

# Mainlines

APRIL / MAY 2015

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

## Convenient Bill Payment Options

HG&E offers customers convenient, paperless, and eco-friendly bill payment options, both online and over the phone. Make a payment 24 hours a day, 7 days a week online at [www.hged.com](http://www.hged.com) or by calling (413) 536-9300 (option 5). Please note, customers must have their account number ready in order to pay over the phone.

Whether you pay over the phone or online, you can choose how to have your bill delivered, either by traditional mail or email. To learn more visit [www.hged.com](http://www.hged.com) or contact Customer Service at (413) 536-9300.

### Pay and/or View Bills Online.

HG&E's online payment option is an easy and convenient method to view your current and past statements. Pay 24 hours a day, 7 days a week online or call (413) 536-9300 (option 5). Please note, customers must have their account number ready in order to pay over the phone.

### Fast and Easy.

"One Time Pay", the fastest way to pay online. Quick and easier than writing and mailing checks. Plus you'll get an email confirming that your payment has been accepted.

### Safe and Secure.

Rest assured that your information is confidential and is 100% secure, backed by the highest standards in security.

### Eco-Friendly.

Signing up for paperless billing reduces paper use and is an easy way to help the environment. You'll save natural resources like trees and gas, and reduce your carbon footprint.

### Pay On-time and Save.

Never miss a discount, sign up for paperless and you will receive an email alert when your payment is due.

## 50th Annual Shad Derby to be held May 9-10 & 16-17

HG&E's Annual Shad Derby is a FREE event that invites the region's anglers to fish the waters of the Connecticut River, by the Holyoke Dam, in a contest to catch the largest shad. Prizes are awarded to the top 10 catches in each of two divisions: junior (ages 14 & under) and senior (ages 15 and older). Contestants must bring their fish to the official weighing station located by the Holyoke Fishlift, near the Route 116 Bridge. Prizes will be awarded at the tournament's conclusion on Sunday, May 17 at 5PM.

For more information visit: [www.hged.com/shadderby](http://www.hged.com/shadderby)

## Natural Gas Rate Comparison

February 2015 (average winter bill) - Residential customer consuming 185 CCF/month. (1376 CCF Annual Consumption) Amounts shown include all discounts. Rates effective as of 2/1/2015.

HG&E		<b>\$318.23</b>
Berkshire Gas	serving Pittsfield	<b>\$367.68</b>
Baystate Gas	serving Springfield	<b>\$404.95</b>

## Electric Rate Comparison

March 2015 - Residential customer consuming 500 kwh per month. Amounts shown include all discounts and use the fixed default generation supply price.

HG&E		<b>\$60.06</b>
Eversource Energy	serving Springfield	<b>\$120.44</b>
National Grid	serving Northampton	<b>\$121.20</b>

For more information visit: [www.hged.com/rates](http://www.hged.com/rates)

## Important Natural Gas Safety Information

Holyoke Gas & Electric (HG&E) included a brief brochure with your monthly bill, which highlights 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.



## Robert E. Barrett Fishway

Due to mandated facility improvements, the Fishway is closed to the public until the spring of 2016.

For more information visit: [www.hged.com/fishway](http://www.hged.com/fishway)

# Manage Energy Costs with HG&E's Budget Program

Don't be surprised by your winter bill, spread your annual utility costs over 12 months!

Sign up online at [www.hged.com/budget](http://www.hged.com/budget) or submit the form below to HG&E's Main Office.

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. The estimated cost is then divided into 12 equal monthly payments, to start with your June billing. Your budget payment will then be reviewed after the January billing and will be 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.

## 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 

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(from your monthly bill)

Your Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Cycle/Route Number: \_\_\_\_\_  
(from your monthly bill)

Telephone Number: \_\_\_\_\_

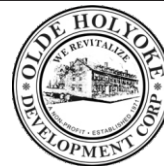
Cell Phone Number: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

## Community News - Neighborhood Improvement Plan

The Neighborhood Improvement Program provides grants to Holyoke home owners for a variety of home repairs like roofs, gutters, windows, heating systems, lead paint removal, asbestos removal, electrical, siding, painting and other repairs to correct safety or code violations. Properties must be owner occupied and may be one to four units. Households must meet HUD income and other requirements. The program is funded by the City of Holyoke Office for Community Development with federal Community Development Block Grant funds. Olde Holyoke Development Corporation, 70 Lyman Street, Holyoke administers the program on behalf of the City. For additional information, please contact Olde Holyoke Development Corp. at 413-533-7101 or on line at [www.oldeholyokey.org](http://www.oldeholyokey.org) For spring-time repairs, call now to start the application process! Se habla español.



EMPOWERING YOUR WORLD

**HG&E Main Office**  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300  
[www.hged.com](http://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](mailto:Customer_Accounts@hged.com)

**Marketing/Newsletter Coordinator:**  
Kate Sullivan  
[ksullivan@hged.com](mailto:ksullivan@hged.com)

## Payment Options

**Online Payment**  
[www.hged.com](http://www.hged.com)

**Phone**  
(413) 536-9300 (option 5)  
*Please note: Customers must have their account number ready in order to pay over the phone.*

**Walk-in/Drive-Thru**  
99 Suffolk Street  
Holyoke, MA 01040

**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 20, 2015

**Memorial Day**  
Monday, May 25, 2015

## Commissioners

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

## Manager

James M. Lavelle