Clothes Washer, Refrigerator or Dishwasher

Residential Energy Conservation Program provides up to \$5,000 in

0% interest assistance to qualified homeowners for window replacement or improvement of home insulation levels

Energy Star Clothes Washer

PLUS SAVE
\$50
WITH HG&E
REBATE

save \$110/year

when you replace a model manufactured before 1994

Energy Star Refrigerator

PLUS SAVE
\$50
WITH HG&E
REBATE

save \$60/year

when you replace a model manufactured before 1993

Energy Star Dishwasher

PLUS SAVE
\$50
WITH HG&E
REBATE

save \$25/year

when you replace a model manufactured before 1994

Energy Star Rated Replacement Windows

AND RECEIVE
0%
FINANCE
ASSISTANCE

save \$340/year

replacing single-pained windows with Energy Star windows

To learn more about any of these programs call HG&E at 536-9300

To download Energy Star Rebate forms visit: www.hged.com/energystar

Replacement window savings estimate based upon a 2,000 sq ft, single story detached house with 15% glazing, gas heat and electric air conditioning. Actual savings will vary based upon your home. Visit www.energystar.gov/windows for details.

Energy Star rebates are limited to one rebate per appliance type per year. Customer must receive electric service from HG&E to be eligible. Visit www.hged.com/energystar for details.