

ENERGY INSIGHTS

NOVEMBER 2020

A newsletter for customers of
Holyoke Gas & Electric



ATTENTION AUTO PAY CUSTOMERS

ACTION REQUIRED FOR AUTO PAY CUSTOMERS: If you are currently enrolled in HG&E's automatic payment (Auto Pay) system, your last automatic withdrawal on the current system took place with the October billing cycle (between October 9 and November 9). If you would like to continue automatic payments with no interruption please complete the auto pay form online at hged.com/autopay within five days of receiving this newsletter. Contact Customer Service if you have any questions, **(413) 536-9300** or customer_accounts@hged.com.

COMING SOON! Improved Customer Account Options

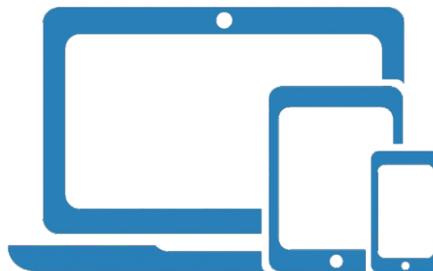
Constantly looking to safely and efficiently enhance your customer experience, HG&E will be offering customers additional online bill payment options beginning on December 1. All customers who utilize automatic payment, paperless billing, or any other remote payment option must sign up for a *new* account beginning on December 1 if you would like to continue utilizing those services.

New features will include:

- Improved user experience
- Pay Now feature that allows for quick payment without having to register
- View payment history and view past billing statements
- Securely save your payment information
- Signing up for paperless billing with email reminders
- Schedule payments from your bank account or credit card

Since your security is extremely important to HG&E, existing online bill pay customers will need to re-create logins on the new system in order to continue taking full advantage of auto pay, paperless billing, and other system benefits. Over the next few weeks, additional information will be provided directly to customers who have utilized these options.

Your HG&E Customer Service team is here to make the process as easy as possible for you! Please contact us during normal business hours (M-F, 8:30 am-4:30 pm) if you have any questions, **(413) 536-9300** or customer_accounts@hged.com.



RATE COMPARISONS

LOWEST ELECTRIC RATE



October 2020: Residential customer consuming 500 kWh per month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



October 2020: Residential customer consuming 45 CCF/month. Amounts shown include all discounts.

Update: Natural Gas Moratorium

hged.com/moratorium

In January 2019, HG&E issued a natural gas moratorium on all requests for new or increased natural gas service. Regionally, demand for natural gas is outpacing supply, which has led to several area utilities imposing moratoriums.



What does the moratorium mean to you?

Customers **can**...

- **Replace** existing active equipment (equal or less connected load)
- **Remove** gas equipment
- **Activate** a gas service that has been utilized in the last 12 months (only for equipment that was actively consuming gas)

Customers **cannot**...

- **Add** new equipment that will increase the customer load
- **Activate** a gas service that was previously abandoned
- **Activate** an old gas service that has not been in use in the previous 12 months

For example, if a customer purchases a new property that has an existing gas service, but the gas has not been "turned on" since January 2019, they cannot activate that service.

In addition to the moratorium, HG&E is encouraging customers to consider opportunities for conservation through HG&E's energy efficiency offerings. While there are many customer benefits to reducing overall energy usage, both environmental and economic, HG&E is specifically working to reduce natural gas use on the coldest days of the year. For more information on rebates and conservation assistance, please contact customer service at **(413) 536-9300** or visit hged.com/save.

Heating & Cooling Alternative - Air Source Heat Pump (Mini-Split)



Air source heat pumps (also known as mini-splits) are an energy efficient, electric heating and cooling option for homes and businesses. In cooling mode, air source heat pumps operate like a central air conditioner. In heating mode, this advanced technology reverses to provide efficient space heating. The systems can help significantly reduce emissions and costs associated with oil, propane or electric resistance heating systems, especially with HG&E's electric mix, which is 94% carbon-free! HG&E offers rebates and incentives for qualifying, highly efficient heat pumps. Please visit hged.com/heatpump to learn more!

Weatherization Assistance



Taking steps to air-seal and insulate your home will help reduce overall energy consumption. A tighter, more insulated home will not only save you money on operating costs and reduce your carbon emissions throughout the year -- it may also allow you to buy smaller, less expensive heating and/or cooling equipment in the first place. HG&E offers weatherization assistance through the Home Efficiency Incentive. Customers may also be eligible for the Low Income Weatherization Assistance Program. For more information, please visit hged.com/weatherization to learn more!



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)

Drive-Thru
99 Suffolk Street
Holyoke, MA 01040
(413) 536-9300

Mail
P.O. Box 4165
Woburn, MA 01888-4165

Holyoke Drop Boxes

- HG&E, 99 Suffolk 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

Veterans' Day
Wednesday, November 11

Thanksgiving Day
Thursday, November 26

Commissioners

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

Manager

James M. Lavelle