

ENERGY INSIGHTS

December 2016

A newsletter for customers of Holyoke Gas & Electric



Happy holidays!



*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.

Your December bill reflects an **extra 10% holiday discount*** on gas and electric services, granted by the Holyoke Gas & Electric Commission.

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.

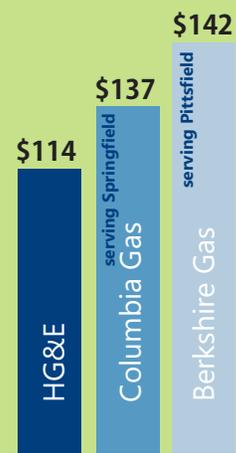
RATE COMPARISONS

ELECTRIC



November 2016: Residential customer consuming 500 kwh per month. Amounts shown include all discounts and use the fixed default generation supply price.

NATURAL GAS



November 2016: Residential customer consuming 103 CCF/month (1376 CCF Annual Consumption) Amounts shown include all discounts. Rates effective as of 10/1/2016.

Winter Safety Tips

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 equipment. Where possible, use a broom instead of a shovel to clear snow off regulators, meters, associated piping, propane tanks, tubing, gauges or 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



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

Phone Payment
(413) 536-9300 (Option 5)

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

Christmas Day
Monday, December 26

New Years Day
Monday, January 2

Martin Luther King, Jr. Day
Monday, January 16

Commissioners

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

Manager

James M. Lavelle

COMMUNITY CORNER

HAPPY HOLIDAYS FROM HOLYOKE EARLY LITERACY INITIATIVE (HELI)



HELI (Holyoke Early Literacy Initiative) wants to THANK YOU for supporting your child's literacy development. The Holiday season is a great time for language rich interaction with your children. Literacy development does not mean only reading. Literacy is about learning the skills to function successfully, especially talking and communicating ideas. You are your child's first literacy teacher! Here is an activity idea for you to do with your children to support their literacy development:

Make Christmas Stockings out of felt and count the items you put in them. (age 2-6)

For more "One Thing a Day" tips to support your child's literacy development, visit the HELI facebook page and ask about the HELI Parent Pledge at your child's school today!

La Iniciativa de Alfabetización Temprana de Holyoke les da las GRACIAS por apoyar el desarrollo de destrezas de lenguaje de su niño. La época de fiestas navideñas es una gran oportunidad para tener interacciones ricas en lenguaje con sus niños. El desarrollo de estas destrezas no solamente se da a través de la lectura. La alfabetización incluye aprender todas las destrezas que su niño necesita para ser exitoso, especialmente poder hablar y comunicar ideas. ¡Usted es el primer maestro/a de alfabetización de su niño! A continuación le compartimos una idea de una actividad que puede hacer con sus niños para fortalecer sus destrezas de lenguaje:

Haga los tradicionales calcetines o medias navideñas de tela de fieltro y ayude a su niño a contar los artículos que pone dentro de las mismas (2-6 años de edad).

Visite la página de Facebook de HELI para conseguir más consejos para apoyar la alfabetización de sus niños todos los días. Además, no olvide preguntar por el Compromiso para Padres de HELI en la escuela de su hijo/a.

