

Mainlines

AUGUST/SEPTEMBER 2015

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



Celebrate Public Power Week October 5th - 9th, 2015

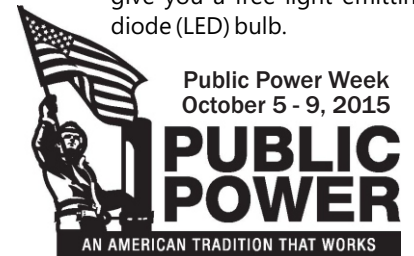
HG&E is a municipal utility, which means that we are owned by the community we serve – Holyoke. Unlike private utilities, we do not answer to shareholders thousands of miles away. Instead, we answer to you, our ratepayer. Here are some reasons why a municipal utility is the best choice for Holyoke:

- ⦿ 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 for corporate shareholders.
- ⦿ 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 5th-9th.

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 5th and ends at 4:30PM on Friday, October 9th, 2015. Free light bulbs are only available in person at the lobby of our 99 Suffolk Street Main Office.

Electric Rate Comparison

July 2015 - 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>	\$86.12
Eversource <small>serving Springfield</small>	\$98.14

Natural Gas Rate Comparison

May 2015 - October 2015 (average summer bill): Residential customer consuming 43 CCF/month. (1376 CCF Annual Consumption) Amounts shown include all discounts. Rates effective as of 7/1/2015.

HG&E	\$45.49
Berkshire Gas <small>serving Pittsfield</small>	\$52.66
Columbia Gas <small>serving Springfield</small>	\$55.07

Holyoke Early Literacy Initiative (HELI)



Dear Holyoke Families,

I am honored to serve the Holyoke community as the Level 5 district receiver in the coming years. I arrived on July 6th to lead Holyoke's schools with tremendous respect for Holyoke's rich traditions and strong sense of pride. It will be a privilege to partner with you and our staff to provide your children with a first class educational experience. Our work together will be challenging, but incredibly rewarding as we ensure that your son or daughter is prepared for college and career pursuits. As I transition to Holyoke, I am eager to listen and learn from you about what is working in our schools and what are some things that we can improve. I know that Holyoke is a city that is committed to improving literacy for all students. The Holyoke Public Schools Summer Reading Program supported by the Holyoke Public Library and the Holyoke Early Literacy Initiative (HELI) are both examples of that commitment.

Thank you in advance for welcoming me to your city. Enjoy the start of your summer and remember to read every day for at least 30 minutes.

Sincerely,
Stephen K. Zrike, Jr., Ed.D.

Estimadas Familias de Holyoke,

Me siento honrado de servir a la comunidad de Holyoke como receptor del distrito de Nivel 5 en los próximos años. Llegué el 6 de julio para dirigir las escuelas de Holyoke con un gran respeto por las ricas tradiciones de Holyoke y fuerte sentido de orgullo. Será un privilegio colaborar con usted y nuestro personal para proporcionar a sus hijos con una experiencia educativa de primera clase. Nuestra labor conjunta será un reto, pero increíblemente gratificante ya que nos aseguramos de que su hijo o hija está preparado para la universidad y la búsqueda de una carrera. Mientras hago mi transición a Holyoke, estoy ansioso por escuchar y aprender de usted acerca de lo que está funcionando en nuestras escuelas y cuáles son algunas de las cosas que podemos mejorar. Sé que Holyoke es una ciudad que se ha comprometido a mejorar la alfabetización para todos los estudiantes. El Programa de Lectura de Verano de las Escuelas Públicas de Holyoke con el apoyo de la Biblioteca Pública de Holyoke y la Iniciativa de Alfabetización Temprana de Holyoke (HELI) son dos ejemplos de ese compromiso.

Gracias de antemano por darme la bienvenida a su ciudad. Disfrute el inicio de su verano y recuerde leer todos los días durante al menos 30 minutos.

Atentamente,
Stephen K. Zrike, Jr., Ed.D.

Fall Back in Time Fundraiser

When: September 18, 2015

Where: The Holyoke Merry-Go-Round

Proceeds to support the ongoing operation and maintenance of the Holyoke Merry-Go-Round. Come in your casual outfit and take a trip down memory lane! Enjoy silent auction and \$8,000 in raffle prizes (raffle tickets are limited, \$100/ticket). Call 413-538-9838 or visit www.holyokemerrygoround.org for more details on event and raffle tickets.



Holyoke Council on Aging presents: **COMMUNITY SHRED**

When: SEPTEMBER 12, 2015, 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.



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

Labor Day
Monday, September 7, 2015

Columbus Day
Monday, October 12, 2015

Commissioners

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

Manager

James M. Lavelle