

# ENERGY INSIGHTS

MARCH 2023

A newsletter for customers of Holyoke Gas & Electric

For a Spanish version of this piece, please visit [hged.com/newsletter](http://hged.com/newsletter).  
Para obtener una versión en español de este artículo, visite [hged.com/newsletter](http://hged.com/newsletter).

## Maximize energy savings with weatherization, get started with a Free Home Energy Assessment

Taking steps to air seal and insulate your home can significantly reduce the amount of energy used to cool or heat your home. 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 a smaller, less expensive heating and/or cooling system.

Get started today by scheduling a free home energy assessment (energy audit) by calling (888) 333-7525.

During your free home assessment, your energy advisor may recommend weatherization improvements that can help reduce your heating and cooling costs, and HG&E incentives can help! Common weatherization improvements are listed below.

**Air sealing:** Ensuring there are as few gaps as possible for indoor air to escape and outdoor air to get in reduces the heating and cooling load in a home. Air leakage can represent up to 40% of space-conditioning costs in a leaky building. Weatherization professionals focus on sealing leaks hidden in the attic, garage, or between floors. Air sealing often involves re-sealing windows, replacing broken or jammed vents, and replacing the rubber seals around door frames. During your free home assessment, the energy advisor may suggest a blower door test help determine your home's airtightness.

**Insulation:** Having proper insulation in your home, especially in the attic, is one of the most cost effective ways to reduce your heating and cooling costs. Heat transfer through the building envelope (walls, roof, floors, etc) is the leading cause of heat loss in the winter. Working with a professional contractor to improve roof, wall, and floor insulation can considerably lower heat transfer, improving your home's efficiency.

**Ductwork Upgrades:** If your home utilizes a centralized heating or cooling unit with ducts outside of the conditioned space of the home (e.g., in an attic, basement, garage, or crawlspace), sealing and insulating the ducts can significantly improve the overall efficiency of your system by ensuring that more of the heated or cooled air gets delivered to where it is needed.

### HG&E Weatherization Incentives

<p><b>Blower Door Test</b> HG&amp;E's free home energy audit recommended</p>	50%, up to \$500
<p><b>Insulation, Air Sealing, Duct Sealing</b> HG&amp;E's free home energy audit required</p>	50%, up to \$2,000
<p><b>Residential Energy Conservation Program</b> HG&amp;E's free home energy audit required for weatherization</p>	Financial assistance at 0% interest for the implementation of qualifying energy efficiency and electrification projects.

For more information, please email [efficiency@hged.com](mailto:efficiency@hged.com) or visit [www.hged.com/save](http://www.hged.com/save).

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**February 2023:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**February 2023:** Residential customer consuming 284 CCF/month. Amounts shown include all discounts.



## UTILITY CONSTRUCTION UPDATES

As a municipal utility, HG&E is consistently making improvements to the current utility infrastructure, building new services, and forecasting the future utility needs of the community. In an effort to make the community aware of HG&E's construction activities that might impact traffic within our neighborhoods, HG&E has a webpage dedicated to construction activity. In addition, HG&E will provide notifications to customers that will have service interruptions related to planned system improvements.

Please visit [hged.com/construction](http://hged.com/construction) for the most up-to date construction information. Additionally, please update your contact information to ensure notifications are delivered by visiting [.hged.com/update](http://hged.com/update).



EMPOWERING YOUR WORLD

**HG&E Main Office**  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300  
[www.hged.com](http://www.hged.com)

**Customer Service Hours:**  
Monday - Friday  
8:30 am - 4:30 pm

**Contact Customer Service:**  
(413) 536-9300  
[Customer\\_Accounts@hged.com](mailto:Customer_Accounts@hged.com)

**Marketing/Communications:**  
Kate Sullivan Craven  
[ksullivan@hged.com](mailto:ksullivan@hged.com)

### Payment Options

Online Payment  
[www.hged.com/payonline](http://www.hged.com/payonline)

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

#### Drive Thru Kiosk (24/7)

Walk In  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300

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

- Holyoke drop boxes
- C-Mart, 1500 Northampton Street
  - DB Mart, 494 Westfield Road
  - Stop & Shop, 28 Lincoln Street
  - Stop & Shop, 2265 Northampton Street

### Holiday Closings

**Patrim's Day**  
Monday, April 17

### Commissioners

Francis J. Hoey, III  
James A. Sutter  
Marcos A. Marrero

### Manager

James M. Lavelle



## Important Customer Notice Gas Meters & Walking Surveys

This spring, HG&E uniformed personnel may be in your neighborhood completing meter inspections and replacements. In order to comply with state regulations, HG&E must inspect your gas meter at least once every three years and replace your gas meter every seven years. If a gas meter is due for inspection or replacement and access to your home is required, HG&E will notify the property owner of the required work to schedule an appointment. As a reminder, customers must provide access to HG&E meters as a condition of service.

In addition to the meter inspections, HG&E annually conducts walking surveys of gas services. Contracted personnel may be in your neighborhood performing this service. The survey consists of walking the length of the gas service from the street to the home. This is all part of HG&E's commitment to system safety.

If you have any questions, please contact HG&E at (413) 536-9300.  
Thank you for your patience and cooperation!

