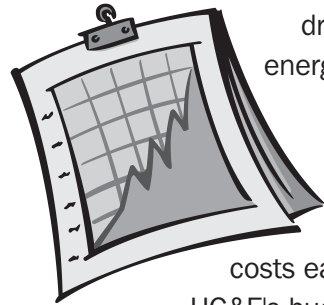


# Are wintertime heating bills upsetting your budget?



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 you 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 reverse of this ad and return to HG&E with your bill payment by April 30th.

CLIP AND RETURN WITH YOUR BILL

## Barrett Fishlift at the Holyoke Dam to Open for Season on May 10

The Barrett Fishway at the Holyoke Dam was the first and most successful fishlift on the Atlantic coast. It consists of two elevators or "lifts" which carry migrating fish up and over the Holyoke dam. Visitors can watch the lifts in action from an observation deck overlooking the Connecticut River. After the fish are lifted, visitors can witness their migration as they swim by viewing windows and continue their upriver journey to spawn in the rivers of their birth.

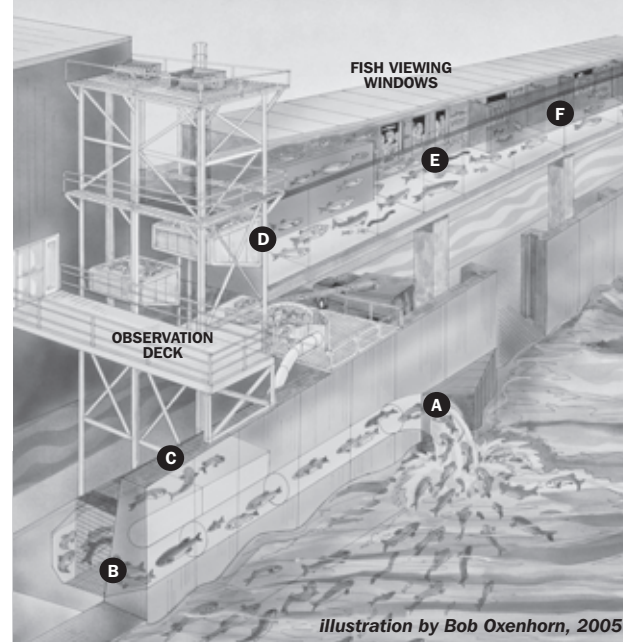
Last May, HG&E completed a major reconstruction of the lift system including installation of new holding tanks and an increase in lift capacity. In their inaugural season the new lifts welcomed over 250,000 fish and over 10,000 human visitors.

**The Robert E. Barrett Fishway is open  
May 10th - June 18th 2006  
Wednesday - Sunday from 9am-5pm  
Call 1-800-859-2960 more information**

The Barrett Fishway is staffed by knowledgeable and friendly guides who are available to share information about migratory fish and their restoration efforts. We invite every HG&E customer to join us this year for a tour of this amazing lift system.

**To download a brochure with driving directions and more information about the facility visit our website at: [www.hged.com/fishlift](http://www.hged.com/fishlift)**

## How does the fishlift operate?



- A** The fishlift provides an attraction water flow that most migratory (anadromous) fish instinctively seek out.
- B** Sensing this flow, the fish follow it into the lift system until they pass through a gate and enter a crowder area.
- C** At preset intervals, the gate closes horizontally forcing the fish into a small area above the hopper.
- D** Discharge gates prevent additional fish from entering the hopper, which is hoisted to exit at the flume.
- E** Fish then pass large windows at the public viewing area, followed by the fish counting and trapping area.
- F** The counting room keeps daily tallies of each species per licence requirements. Over 250,000 fish pass through this system each season before they are released to continue their journey upstream.

### Household size Maximum 4 Weeks Income

Household size	Maximum 4 Weeks Income
1	\$1,472
2	\$1,973
3	\$2,475
4	\$2,976
5	\$3,478
6	\$3,980
7	\$4,481
8	\$4,983
9	\$5,372
10	\$5,487

### Are you working and need help paying your Heating Bills?

Help is available! The Fuel Assistance program helps income-eligible households pay part of their winter heating bills.

If your gross household income falls within the limits shown in the chart below, you may qualify for fuel assistance and a discount on your telephone bills.

**For information on how to apply, call your local Fuel Assistance office:**

Valley Opportunity Council  
300 High Street • Holyoke, MA 01040  
**Call: 413-552-1548**

# Mainlines

MARCH/APRIL 2006

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

## HG&E Reduces Natural Gas Rates

Effective with this billing cycle the Purchased Gas Adjustment (PGA) portion of your natural gas bill has decreased from \$1.25/ccf to \$1.094/ccf.

For the average residential gas customer this translates into an approximately 8.5% reduction in your monthly gas bill. This reduction is possible due to the decrease in the wholesale prices at which HG&E buys gas for its customers.

**As you can see from the graphs to the right, HG&E continues to offer its customers an excellent energy value.**

Last Fall's hurricane activity put unprecedented pressure upon natural gas prices. Despite these adverse conditions, HG&E was able to maintain residential natural gas rates to within 3% of any local investor-owned gas company.

HG&E will continue to look for opportunities to purchase lower-cost natural gas, and will pass these savings onto our customers through further rate reductions as conditions permit.

Watch this newsletter in future months for additional information.

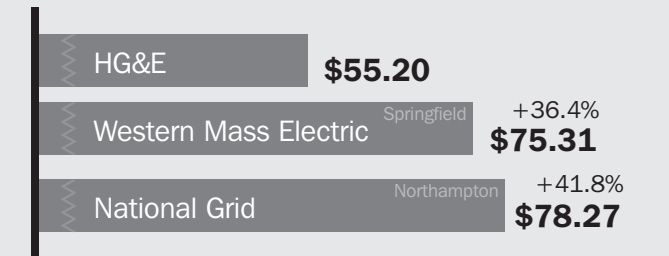
## Is your family on the HG&E Budget Plan?

The Budget Plan program helps equalize high winter heating bills over a twelve month period. Look inside for enrollment information.



## Electric Rate Comparison

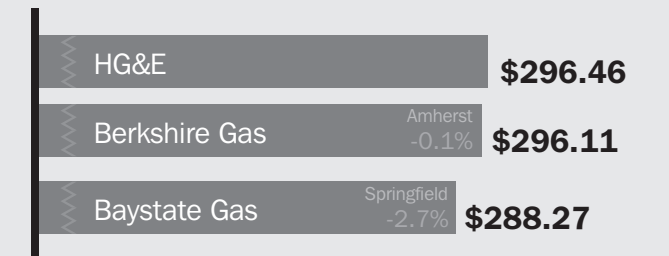
Residential customer consuming 500 kwh per month. Amounts shown include all discounts and use the variable default generation supply



► Over the past 6 months, HG&E's residential electric rates have been significantly below that of any other local utility company.

## Natural Gas Rate Comparison

Average gas bill (September 2005 - March 2006) for a 1500 sq. ft. home. Amounts shown include all discounts.



► Over the past 6 months, HG&E has held residential gas rates to within 3% of any other local investor owned gas utility.

## inside:

- 41st Annual Shad Derby Dates
- Compact Fluorescent Light Bulbs for \$1
- An Invitation to Visit the Barrett Fishway
- HG&E Now Installs Set-Back Thermostats
- How to Calculate Your Energy Bill



# 41<sup>ST</sup> Annual HG&E Shad Derby May 13-14, 20-21

## SHAD DERBY OFFICIAL RULES

1. Shad must be caught by hook and line on "Derby Days" (May 13, 14, 20, 21 2006) anywhere in the Holyoke, South Hadley or Chicopee area.
2. Shad must be weighed-in the same day and as soon as possible after being caught, at Shad Derby headquarters located at Hadley Falls Station access road. (At Holyoke End of South Hadley bridge) Official weighing is from 9AM to 5PM on Derby Days.
3. Shad may be dressed-out at Derby officials discretion.
4. In case of ties, registration blank bearing earliest time will be the winner.
5. Judge's decision will be final in all cases.
6. Judges reserve the right to refuse any questionable shad entries.
7. No contestant may win more than one prize.
8. Fishing license must be shown when submitting any shad for derby prize.

Sponsored by Holyoke Gas & Electric  
Open to everyone! Prizes! Trophies! Great fun!



## New! HG&E Installs Digital Setback Thermostats

Looking for a way to save money on your heating and cooling bills? Studies show that turning back your thermostat from 72° to 62° each night can save you 10%. And if you set back the temperature while you're away from work, those savings can climb to 15% off your heating bills.

Digital setback thermostats make it easy to control the temperature in your home automatically. HG&E now offers convenient installation of these thermostats for just \$75.

The package includes a PSG Medallion Series digital thermostat capable of two setback commands with weekday and weekend schedules.

The thermostat is easy to use, and is Energy Star compliant. The large backlit LCD display is easy to read in a darkened room. The thermostat can control both heating and cooling systems.



**To schedule an installation appointment call 536-9300**  
select option 1 from the menu

Left: An easy-to-use digital setback thermostat installed by HG&E.

Note: Electric heat pump owners may require an alternate thermostat model at a higher price.

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.

## Dig safe. It's the law.

on the internet at:  
[www.digsafe.com](http://www.digsafe.com)



## Help a needy family keep warm

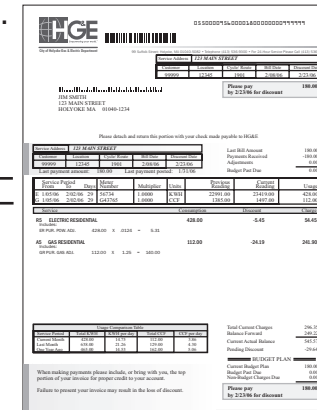
The Salvation Army Good Neighbor Energy Fund helps needy families with up to \$275 in fuel assistance per winter season. **Contact the Salvation Army at (800) 262-1320 if you need help or to make a donation to the Good Neighbor Energy Fund.**

Your contributions are needed this year more than ever.

## A guide to calculating your HG&E energy bill

Computing your HG&E residential energy bill is easy. You can even compute your bill mid-month to determine how much energy you've consumed.

Look in this section of your bill to determine your last meter readings.



If re-computing your current bill subtract your last reading from the current meter reading amounts to determine your energy consumption.

### For Residential Electric Service:

Monthly Customer Charge (per meter) \$4.01

### Consumption Charges

\_\_\_\_\_ kWh used X \$.10512 /kWh\* \$ .

\*includes PPA of \$.01989 and Hydroelectric credit of -.00873

Your electric bill amount : \$ .

Includes 15-day prompt payment discount

### For Residential Natural Gas Service:

Monthly Customer Charge (per meter) \$5.40

### Consumption Charges

\_\_\_\_\_ first 40 ccf used X \$1.8999 /ccf\* \$ .

\*includes distribution charge of \$0.9153 and PGA of \$0.9846

\_\_\_\_\_ all additional ccf X \$1.861 /ccf\* \$ .

\*includes distribution charge of \$0.6903 and PGA of \$0.9846

Your gas bill amount : \$ .

Includes 15-day prompt payment discount

## A bright idea from HG&E

Special savings on Energy Star lighting products exclusively for HG&E customers!



Stop by our Suffolk St offices to pick up your **FREE catalog!**

or you can view the entire lighting collection on-line at: [www.estarlights.com](http://www.estarlights.com)

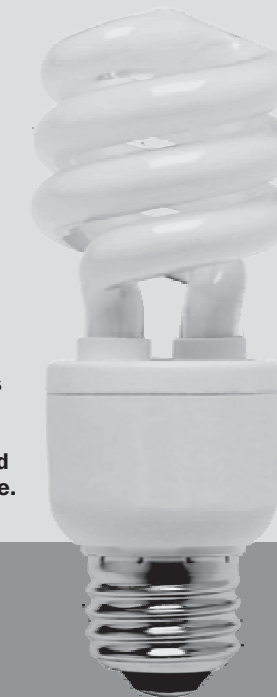
Compact Fluorescent Light Bulbs from just **\$1 each!**

Savings on Energy Star lighting fixtures and specialty light bulbs!

Shipping & handling charges are additional. Limit 6 bulbs and 6 fixtures per HG&E account per year. Pricing and availability subject to change.



gas | electric | steam | telecom



## 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 zero balance and your location must have one year of billing history to enroll in the 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 customer # \_\_\_\_\_ HG&E location # \_\_\_\_\_

telephone number \_\_\_\_\_

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

CLIP AND RETURN WITH YOUR BILL