

Mainlines

AUGUST/SEPTEMBER 2014

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

Celebrate Public Power Week October 6th - 10th, 2014

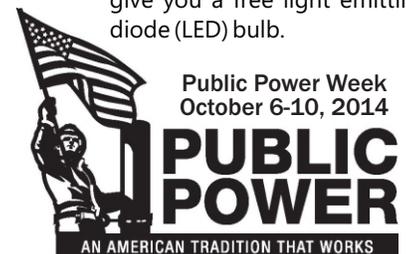
HG&E is a municipal utility, which means that we are not-for-profit and owned by the community we serve – Holyoke. Unlike private utilities, we do not answer to shareholders thousands of miles away. Instead, we answer to you, our ratepayer. Here are some reasons why a municipal utility is the best choice for Holyoke:

- ⚡ We operate in the public interest – for the benefit of the residents and businesses in the City of Holyoke. Our focus is on providing you with excellent service instead of making a profit.
- ⚡ Our employees live in the community, and many are HG&E customers themselves. If a customer has a complaint, he or she can discuss the problem locally, with another member of the community, and be assured that the problem will be addressed.
- ⚡ Local ownership means that a good portion of our customers' energy dollars stay in the community – creating jobs and supporting the local community.
- ⚡ Our rates and services are controlled locally. This enables us to make decisions and provide services that specifically benefit the community.
- ⚡ We provide our customers with energy at some of the lowest rates in Massachusetts.
- ⚡ Our low energy rates and financial incentives serve to assist the City's Economic Development efforts.

Get your FREE LED light bulb!

Join HG&E in celebrating over a century of Public Power in Holyoke, by visiting our Main Office at 99 Suffolk Street during the week of October 6th-10th.

Just pay your bill in person or show a copy of your most recent bill, and we'll give you a free light emitting diode (LED) bulb.



Free light bulb details: Limit 1 light bulb per residential customer for duration of promotion, quantities are limited and will be distributed on a first come, first serve basis while supplies last. Customers must show a copy of their most recent HG&E bill. Offer begins at 8:30AM Monday, October 6th and ends at 4:30PM on Friday, October 10th, 2014. Free light bulbs are only available in person at the lobby of our 99 Suffolk Street Main Office.

Electric Rate Comparison

July 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>	\$80.65
Western Mass Electric <small>serving Springfield</small>	\$90.42

Natural Gas Rate Comparison

May 2014 - October 2014 (average summer bill): Residential customer consuming 43 CCF/month. (1376 CCF Annual Consumption) Amounts shown include all discounts. Rates effective as of 5/1/2014.

HG&E	\$56.10
Baystate Gas <small>serving Springfield</small>	\$61.09
Berkshire Gas <small>serving Pittsfield</small>	\$69.21

Holyoke Council on Aging presents: COMMUNITY SHRED

When: SEPTEMBER 27, 2014, 9 am - 12 noon
Where: Holyoke Council on Aging, 291 Pine Street

Friends of the Holyoke Council on Aging is sponsoring a Community Shred to benefit the Holyoke Senior Center. For \$5 per box, your confidential documents can be destroyed on-site. For more information, contact Betty Robertson at (413) 533 - 0567.

HG&E visits Holyoke's Senior Center & Golden Age Club for the Summer Talk to discuss energy efficiency & electrical safety tips.



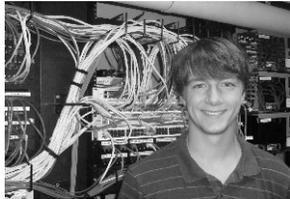
Engineering the Future

HG&E's 2014 Cadet Engineers

From environmental studies to customer service operations, Cadets at the Holyoke Gas & Electric (HG&E) are learning every facet of the business while developing a competitive advantage among college classmates.

"I am really interested in computer engineering, so I will be working with the Telecommunication Division this summer," said Ryan Kirton. "I knew HG&E supplied gas and electric utilities, but I had no idea how many interesting, cutting edge projects were going on here."

Ryan, an undeclared engineering major, going into his freshman year at Lehigh University in Bethlehem, Pennsylvania, graduated from Holyoke High School in June and was named one of HG&E's 2014 Cadet Engineers. This year's HG&E Cadet Engineer class includes



Marissa "Missy" Bernard, Erin Hebert, Conor Hoey, and Ryan Kirton, all 2014 graduates of Holyoke High School.

Missy, an environmental engineering major, will begin her first year at Worcester Polytechnic Institute (WPI) in August. On a hot day in June, Missy could be found at Long Pond Cove observing water chestnut treatment with her mentor, HG&E's Environmental Project Engineer, Sarah LaRose.

Even though Missy has a focus of environmental engineering, HG&E's Cadet Program exposes participants to a range of subjects. "We had the opportunity to see how a variety of areas operate," said Missy. "One of my favorite days so far was going on the road with J.R. [HG&E Serviceman]. It was so cool to see meter installations and meet customers."



Like Missy, Conor Hoey will be entering his freshman year at WPI this fall, but he will need to arrive a bit sooner so he can start training with his new football team. As he enters his career at WPI, Conor is following in the footsteps of his father, uncles, cousins, and grandfather. "It's a bit of a family tradition, many Hoeyes have attended WPI spanning back to my grandfather," said Conor.

Throughout the summer, Conor will be working in HG&E's Hydroelectric Division alongside Maintenance Supervisor, Steve



Roy. "The information and skills I am learning will really help me in my civil engineering coursework," said Conor.

Erin Hebert loved math and science when she was a student at Sullivan Elementary School, and her excitement only grew when she entered Holyoke High School. Erin always knew she would do something in the math or science field, so she has taken the reigns and enrolled as an electrical engineering major at Yale University.

At HG&E, Erin is being mentored by Jonathan Zwirko, a 2005 graduate of the Cadet Engineering Program. Erin is currently working on an electric inventory project. "Driving down the street has become a lot more interesting," Erin said, "I now understand exactly what I see on all the utility poles and how electricity is moving throughout the City."



There have been moments and relationships in each of their lives that directed them towards a degree and career in engineering. But there was one common theme among the four when asked how they knew they wanted to be an engineer and how they decided to apply for HG&E's scholarship: their teachers. Teachers like Mr. Benoit in Physics or STEM Club, Mrs. Johnson in Calculus, and Mrs. Albrecht in Algebra, have helped shape each of them and provided guidance into this important stage of their lives.

The Cornelius J. Moriarty, Jr. Scholarship for Cadet Engineers is open to City of Holyoke residents who are graduating from a duly accredited senior secondary school and have been accepted into an engineering program. For additional application criteria, please contact Holyoke Gas & Electric Manager's office at (413) 536-9313.



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.

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Customer_Accounts@hged.com

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

Payment Options

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99 Suffolk Street
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(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

Labor Day
Monday, September 1, 2014

Columbus Day
Monday, October 13, 2014

Commissioners

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

Manager

James M. Lavelle