

ENERGY INSIGHTS

AUGUST 2025

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.

INTRODUCING HG&E'S NEW BILLING SYSTEM SMARTHUB

Improved efficiency and utility account access

Dear Valued Customer,

We are excited to announce that on Monday, September 8th, 2025, Holyoke Gas & Electric (HG&E) will launch SmartHub, a new comprehensive utility billing system and online account management tool designed to scale with our customers' evolving energy needs.

What's Changing

Our new billing system will offer several enhancements designed to improve your experience. Key changes include:

- Newly Designed Bills and Notices
- New Account Numbers and Rate Ids
- New Online Portal- SmartHub (see page 2 for SmartHub features)

Action Required

- **Action Required:** If you are currently utilizing HG&E's Auto Pay method or if you have an online account, you will need to take action on September 8, 2025. Additional instructions will be provided as we get closer to SmartHub launch in September. For additional information, please visit www.hged.com/smarthub.
- **No Action Required:** If you do not have an online HG&E account or AutoPay, no action is necessary but please note your account number will be changing on September 8th.

Getting Started Will Be Easy

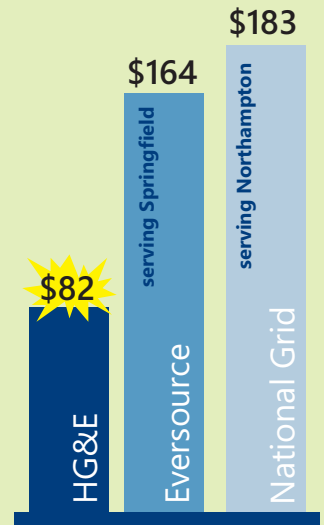
Beginning Monday, September 8th at 8:30 AM, you can register for SmartHub by visiting hged.com/smarthub. After registering, you will gain complete control over your utility account with 24/7 access from your computer or mobile device. With SmartHub, you'll save both time and money through improved account visibility and management.

Our customer service team is fully trained and ready to assist with any questions you may have during this transition. We are committed to making this change as seamless as possible for all our customers. Please contact us with questions via phone (413) 536-9300, email customerservice@hged.com, or visit www.hged.com/smarthub for more details!

Sincerely,
- Your Neighbors at HG&E

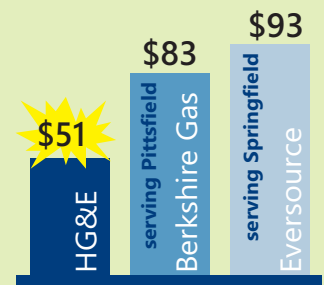
RATE COMPARISONS

ELECTRIC RATE



July 2025: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

NATURAL GAS RATE



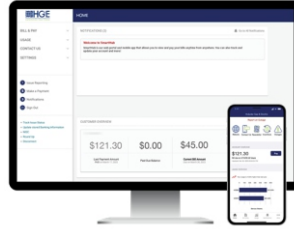
July 2025: Residential customer consuming 34 CCF/month. Amounts shown include all discounts.



HG&E SMARTHUB LAUNCHING SEPTEMBER 8!

On **September 8th, 2025**, we will be launching, **SmartHub**, an industry-leading utility management solution trusted by millions of users nationwide offering a web portal as well as a mobile app. With SmartHub, you will enjoy the following:

- Convenient Billing & Payment Options
- Energy Consumption Monitoring
- Alerts & Notifications



Note: Action will be required on September 8th for customers that use online account access and/or AutoPay to pay your monthly HG&E bill. We will provide additional information over the next two months.

Visit HG&E's SmartHub support page at hged.com/smarthub for more information.

Public Power & Natural Gas Week 2025

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 future 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!

Join us as we celebrate Public Power & Natural Gas Week
Wednesday, October 8, 2025 - 4 pm to 6 pm
Holyoke Merry-Go-Round at Holyoke Heritage State Park

Free Carousel Rides - Refreshments - Giveaways
Kids Zone - HG&E Program Updates
For more information, visit www.hged.com.



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 am - 4:30 pm

Contact Customer Service:
(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
C-Mart, 1500 Northampton 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 1

Commissioners

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

Manager

James M. Lavelle

