

ENERGY INSIGHTS

JULY 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.



Annual Natural Gas Heating System Check-Up

Cold weather is just a few months away; plan ahead and get your natural gas fired heating system ready for falling temperatures. This service is available for a \$30* service fee to ensure your system is in optimal condition for the colder months ahead.

Heating System Checkup

An HG&E technician will:

- Perform a system operation check by reviewing venting, safety systems, and burners
- Re-light pilot (if necessary)
- Lubricate circulators

Why Schedule a Heating System Checkup?

Expert Technicians: Our skilled and certified professionals will thoroughly inspect your system.

Preventive Maintenance: Early detection and resolution of potential issues can help prevent costly repairs.

Energy Efficiency: Ensure your heating system is operating efficiently, saving you money on energy bills.

For this service, **an appointment must be scheduled by August 12, 2026**. Capacity is limited, but HG&E will try to accommodate a pre-winter assessment if customers call before 8/12/26. Any necessary repairs discovered at the time of the inspection may be performed at the customer's option, and will be billed at standard labor and parts rates. Service is for residential natural gas fired boilers and furnaces only.

**The average natural gas heating system check-up requires approximately 30 minutes for a fee of \$30. Depending on the complexity of the system, appointment times can vary. If a technician is required to stay longer than 30 minutes to complete the check-up, the customer may incur additional charges.*

HG&E Service Department

Beyond natural gas heating system checkups, our service department offers a range of maintenance and repair services to keep your home and equipment running smoothly. Our professionals are focused on the repair and maintenance of select natural gas and electric equipment, offering prompt 24-hour emergency service and exceptional customer care.

For more information about our services and rates, please visit: www.hged.com/repair.

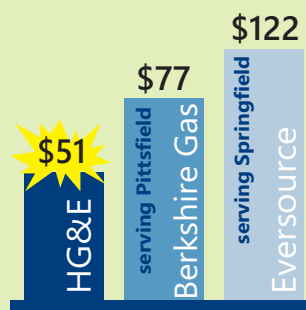
RATE COMPARISONS

LOWEST ELECTRIC RATE



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

LOWEST NATURAL GAS RATE



June 2026: Residential customer consuming 33 CCF/month. Amounts shown include all discounts.

Save Energy & Money This Summer!

Smart Tips for Cooler Savings & Conservation!

Scan for Conservation Tips



SAVE THE DATE: Holyoke Safe Neighborhood Initiative

invites Holyoke Public School students to their Annual Back to School Event on Saturday, August 15th from 11am to 3pm at McNally Field (Kelly School)! For additional information, please contact Ed Caisse at (413) 858-0225.

A message from the Holyoke Commission on Disability (HCOD)

HCOD is conducting an anonymous 2026 Disability Survey of residents who are disabled in order to assess this valuable but vulnerable population. We hope that this information will help us better serve you as we educate the public and our city government.



SCAN QR CODE TO PARTICIPATE

By sharing your experiences, we can better help to solve problems you encounter and direct you to helpful resources. Our goal is to help you and your family sustain a quality of life that allows you to go to work when able, take care of your family, maintain healthcare, and participate in our community. And our community will benefit from your participation.

Thank you for participating! Your input will help make Holyoke more accessible and inclusive.

La Comisión de Discapacidad de Holyoke (HCOD) está llevando a cabo una encuesta anónima sobre discapacidad 2026 dirigida a los residentes con discapacidad con el fin de evaluar a esta población tan valiosa pero vulnerable. Esperamos que esta información nos ayude a darle una mejor atención mientras informamos al público y a nuestro gobierno municipal.

Al compartir sus experiencias, podremos ayudarle a resolver de mejor manera los problemas a los que se enfrenta y orientarle hacia recursos útiles. Nuestro objetivo es ayudarle a usted y a su familia a mantener una calidad de vida que les permita ir a trabajar cuando puedan, cuidar de su familia, mantener la atención sanitaria y participar en nuestra comunidad. Y nuestra comunidad se beneficiará de su participación

¡Gracias por participar! Sus comentarios ayudarán a que Holyoke sea más accesible

A message from the City of Holyoke Tax Assessors Office

Attention Senior Homeowners

As a homeowner you may qualify for a tax exemption of up to \$1,000 if you meet the following criteria:

- Owned and occupied your home for 5 years as of July 1, 2026
- Age 65 by July 1, 2026 or older
- Taxes must be current
- Must not exceed income and asset guidelines

	INCOME	ASSETS
SINGLE	\$26,147**	\$40,000
MARRIED	\$39,221**	\$55,000
**Gross income from all sources including Social Security deduction		

Please contact the City of Holyoke Assessor's Office at (413) 322-5550. The Assessor team will be happy to assist with submitting an application.



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

Holiday Closings

Independence Day
Friday, July 3

Commissioners

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

Manager

James M. Lavelle

