

ENERGY INSIGHTS

MARCH 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.

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!

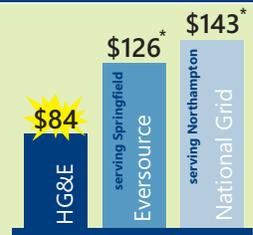
Grid Resiliency for Thriving Neighborhoods

HG&E received a \$460,000 MassCEC Resiliency Grant to upgrade 1.5 miles of aging overhead equipment along Main Street, improving reliability and preparing this infrastructure for future electrification. These upgrades will improve reliability, support growing demand, and strengthen long-term system resilience. Advance construction notice will be provided to customers in the project area. For more information on this effort, please visit www.hged.com/GridResiliency.



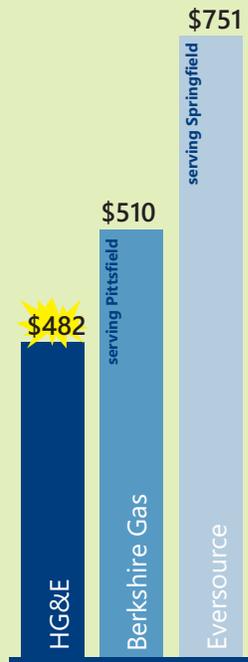
RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



February 2026: Residential customer consuming 284 CCF/month. Amounts shown include all discounts.

**Investor-owned utilities, like National Grid and Eversource, calculated the Winter Relief Discount in February. Customers of these utilities will see the cost of this program recovered through their spring utility bills. This program does not apply to municipal utilities, like HG&E, who set rates and discounts locally. Therefore, HG&E customers will not see any related charges or adjustments.*

WE ARE HERE TO HELP

HG&E continues to offer some of the lowest energy rates in the region, but we understand that rising costs can be challenging, especially during this extremely cold winter. From October 2025 to January 2026, we experienced the coldest start to a heating season in 30 years, meaning your heating system had to work harder and burn more fuel even without changing your thermostat.



We can help by:

- Spreading catch-up payments over the months ahead
- Sharing contacts with agencies that can provide assistance to help pay your energy costs
- Showing you the easiest ways to save energy and money

For more information, contact Customer Service at **(413) 536-9300** or visit www.hged.com.

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 additional energy savings measures such as upgrading appliances, heating and cooling systems, or water heater - HG&E incentives can help! During the assessment, several common weatherization improvements could be recommended, including the following:

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 and replacing the rubber seals around door frames. During your free home assessment, the energy advisor may suggest a blower door test to 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 potentially 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

HG&E's free home energy audit recommended

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| Blower Door Test | 50%, up to \$500 |
| Insulation, Air Sealing, Duct Sealing | 50%, up to \$2,000 |
| Residential Energy Conservation Program | Financial assistance at 0% interest for the implementation of qualifying energy efficiency and electrification projects. |

For more information, please email efficiency@hged.com or visit www.hged.com/save.



EMPOWERING YOUR WORLD

HG&E Main Office
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Payment Options

Online Payment
www.hged.com/payonline

Phone Payment
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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

Patriots Day
Monday, April 20

Commissioners

Francis J. Hoey, III
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Manager

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