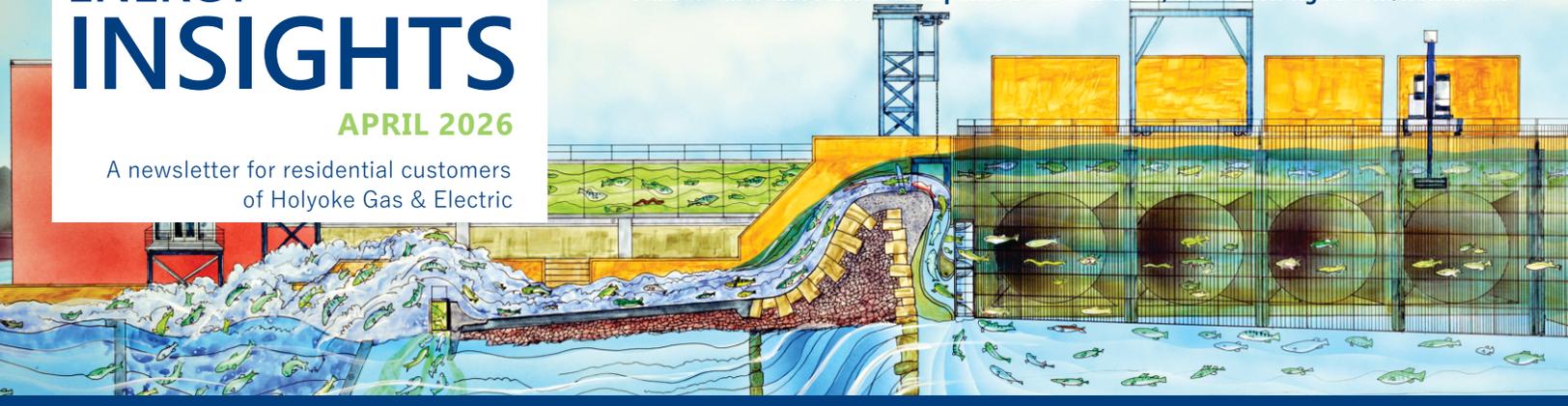


# ENERGY INSIGHTS

APRIL 2026

A newsletter for residential customers of Holyoke Gas & Electric

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



## ROBERT E. BARRETT FISHWAY

An invitation to visit...

The Robert E. Barrett Fishway at the Holyoke Dam opens for the season on May 6th. Come see our amazing fish elevator and the underwater fish viewing windows.

### 2026 Fishlift Schedule

Open Wednesday, May 6 through Sunday, June 21  
Wednesday - Sunday • 9:00 a.m. - 5:00 p.m.

FOR MORE INFORMATION VISIT: [www.hged.com/fishway](http://www.hged.com/fishway)

### Annual Shad Derby to be held May 9-10 & 16-17

HG&E's Annual Shad Derby is a FREE event that invites the region's anglers to fish the waters of the Connecticut River in a contest to catch the largest shad. Contestants must bring their fish to the official weighing station located by the Holyoke Fishlift, near the Route 116 Bridge. Prizes will be awarded at the tournament's conclusion on Sunday, May 17 at 5PM.

FOR MORE INFORMATION VISIT: [www.hged.com/shadderby](http://www.hged.com/shadderby)

## April is National Dig Safe® Month

This month, HG&E included a brochure and letter with your monthly bill, which highlights important natural gas safety information. If you smell gas or have any questions, contact HG&E at (413) 536-9300.



### Call 811 before you dig



Attention excavators, contractors and homeowners: Federal and State law requires that you contact Dig Safe before digging. Dig safe and dig smart this spring by calling 811. The service is free (funded by utilities) and facilities will be marked within 72 business hours!

on-line at: [www.digsafe.com](http://www.digsafe.com)

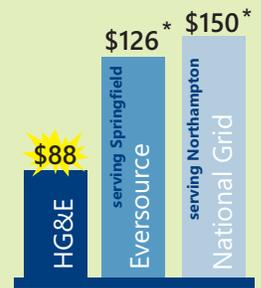
### Markings on the ground

Color coded paint or flags are used to identify the type of underground facilities, in an effort to promote awareness and help maintain public safety.

PROPOSED EXCAVATION EXCAVACIÓN PROPUESTA
ELECTRIC, POWER LINES LÍNEAS DE TRANSMISIÓN ELÉCTRICAS
CABLE, COMMUNICATION CABLE, COMUNICACIONES
RECLAIMED WATER AGUA REGENERADA
TEMPORARY SURVEY MARKING MARCACIÓN DE INSPECCIÓN TEMPORAL
GAS, OIL, STEAM, CHEMICAL GAS, PETRÓLEO, VAPOR, QUÍMICOS
SEWER, STORM DRAIN CLOACA, DRENAJE DE TORMENTA
POTABLE WATER AGUA POTABLE

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



March 2026: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price. Please note, the purchase power adjustment increased in March, [www.hged.com/rates](http://www.hged.com/rates).

### LOWEST NATURAL GAS RATE



March 2026: Residential customer consuming 192 CCF/month. Amounts shown include all discounts. Please note, the purchased gas adjustment decreased in March, [www.hged.com/rates](http://www.hged.com/rates).

\*Includes the Winter Relief Discount, which only impacts investor owned utilities.

# Enroll in AutoPay Today!

If you were enrolled in AutoPay in HG&E's old payment system and have not re-enrolled, please register for SmartHub today and enroll in AutoPay! This will ensure your payments are up to date and will help you avoid service interruptions this spring. Visit [www.hged.com/smarthub](http://www.hged.com/smarthub) for more information or scan the QR code for the mobile app.



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  
[customerservice@hged.com](mailto:customerservice@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)

**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

**Patriots' Day**  
Monday, April 20

**Memorial Day**  
Monday, May 25

## Commissioners

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

## Manager

James M. Lavelle



## 2026-2027 Budget Program

Holyoke Gas & Electric's Budget Program makes it easier for customers to manage energy costs throughout the year by dividing bills into 12 equal monthly payments. This year, plan ahead and avoid those high winter bills by joining HG&E's Budget Program!

Signing up is easy! Just fill out the form on the bottom of this page and we will send you your monthly payment amount. The estimated monthly payment is determined from previous utility bills. The estimated cost is then divided into 12 equal monthly payments, to start with your June billing. Your budget payment amount will be reviewed after the January cycle, and will then be adjusted up or down as necessary.

The Budget Program is available to all HG&E customers (commercial and residential) at no additional cost. Please note, your account must have a \$0 balance, and your location must have one year of billing history in order to enroll in the program. **If you are currently participating in the budget program, you do not need to re-enroll.**

Sign up online by visiting [www.hged.com/budget](http://www.hged.com/budget) or submit the enrollment form to HG&E's Main Office.

## New Budget Customer Program Enrollment Form

I currently heat my home with:  Gas  Electric  Other: \_\_\_\_\_

HG&E Account Number   
(from your monthly bill)

Your Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Email Address: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form to HG&E within 10 days of receiving this notice.