

# ENERGY INSIGHTS

OCTOBER 2021

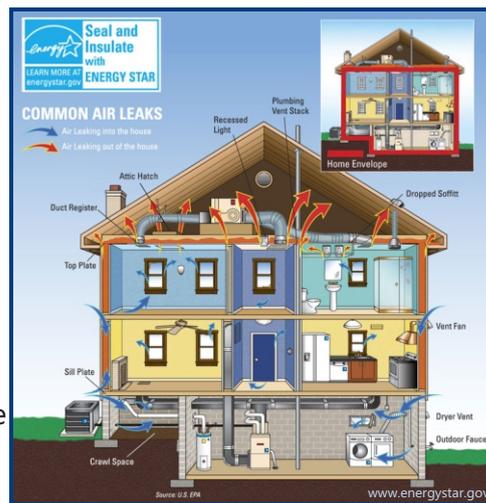
A newsletter for residential customers of Holyoke Gas & Electric

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).

## Residential Energy Audits

PREPARE YOUR HOME FOR THE SEASONS

HG&E offers free residential energy audits that can show homeowners how to lower their energy bills. An energy audit involves a professional energy advisor coming to your home and identifying ways that you can save on your monthly bill. The energy advisor will answer your questions about insulation, heating equipment and appliances, and help you determine areas for improvement. Energy efficient measures recommended through an energy audit can save the average homeowner hundreds of dollars per year in heating and cooling costs.



To arrange for a home energy audit at no cost to you contact our energy services partner, MuniHELPS, directly at their toll-free number: **(888) 333-7525**.

Even before you schedule an audit, when you call MuniHELPS, you will be able to discuss ways to reduce your energy consumption.

For more information and eligibility requirements, visit [www.hged.com/audit](http://www.hged.com/audit).

HG&E also provides incentives to help customers move forward with many of the upgrades recommended in a typical energy audit. Visit [hged.com/save](http://hged.com/save) for more information on available incentive programs.

## RATE COMPARISONS

### LOWEST ELECTRIC RATE



**September 2021:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

### LOWEST NATURAL GAS RATE



**September 2021:** Residential customer consuming 28 CCF/month. Amounts shown include all discounts.



## IMPORTANT NATURAL GAS SAFETY INFORMATION

As part of HG&E's commitment to your safety, HG&E educates the public on safe natural gas practices, such as Dig Safe®, what to do in a natural gas emergency, and the dangers of carbon monoxide. Please check your mailbox and review the important information HG&E distributed in October. For additional information, please call (413) 536-9300 or visit [www.hged.com/safety](http://www.hged.com/safety).



# Need help with your fuel bills?



Other VOC Services: Daycare-WIC-Homeless Prevention-Housing-Daycare Transportation-Adult Education-College/Career Readiness-Tax Preparation



**WE CAN HELP PAY YOUR HEATING BILL\***  
During the months of November 1st to April 30th - Assistance is available for Oil, Natural Gas, Electric, Kerosene, LP Gas, Firewood, Wood Pellets, Coal, and Water bills.

**HOMEOWNERS**, we may be able to assist you with heating system repairs!  
\*Household income cannot exceed 60% of the estimated state median income

**FUEL ASSISTANCE**

*We can help now, contact us today!*  
CALL US AT (413) 552-1548  
OR LOG IN TO <http://toapply.org/VOC> to apply



**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  
[Customer\\_Accounts@hged.com](mailto:Customer_Accounts@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)

**Drive Thru/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  
Union Mart, 297 Apremont Highway

### Holiday Closings

**Veterans' Day**  
Thursday, November 11

**Thanksgiving Day**  
Thursday, November 25

### Commissioners

Francis J. Hoey, III  
Robert H. Griffin  
James A. Sutter

### Manager

James M. Lavelle