

Mainlines

DECEMBER 2015

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

Protect your family from the dangers of Carbon Monoxide

Whether you heat your home with oil, natural gas, propane, coal or wood, your heating system can produce carbon monoxide (CO) if it is not working properly, or if it is inadequately vented. CO is also produced from internal combustion devices such as cars and small gasoline engines. Carbon monoxide is odorless, colorless and tasteless, but very toxic. Signs indicating the presence of carbon monoxide in the home include stuffy, stale or smelly air, very high humidity or soot coming from a fireplace or heating system.

What are the symptoms of CO poisoning?

The symptoms of carbon monoxide poisoning are often confused with those of the flu, and the highest incidence of poisoning occurs during the flu season.

Symptoms include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems and loss of muscle control. High concentrations of carbon monoxide can lead to unconsciousness, brain damage or death. However, a victim may not experience **ANY** of these symptoms, or only one or a few symptoms. You should suspect the presence of carbon monoxide if symptoms tend to disappear when you leave your home.

What should you do if you suspect the presence of Carbon Monoxide in your home?

- ▶ Open the windows and doors immediately.
- ▶ For an emergency inspection, immediately contact a licensed heating contractor or HG&E (Natural Gas customers) at 536-9300 (24-hours a day).
- ▶ If carbon monoxide is detected in your home, seek medical attention immediately.

This important safety information has been prepared by the Northeast Gas Association.

Happy holidays!

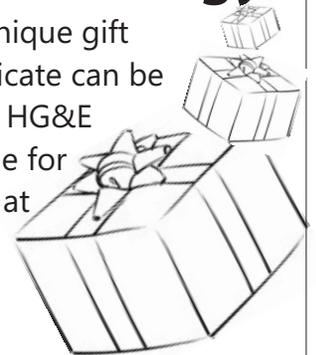
Your December bill reflects an **extra 10% holiday discount on gas and electric services**, granted by Holyoke Gas & Electric's Commission. This discount does not apply to customers who are participating in an economic development incentive offer.



Economic development incentives include the First-Time Homeowner program, the Economic Development discount program and Large Industrial Contract Rate customers. Bills must be paid by discount date to receive discounts.

Give the Gift of Energy!

If you're looking for a unique gift idea, an HG&E gift certificate can be used as payment on any HG&E account! They're available for purchase in any amount at our Main Office. Call (413) 536-9300 for more information.



Electric Rate Comparison

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

HG&E	\$53.41	 includes an extra 10% holiday discount for December!
Eversource	serving Springfield	\$99.20
National Grid	serving Northampton	\$111.45

Natural Gas Rate Comparison

Average Winter Bill: November 2015 - April 2016. Residential customer consuming 185 CCF/month. (1376 CCF Annual Consumption) Amounts shown include all discounts.

HG&E	\$154.06	 includes an extra 10% holiday discount for December!
Columbia Gas	serving Springfield	\$177.30
Berkshire Gas	serving Pittsfield	\$192.42

Check Your Vents & Stay Safe This Winter



EMPOWERING YOUR WORLD

HG&E and Northeast Gas Association would like to remind you that the accumulation of snow and ice on meters, regulators, and other aboveground pipe components may create a safety hazard and increases the risk of carbon monoxide (CO) build up in your home or business. If you have natural gas, please pay attention to the following:

- ❄️ Clear snow and ice from exhaust vents, chimneys, and combustion air vents for all gas appliances to prevent cumulation of carbon monoxide in buildings, or prevent operational problems for the combustion equipment.
- ❄️ Properly functioning carbon monoxide detectors should be deployed in the building.
- ❄️ Pay attention to snow and ice related situations that may cause operational problems for meters, pressure controlled devices, and other equipment. This equipment may contain vents that release gas safely outdoors in the event of a malfunction. If these vents are blocked an unsafe condition could result.
- ❄️ Piping on service regulator sets is susceptible to damage, that could result in failure, if caution is not exercised in cleaning snow from around the equipment. Where possible, use a broom instead of a shovel to clear snow off regulators, meters, associated piping, propane tanks, tubing, gauges or other related equipment.
- ❄️ Chimneys and vents should be protected using an approved cap or screen, to keep small animals or insects from entering. These intruders have been known to build nests, inside chimneys or vents, that can create a blockage and cause potentially hazardous conditions.
- ❄️ If there is an odor of gas present, or if gas appliances are not functioning properly, leave the building vicinity immediately. Then, from a safe location, contact Holyoke Gas & Electric at (413) 536-9300.

-Northeast Gas Association

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 (24/7)
www.hged.com

Over the Phone (24/7)
(413) 536-9300 (Option 5)

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

Christmas Day
Thursday, December 25, 2015

New Year's Day
Thursday, January 1, 2016

Commissioners

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

Manager

James M. Lavelle

Community Corner



HELI (Holyoke Early Literacy Initiative) wants to thank you for supporting your child's literacy development. The Holiday Season is a great time to for language rich interaction with your children. Here is an idea for you to do with your child to support their literacy development:

Make kitchen music with your toddler by giving them utensils and letting them experiment with the different sounds that these "instruments" make.

For more "One Thing a Day" tips to support your child's literacy development, visit www.Heli-holyoke.org and take the HELI Parent Pledge Today!

Happy Holidays from HELI!

HELI (Iniciativa de Alfabetización Temprana de Holyoke) quiere darle las gracias por el apoyo al desarrollo de alfabetización de su hijo. La temporada de vacaciones es un buen momento para un lenguaje rico en interacción con sus hijos. He aquí una idea para que usted pueda hacer con su niño para apoyar su desarrollo de la alfabetización:

Hacer música en la cocina con su hijo pequeño al darles utensilios y dejarlos experimentar con los diferentes sonidos que estos "instrumentos" hacen.

Para más consejos de "Una Cosa al Día" para apoyar el desarrollo de alfabetización de su hijo, visite www.Heli-holyoke.org y tome la promesa del Padre HELI hoy!

Felices Fiestas de parte de HELI!