

# Mainlines

MARCH/APRIL 2009

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

## HG&E Educates City Youth About Electric & Gas Safety

In conjunction with an educational safety program, HG&E sponsored a poster contest in March that drew entries from hundreds of 3rd and 4th grade children in Holyoke Schools. Winners received a Target gift card from HG&E for their excellent work.

Eight of the winning posters are shown in this newsletter, and all 26 winning entries are on display at our Suffolk Street offices or can be viewed on our website at:

[www.hged.com/postercontest](http://www.hged.com/postercontest)



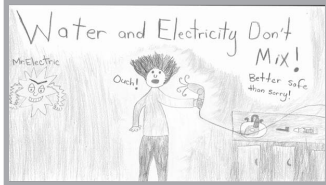
Cameron L. - Grade 4, Sullivan School



Kenny R. - Grade 4, Sullivan School



Victor G. - Grade 3, Donahue School



Jesse R. - Grade 3, McMahon School



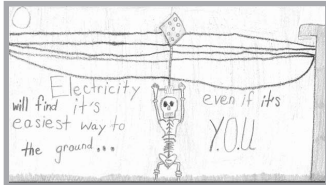
Shiana L. - Grade 3, McMahon School



Oliva - Grade 3, Mater Dolorosa School



Kristine S. - Grade 3, Blessed Sacrament School



Marykate A. - Grade 3, Blessed Sacrament School

## Is your family on the HG&E Budget Plan?

The Budget Plan program helps equalize high winter heating bills over a twelve month period. An enrollment form is included inside of this newsletter.



## Visit where your electricity is made.

The Holyoke Dam and Canal System produce over 50% of Holyoke's electricity from clean hydroelectric sources.

The Holyoke Dam is also home to tour the Robert Barrett Fishway which transports over 250,000 fish each year through a unique elevator system.

Each year, we invite the public to our the generation station and view these migrating fish through large underwater windows. It's FREE fun for the entire family!

## HG&E Barrett Fishway Opens on May 6th - FREE TOURS!

### 2009 Fishlift Schedule

Open May 6 through June 14  
Wednesday - Sunday • 9:00 a.m. - 5:00 p.m.

Located at the Holyoke Dam - turn left just before crossing the Route 116 bridge into South Hadley

FOR MORE INFORMATION VISIT OUR WEBSITE AT: [www.hged.com/fishlift](http://www.hged.com/fishlift)

## Electric Rate Comparison

March 2009 - Residential customer consuming 500 kwh per month. Amounts shown include all discounts and use the fixed default generation supply price.

HG&E	\$59.81	
National Grid	\$93.34	+56%
Western Mass Electric	\$94.79	+58%

## Natural Gas Rate Comparison

Average bill November 2008-April 2009 - Residential heating customer consuming 179 ccf per month. (1376 ccf annual consumption) Amounts shown include all discounts.

Baystate Gas	\$266.83	-3%
HG&E	\$275.30	
Unitil / Fitchburg Gas & Electric	\$360.74	+31%

before you dig...

make the call to  
(888) DIG-SAFE



Attention excavators, contractors and homeowners: Did you know Federal and State law requires that you contact Dig Safe before digging, trenching, landscaping, or performing any other excavation or earth moving operation? Dig safe and dig smart this Spring by making a toll-free call to (888) DIG-SAFE before you start.

on-line at: [www.digsafe.com](http://www.digsafe.com)

**Dig safe.**  
**It's the law.**

Dig Safe is a free service funded by member utility companies. There is no charge for you to use this service.



## Are wintertime heating bills upsetting your budget?

It seems as if everyone dreads high winter energy bills. But now, Holyoke Gas & Electric has a solution that makes heating costs easier to manage. HG&E's budget plan divides your bills into twelve monthly payments, thereby making household budgeting simple. This year, be smart and plan ahead for next winter by joining HG&E's budget plan right now.

Signing up is easy, just return the form on the back of this flyer with your monthly HG&E bill payment and we'll send you more information about the Budget Plan accompanied by a quote of what your monthly HG&E Budget Plan payment would be.

### How do we calculate the estimated cost?

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 Plan payment will then be reviewed after the January billing and will be automatically adjusted if necessary.

▶ Complete the form on the right and return to HG&E with your bill payment by April 30th.

## Am I eligible to enroll in the Budget Plan program?

All Holyoke Gas & Electric customers are already eligible to participate in the Budget Plan at no additional cost.

**Note: Your account must have a \$0 balance and your location must have one year of billing history to enroll in the program.**

See to the left of this form for additional information on the Budget Plan Program.

## Send in this form for a free estimate.



Please send more information. There is no obligation to enroll.

- We're currently on the budget plan and wish to continue this service.
- We're interested in the budget plan. Please tell us what our monthly payment would be.  
(must have a \$0 account balance and one year of billing history at this location)
- We're interested in direct payment withdrawal. Please send information.

I currently heat my home with:

- Gas     Electricity     Other

Account information:

name

service address

HG&E account #

cycle / route # (from your monthly bill)

telephone number

CLIP AND RETURN WITH YOUR BILL



▶ Please return this form to HG&E by April 30th