

ENERGY INSIGHTS

April 2020

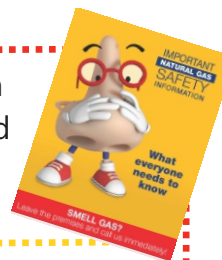
A newsletter for customers of Holyoke Gas & Electric



! Please visit www.hged.com for the most up to date information regarding HG&E.

April is National Dig Safe® Month

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**.



Call 811 before you dig



Attention excavators, contractors and homeowners:

Federal and State law requires that you contact Dig Safe before digging. Dig safe and dig smart this spring by calling 811. The service is **free** (funded by utilities) and facilities will be marked within **72 hours!**

on-line at: www.digsafe.com

Markings on the ground

Color coded paint or flags are used to identify the type of underground facilities.

YELLOW Gas, Oil, Steam, Petroleum or Gaseous Materials
ORANGE Communication, Alarm or Signal Lines, Cables or Conduit
RED Electric Power Lines, Cables, Conduit & Lighting Cables
BLUE Potable Water
GREEN Sewers & Drain Lines
PURPLE Non-Potable Water: Reclaimed Water, Irrigation & Slurry Lines
PINK Temporary Survey Markings
WHITE Proposed Excavation

ROBERT E. BARRETT FISHWAY

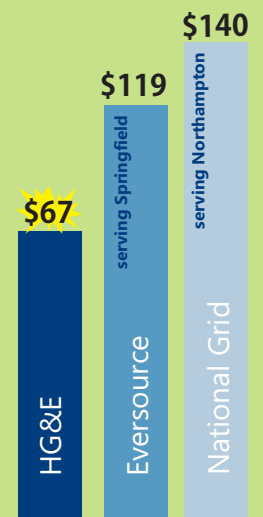
CLOSED FOR THE SEASON

The health and safety of our customers and employees is HG&E's top priority! Based on recommendations from state and federal officials, HG&E will not open the fishway for public viewing in 2020 and the annual Shad Derby will be cancelled amid concerns related to the COVID-19 (Coronavirus) outbreak.

HG&E will continue to seek guidance from local, state, and federal officials as we monitor the situation. For updates and information, please visit www.hged.com/fishway.

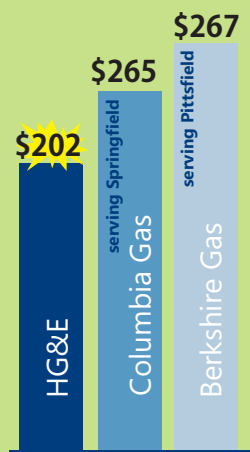
RATE COMPARISONS

LOWEST ELECTRIC RATE



March 2020: Residential customer consuming 500 kwh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



March 2020: Residential customer consuming 192 CCF/month. Amounts shown include all discounts.

2020-2021 Budget Program

Sign up online by visiting www.hged.com/budget or submit the form below to HG&E's Main Office.

Holyoke Gas & Electric's (HG&E) Budget Program makes it easier for customers to manage energy costs throughout the year by dividing bills into 12 equal monthly payments. This year, plan ahead and avoid those high winter bills by joining HG&E's Budget Program!

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. The estimated cost is then divided into 12 equal monthly payments, to start with the June billing. Your budget payment amount will be reviewed after the January billing, and will then be adjusted up or down as 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: _____

HG&E Account Number
(from your monthly bill)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Your Name: _____

Service Address: _____

Cycle/Route Number:
(from your monthly bill) _____

Telephone Number: _____

Cell Phone Number: _____

Customer Signature: _____

Date: _____

Email Address: _____

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



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/Communications:
Kate Sullivan Craven
ksullivan@hged.com

Payment Options

Online Payment
www.hged.com

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

Walk-In
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

Patriots' Day
Monday, April 20

Memorial Day
Monday, May 25

Commissioners

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

Manager

James M. Lavelle