

Mainlines

DECEMBER 2014 / JANUARY 2015

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

Protect your family from the dangers of Carbon Monoxide

Whether you heat your home with oil, natural gas, propane, coal or wood, your heating system can produce carbon monoxide (CO) if it is not working properly, or if it is inadequately vented. CO is also produced by internal combustion devices such as cars and small gasoline engines. Carbon monoxide is odorless, colorless and tasteless, but very toxic. Signs indicating the presence of carbon monoxide in the home include stuffy, stale, or smelly air, very high humidity, or soot coming from a fireplace or heating system.

What are the symptoms of CO poisoning?

The symptoms of carbon monoxide poisoning are often confused with those of the flu, and the highest incidence of poisoning occurs during the flu season.

Symptoms include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems, and loss of muscle control. High concentrations of carbon monoxide can lead to unconsciousness, brain damage, or death. However, a victim may not experience **ANY** of these symptoms, or only one or a few symptoms. You should suspect the presence of carbon monoxide if symptoms tend to disappear when you leave your home.

What should you do if you suspect the presence of Carbon Monoxide in your home?

- ▶ Open the windows and doors immediately.
- ▶ Contact HG&E at (413) 536-9300 (24-hours a day) or a licensed heating contractor immediately for an emergency inspection.
- ▶ If carbon monoxide is detected in your home, seek medical attention immediately.

This important safety information has been prepared by the Northeast Gas Association.

Happy holidays!

Your December bill reflects an **extra 10% holiday discount on gas and electric services**, granted by Holyoke Gas & Electric's Commission. This discount does not apply to customers who are participating in an economic development incentive offer.



Economic development incentives include the First-Time Homeowner program, the Economic Development discount program and Large Industrial Contract Rate customers. Bills must be paid by discount date to receive discounts.



Photo from left: Michael Fern, Gas Distribution Crew; Dan Smith, Senior Gas Engineer, and Brendan Flynn, Gas Distribution Foreman receive the American Public Gas Association Safety Award on behalf of Holyoke Gas & Electric.

Holyoke Gas & Electric receives American Public Gas Association Safety Award

Electric Rate Comparison

November 2014 - Residential customer consuming 500 kwh per month. Amounts shown include all discounts and use the fixed default generation supply price.

HG&E	\$60.06	includes an extra 10% holiday discount for December!
Western Mass Electric	\$91.90	serving Springfield
National Grid	\$121.18	serving Northampton

Natural Gas Rate Comparison

Average Winter Bill: November 2014 - April 2015. Residential customer consuming 185 CCF/month. (1376 CCF Annual Consumption) Amounts shown include all discounts.

HG&E	\$221.02	includes an extra 10% holiday discount for December!
Berkshire Gas	\$250.31	serving Pittsfield
Baystate Gas	\$297.85	serving Springfield

10 WAYS TO SAVE ENERGY & MONEY

- 1 Install a programmable thermostat to lower utility bills and manage your heating and cooling systems efficiently.
- 2 Turn things off when you are not in the room, such as: lights, TVs, entertainment systems, and your computer and monitor.
- 3 Plug home electronics, such as TVs and DVD players, into power strips; turn the power strips off when the equipment is not in use—TVs and DVDs in standby mode still use several watts of power.
- 4 Lower the thermostat on your water heater to 120°F.
- 5 Take short showers instead of baths and use low-flow showerheads for additional energy savings.
- 6 Wash only full loads of dishes and clothes.
- 7 Air dry dishes and clothes.
- 8 Check to see that windows and doors are closed when heating or cooling your home.
- 9 Drive sensibly. Aggressive driving such as speeding, and rapid acceleration and braking, wastes fuel.
- 10 Look for the ENERGY STAR® label on light bulbs, home appliances, electronics, and other products. ENERGY STAR products meet strict efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.

Visit www.energysavers.gov or www.hged.com for more information.

This important safety information has been prepared by the U.S. Department of Energy.



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/Newsletter
Coordinator:**
Kate Sullivan
ksullivan@hged.com

Payment Options

Online Payment
www.hged.com

Walk-in/Drive-Thru
99 Suffolk Street
Holyoke, MA 01040
(413) 536-9300

Mail
P.O. Box 4165
Woburn, MA 01888-4165

Holyoke drop boxes

- Senior Center, 291 Pine Street
- C-Mart, 1500 Northampton Street
- DB Mart, 494 Westfield Road
- Stop & Shop, 28 Lincoln Street
- Stop & Shop, 2265 Northampton Street
- Wally's BP Shop, 297 Apremont Hwy

Holiday Closings

Christmas Day
Thursday, December 25, 2014

New Year's Day
Thursday, January 1, 2015

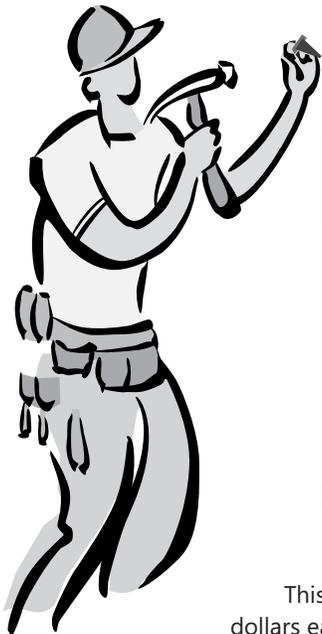
Commissioners

Francis J. Hoey, III
Robert H. Griffin
James A. Sutter

Manager

James M. Lavelle

Our home energy audit
shows many ways to save.



A professional energy auditor will complete the following:

- ▶ Heating and hot water system check
- ▶ Appliance efficiency and operational cost discussion
- ▶ Survey of home insulation and check for air drafts
- ▶ A full report which includes efficiency recommendations

This comprehensive energy audit could save you hundreds of dollars each year, and is provided at no cost to you by HG&E.

To sign-up for your free energy audit, call our HELPS energy audit contractor **toll-free at (888) 333-7525**. Then an energy auditor will then contact you and arrange for an in-home appointment within the next 4-6 weeks.