

Mainlines

APRIL / MAY 2014

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

Frigid Winter Boosts Gas Consumption

The winter of 2013-2014 has been one of the coldest winters in recent history, causing record demand for natural gas and other heating fuels throughout New England. Due to the cold temperatures and growing consumption, there were major strains on the natural gas transmission lines that service New England, causing costs to hit historic highs.

Locally, natural gas consumption was approximately 20% higher this winter in comparison to an average year, setting records with two of the highest send-out (gas sold in a single day) peaks in HG&E's history. HG&E purchases natural gas throughout the year, and as a result, had limited exposure to this winter's natural gas price spikes. While many area gas distribution companies have already announced rate increases, HG&E does not forecast an increase in winter rates as a result of the recent price spikes. See gas rate comparison on right.

Although HG&E has kept rates relatively low, we understand that heating bills reflect record high customer consumption over the last few months. If you need to make a payment plan, or would like to inquire about eligibility for heating assistance, please contact HG&E at (413) 536-9300. We are here to help!

Natural Gas Rate Comparison

November 2013 - April 2014 (average winter bill)
Residential customer consuming 185 CCF/month. (1376 CCF Annual Consumption) Amounts shown include all discounts. Rates effective as of 3/1/2014.

HG&E	\$217.31
Berkshire Gas <small>serving Pittsfield</small>	\$244.04
Baystate Gas <small>serving Springfield</small>	\$284.75

Electric Rate Comparison

March 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
National Grid <small>serving Northampton</small>	\$89.39
Western Mass Electric <small>serving Springfield</small>	\$91.78

Important Natural Gas Safety Information

Holyoke Gas & Electric (HG&E) included a brief brochure with your monthly bill, which includes important natural gas safety information for you and your family.

If you smell gas or have any questions, please contact HG&E at (413) 536-9300.



An invitation to visit...

The Robert E. Barrett Fishway at the Holyoke Dam opens for the season on May 7th. Come see our amazing fish elevator system and the underwater fish viewing windows.

2014 Fishlift Schedule

Open May 7 through June 15
Wednesday - Sunday • 9:00 a.m. - 5:00 p.m.
Also open Memorial Day, Monday, May 26

FOR MORE INFORMATION VISIT
OUR WEBSITE AT: www.hged.com/fishway

2014 HG&E Shad Derby May 10-11, 17-18

Fishing Tournament
Open to everyone
Prizes & Trophies

Sponsored by Holyoke Gas & Electric



FOR MORE INFORMATION VISIT
OUR WEBSITE AT: www.hged.com/shadderby

2014-2015 Budget Program

Holyoke Gas & Electric's Budget Program makes it easier for customers to manage energy costs throughout the year by dividing bills into twelve monthly payments. This year, plan ahead for winter by joining HG&E's Budget Program today!

Signing up is easy, just fill out the form (below or online) and we'll send you more information accompanied by a quote of what your monthly payment would be.

The estimated cost is determined from previous utility bills or is calculated by our engineers, then divided into 12 equal monthly payments. Budget payments will start with your June 2014 bill. The budget payment will be reviewed after January 2015 billing and automatically adjusted if necessary.

The Budget Program is available to all HG&E customers at no additional cost. Please note, your account must have a \$0 balance and your location must have one year of billing history to enroll in the program.

Sign up online or submit the form below to HG&E's Main Office.

www.hged.com/budget

Budget Program Customer Account Information

I currently heat my home with: Gas Electric Other

I recently changed to gas for heating purposes: Yes No

HG&E Account Number
(from your monthly bill)

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Your Name: _____

Service Address: _____

Cycle/Route Number: _____
(from your monthly bill)

Telephone Number: _____

Cell Phone Number: _____

Customer Signature: _____ Date: _____

▶ Please return this form to HG&E within 10 days of receiving this notice.



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

Patriots' Day
Monday, April 21, 2014

Memorial Day
Monday, May 26, 2014

Commissioners

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

Manager

James M. Lavelle