

Mainlines

OCTOBER / NOVEMBER 2014

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

In the Blink of an Eye!

You may have returned home from work to see your clock flashing "12:00." Believe it or not, this means the electrical system is doing its job and a sustained outage was prevented. While HG&E has designed the system to "blink" as little as possible, there are many natural occurrences that make these momentary interruptions unavoidable, including high winds, tree limbs, thunderstorms, and animals.



Since a power disturbance can occur on any electrical line, the system has been equipped with a protective device called a recloser, which acts like a circuit breaker. When an electronic recloser recognizes a fault, it will interrupt the power for a very short duration. During this short "blink", the fault most often clears itself from the circuit and the recloser is automatically reset, restoring power.



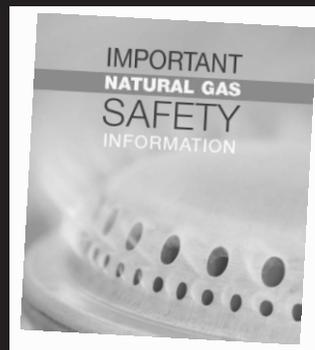
The recloser might operate a few times depending on the circumstance, and if the situation does not clear, the recloser will open permanently causing a sustained outage. At this time, HG&E's lineman will be dispatched to correct the fault.

The next time you experience a "blink" you will know that our system is operating properly, protecting equipment while ensuring as few sustained outages as possible.

Important Natural Gas Safety Information

"Natural Gas is the most popular home heating fuel in America and is supplied by a pipeline distribution system that is among the safest, most reliable and secure methods of transporting energy."

-Northeast Gas Association



Please see a brief brochure included with your monthly HG&E bill, which provides important natural gas safety information for you and your family.

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

MuniHELPS Conservation Helpline

888-333-7525

Call with any questions about home energy conservation. You can also schedule a free in-home energy audit.

Your Trusted Advisor!

phone | internet | data

A fiber optic network connection from HG&E offers business internet, wide area networking, & phone services with nearly limitless connection speed, reliability, and unbeatable 24-hour local support.

Serving businesses throughout the Pioneer Valley.

Holyoke Gas & Electric Telecommunications | www.hge.net | (413) 536-9444

Energy conservation saves money.

HG&E recently updated appliance rebates to reflect the latest energy efficiency standards.



HG&E Appliance Rebates provide savings towards the purchase of new CEE and Energy Star rated appliances.

SAVINGS UP TO **\$50** **Clothes Washer Rebate**

SAVINGS UP TO **\$75** **Refrigerator Rebate**

SAVINGS OF **\$25** **Dishwasher Rebate**

SAVINGS OF **\$25** **Room AC Rebate**

SAVINGS OF **\$25** **Dehumidifier Rebate**

SAVINGS OF **\$25** **Air Purifier Rebate**

For more information and to download an HG&E Rebate form visit:
www.hged.com/energystar

Note that each utility customer of record is entitled to receive a rebate for each appliance type only once every five years. Customer must receive electric service from HG&E to be eligible. Visit www.hged.com/energystar for details.



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

Columbus Day
Monday, October 13, 2014

Veterans' Day
Tuesday, November 11, 2014

Thanksgiving Day
Thursday, November 27, 2014

Commissioners

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

Manager

James M. Lavelle