

ENERGY INSIGHTS

AUGUST 2026

A newsletter for residential customers
of Holyoke Gas & Electric

For a Spanish version of this piece, please visit www.hged.com/newsletter.
Para obtener una versión en español de este artículo, visite www.hged.com/newsletter.

Celebrate Public Power & Natural Gas Week

HG&E is a municipal utility, which means that we are owned by the community we serve – Holyoke. Unlike private utilities, we do not answer to shareholders thousands of miles away. Instead, we answer to you, our customer. Here are some reasons why a municipal utility is the best choice for Holyoke:



- 💡 We operate in the public interest – to improve the quality of life for our customers and the community.
- 💡 We are leaders in renewable energy, sustainability and environmental stewardship, with a focus on the success of the community.
- 💡 Our focus is on providing you with excellent and reliable service instead of making a profit for corporate shareholders.
- 💡 Our employees live in the community, and many are HG&E customers themselves.
- 💡 If a customer has a complaint, they can discuss the problem locally, with HG&E management, and be assured that the problem will be addressed.
- 💡 Local ownership means that a good portion of our customers' energy dollars stay in the community – creating jobs and supporting the local economy.
- 💡 Our rates and services are controlled locally. This enables us to make decisions and provide services that specifically benefit the community.
- 💡 We provide our customers with energy at some of the lowest rates in Massachusetts.
- 💡 Our low energy rates and innovative energy conservation incentives serve to assist the City's Economic Development efforts.

PLEASE JOIN HG&E FOR A CELEBRATION!

Wednesday, October 7, 2026

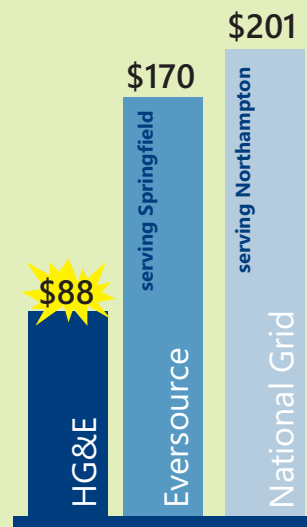
4:00 pm - 6:00 pm at the Holyoke Merry Go Round

Refreshments - Kid Zone - HG&E Project Updates
HG&E Electrification & Efficiency Program Updates

Visit www.hged.com for more information.

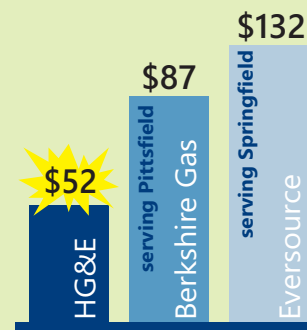
RATE COMPARISONS

ELECTRIC RATE



July 2026: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

NATURAL GAS RATE



July 2026: Residential customer consuming 34 CCF/month. Amounts shown include all discounts.

HEATING & COOLING WITH ELECTRIC

Air source heat pumps, sometimes referred to as mini-splits, are an energy-efficient electric heating and cooling system that can be used in either part, or all, of your home. Many HG&E customers have decided to move away from oil and propane heating systems in order to install this modern equipment that will both heat and cool a home with a single system. See below to learn more about the benefits of an ASHP system and financial incentives that are available.



Lower Greenhouse Gas Emissions

An air source heat pump system can help customers lower their carbon footprint and reduce heating system emissions as compared to propane, oil, natural gas, and electric resistance equipment.



Competitive Cost

Lower your monthly energy bills by switching from propane, oil, or electric resistance to a high-efficiency heat pump. While the initial installation costs can be higher, over the lifetime of the system customers can save up to \$30,000+. Please visit hged.com/ashp to see the estimated lifetime cost comparisons.



All-in-one Comfort

For your comfort, heat pumps allows you to heat, cool, and dehumidify your home with a single system. In addition, these systems can allow you to heat and cool individual rooms rather than an entire house.



Versatile

Depending on the current layout of your space, systems can be designed with or without ductwork to heat and cool individual rooms or a whole home. Many customers opt to install one unit in order to determine their comfort in using the technology more widely within a home.

AIR SOURCE HEAT PUMP INCENTIVES & RESOURCES

HG&E Basic Heat Pump Rebate: Receive up to \$250/ton up to \$1,000 for installing a qualifying heat pump or mini-split.

HG&E Whole Home Heat Pump Program: This program offers a higher heat pump/mini-split rebate of \$600-\$750/ton as well as a weatherization rebate adder for installing a qualifying heat pump or mini-split system that is sized to meet 100% of your home's heating requirements.

HG&E Residential Energy Assistance Program: Financial assistance at 0% interest up to \$15,000 for qualifying projects. Please apply before you begin your project to secure the funds.

Connected Homes Smart Device Monthly Incentive: Receive an ongoing \$5-\$30/month incentive for allowing brief, remote adjustments to your wifi/smart device a few times each month. (Available for qualifying thermostats, water heaters, heat pump controllers and home battery storage systems.)

HG&E's Green Team is available to discuss your projects and provide feedback, visit www.hged.com/heatpump or email efficiency@hged.com for more information.



EMPOWERING YOUR WORLD

HG&E Main Office
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Holyoke, MA 01040
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www.hged.com

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

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(413) 536-9300
customerservice@hged.com

Marketing/Communications:
Kate Sullivan Craven
ksullivan@hged.com

Payment Options

Online Payment
www.hged.com/payonline

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
HG&E, 99 Suffolk Street
DB Mart, 494 Westfield Road
Stop & Shop, 28 Lincoln Street
Stop & Shop, 2265 Northampton Street
Holyoke Senior Center, 291 Pine Street

Holiday Closings

Labor Day
Monday, September 7

Commissioners

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

Manager

James M. Lavelle

