

MINUTES OF GAS & ELECTRIC COMMISSION MEETING
REGULAR SESSION
SEPTEMBER 16, 2025

A meeting of the Holyoke Gas and Electric Department was held on September 16, 2025, at 5:02 P.M. in the Department's offices. In attendance were Commissioners Hoey, Sutter and Marrero; Manager Lavelle; Superintendents Steve Roy and Brian Roy; Brooke McMahon, Kate Sullivan Craven, and Lisa Rogers.

CALL TO ORDER:

Chairman Hoey called the meeting to order at 5:02 P.M.

MINUTES:

On a motion from Commissioner Sutter, seconded by Commissioner Marrero, it was unanimously voted to approve the minutes from July 15, 2025.

REPORTS & RECOMMENDATIONS OF MANAGER:

Financial Report:

Ms. McMahon reviewed the draft July 2025 financial statements. There was a brief discussion on the matter.

DIVISION REPORTS:

GAS DIVISION

Mr. Brian Roy reported that wholesale natural gas purchases continue consistent with the hedging plan for the current 12-month procurement window and noted that 99% of summer gas supply is locked in price and 49% of planned winter gas is locked in price. He then reported that unit sales through September are projected to be approximately 1% ahead of plan, with higher early winter sales offset by lower shoulder month sales (warmer weather) and lower industrial sales. He also reviewed the September natural gas rate comparisons, noting that the Department remains very competitive in all rate classes.

Mr. Roy gave a brief update on the LNG I&R project noting that site work for the replacement vaporizers is ongoing with completion of the heater slabs and progress on the vaporizer impoundment. He stated that completion of the non-jurisdictional portion of the project is progressing on schedule for a 3rd quarter 2026 completion. He then reported that distribution crews completed the replacement of services on Meadowview and Hillside Avenue and that work would now shift to Locust/Sargeant Streets, Locust/Cabot Streets, and then to Wyckoff Avenue. He stated that 6,100 feet of cast iron mains have been replaced (58% of target), and 60 bare steel services have been eliminated (80% of target). He reported that groundbreaking has commenced on construction of the PHMSA funded main replacement on Cabot and Clemente Streets. He noted that there are currently four (4) leaks on file that are being scheduled for repair and that 26 leaks have been detected and eliminated this year through August. He then gave an update on the PSMS implementation and recent safety culture survey results. There was a brief discussion on the matter.

ELECTRIC DIVISION

POWER SUPPLY

Mr. Steve Roy reviewed the September electric rate comparisons and reported that the Department remains competitive in all rate classes compared to regional peers. He then reviewed the September Mark-to-Market report and reported that all transactions are within policy limits. He also gave an update on peak load reduction activities and noted that the August peak occurred on August 13th, hour-ending 16, and that 8.847 MW were shed via Department load reducers. There was a brief discussion on the matter.

TRANSMISSION & DISTRIBUTION

Mr. Roy gave an update on maintenance and construction activities. He reported that the recent Saturday, September 6th storm caused considerable tree damage resulting in a large number of outages, mainly in the areas of Whitney Avenue, West Holyoke and River Terrace/Jones Point. He stated at the height of the storm there were approximately 1,000 customers without power and that 900 of those customers were restored within approximately two hours. He noted that efforts in the Jones Point area were slowed due to Verizon's slow response to replace broken poles, resulting in HG&E crews setting some of the poles in order to get the remaining customers back on-line by late Sunday. He noted the exemplary efforts of HG&E crews to quickly restore power in very challenging conditions. He then reported that crews have been utilizing the new work management system, which is part of the new ERP system, and that the system has streamlined the work management process and proved very useful in managing the recent storm cleanup efforts. He then noted that crews will be completing transformer replacements at University Park Apartments on Thursday and will then shift efforts to pull the new conductors on the 17L5 line on Sargeant Street. Mr. Roy then gave a brief update on battery storage activity. There was a brief discussion on the matter.

ELECTRIC PRODUCTION

Mr. Roy noted that hydro production for September is 10% below plan. He reported that the one week fall canal outage would begin on Saturday and that planned maintenance activities include unit inspections on all generators, bearing adjustments and the filling of two penstocks along the first level canal. He also reported that Northern Construction completed an aerial survey of the dam rubber bladder and that drawings have been released to the bladder manufacturer for fabrication. He also gave a brief update on City Unit #1 repowering options and Cobble Mountain Unit #3 rebuild status. There was a brief discussion on the matter.

TELECOMMUNICATIONS

Mr. Jonah gave an update on sales and operations activity. He reported that Telecom Division sales are approximately 2% behind budget through July and are expected to be on plan by year-end. He then reported that the Telecom team continues to support the ERP conversion process and will resume cybersecurity training in October. There was a brief discussion on the matter.

CUSTOMER SERVICE

Ms. Rogers gave an update on the conversion to the NISC ERP system and stated that the conversion has gone well overall since the system cutover last Monday. She noted that there were a few minor billing issues that have been corrected and that an issue with how the autopay function is set up could impact customers that use autopay if they do not carefully follow instructions. She noted that customer service is working with impacted customers and that the issue will be resolved once the first autopay cycle has run completely. She noted that very few customer complaints were received and that those issues were primarily due to customers not reading, or properly following, instructions that had been

provided to them. She stated that the conversion has been a success to date. There was a brief discussion on the matter.

MARKETING & COMMUNICATIONS

Ms. Sullivan gave an update on preliminary customer feedback related to the ERP conversion. She stated that the conversion has been a success overall and that there have been only minor issues to resolve to date. She stated that extra staff were stationed in the lobby to assist customers with the sign-in to the new system and to provide small gift bags to customers promoting the new online customer service capabilities. She then reported that the 2025 customer satisfaction survey is nearly completed and that she should have preliminary results for the next Commission meeting. She also gave an update on Public Power/Public Gas week activities that are being planned for October 8th. There was a discussion on the matter.

OLD BUSINESS: None

NEW BUSINESS:

SPONSORSHIP REQUEST- HOLYOKE POLICE DEPARTMENT SENIOR HOLIDAY

EVENT: Mr. Lavelle reported that the Department received a sponsorship request from the Holyoke Police Department requesting that the Department continue its Sponsorship of the annual Senior Holiday event. After a brief discussion and on a motion from Commissioner Marrero, seconded by Commissioner Sutter, it was unanimously voted to approve the sponsorship as requested.

SPONSORSHIP REQUEST- INTERNATIONAL VOLLEYBALL HALL OF FAME: Mr. Lavelle reported that the Department received a sponsorship request from the International Volleyball Hall of Fame requesting that the Department continue its Corporate Partner Sponsorship level, consistent with the past several years. After a brief discussion and on a motion from Commissioner Sutter, seconded by Commissioner Marrero, it was unanimously voted to approve the sponsorship as requested.

COMMERCIAL ENERGY ASSISTANCE REQUEST- ONE HOLYOKE CDC- 59 MOSHER

STREET: Mr. Lavelle reported that the Department received a sponsorship request in the amount of \$60,000 from One Holyoke CDC, for their 8-unit property at 59 Mosher, for the installation of eight (8) gas-fired hot water boilers to replace the existing units that are at the end of their useful life. He stated that the proposed new equipment is 84% efficient and does not meet the standard CEAP assistance efficiency requirement of 90%. He explained that the property owner obtained estimates to meet the CEAP efficiency requirement and the cost was over 40% more than the proposed units, due to the building modifications that would have been required to ventilate the higher efficiency equipment. He stated that the HG&E Green Team reviewed the proposals and estimated that the payback on the incremental investment to meet the standard efficiency requirements was over 40 years and determined that an exception to the efficiency requirement was prudent in this case. He further noted that the proposed equipment would still reduce energy consumption by approximately 25% on the property. Commissioner Hoey disclosed that his employer has performed work for OneHolyoke CDC in the past and abstained from deliberations on the matter. Commissioner Marrero stated that he reached out to the Executive Director of OneHolyoke CDC to ask if the additional capital required for the higher energy efficiency equipment could be passed on to the tenants, and was told that the additional capital costs could not be passed on to the tenants because the capital cost of recent safety improvements has already been added to the tenants rent. Mr. Marrero then noted that there are likely many more old

boilers in the city in need of replacement in the near future and asked if there was an accurate means of estimating the amount of HG&E assistance that would be requested. Mr. Lavelle stated that historical data for energy efficiency requests is the best guidance for the amount of energy conservation assistance requested annually and that the annual budgets are based on that data. After a brief discussion and on a motion from Commissioner Sutter, Seconded by Commissioner Marrero, it was voted 2-0 to approve the assistance as requested. Commissioner Hoey abstained from the vote.

LARGE INDUSTRIAL ELECTRIC CONTRACT RATE MODIFICATION: Mr. Lavelle recommended that the Commission authorize modifications to the Large Industrial Electric Rate consistent with the recommendations in the July 16, 2025, memorandum from Jeanette Sypek, Senior Energy Resources Coordinator. He stated that the current contract rate expires at the end of the year and that the proposed new three-year contract rate will have a term running from January 2026 through December 31, 2028. He further stated that the proposed rate design is similar to the existing cost of service rate design and noted that there have been significant increases in several rate components since the current rate was designed in 2021. He noted that the proposed rate structure will result in an approximate 5.8% increase in the first year and a 5% increase for the second and third years to keep pace with the actual cost of service. After a brief discussion and on a motion from Commissioner Sutter, seconded by Commissioner Marrero, it was unanimously voted to approve the rate modifications per the recommendation of management.

BID AUTHORIZATIONS: None

BIDS RECEIVED:

DIVE SURVEYS, INSPECTIONS, MAINTENANCE & REPAIRS ANNUAL CONTRACT - EXTENSION: Mr. Lavelle recommended that the Commission authorize a one-year extension to the Annual Contract for Dive Surveys, Inspections, Maintenance & Repairs with Underwater Construction Corporation, subject to a 2.7% increase in rates. After a brief discussion and on a motion from Commissioner Sutter, seconded by Commissioner Marrero, it was unanimously voted to approve the contract extension per the recommendation of management.

1894 TRANSMISSION LINE REBUILD: Mr. Lavelle recommended that the Commission award the contract for the rebuild of the 1894 Transmission Line to P&G Power Co., the low bidder meeting all requirements of the solicitation. After a brief discussion and on a motion from Commissioner Sutter, seconded by Commissioner Marrero, it was unanimously voted to award the contract per the recommendation of management.

FLATBED AND LOADER – TRUCK #3 REPLACEMENT: Mr. Lavelle recommended that the Commission award the contract for the Truck #3 Replacement to ATG Patriots, LLC off of the State Contract #VEH111 at a total cost of \$397,327. He stated that the new flatbed truck will include a hydraulic loader that will save approximately \$50,000 per year in outsourced crane costs paid to third parties. Commissioner Marrero noted that the price difference between the recommended vendor and the second lowest bidder was less than \$1,000 and asked if there were material differences between the two vehicles. Mr. Steve Roy stated that the engine reliability and extended warranty of the recommended vehicle are superior to the second lowest price vehicle. After a brief discussion and on a motion from Commissioner Sutter, seconded by Commissioner Marrero, it was unanimously voted to award the contract per the recommendation of management.

NOKIA REMOTE TECHNICAL SUPPORT AND RES ADVANCED EXCHANGE- 5-YEAR

RENEWAL: Mr. Lavelle recommended that the Commission authorize the expenditure of up to \$176,600 for a five-year renewal of technical support and maintenance for the eleven (11) Nokia Access Nodes from Lightspeed Technologies under the statewide contract No. ITT50. He stated that the access nodes are critical components of the commercial network and the recommended support ensures that the Department is able to get proper support, maintenance and updates on the equipment, as well as keep required spares on hand in addition to guaranteed response for replacing failed items. After a brief discussion and on a motion from Commissioner Sutter, seconded by Commissioner Marrero, it was unanimously voted to authorize the expenditure per the recommendation of management.

CISCO ROUTER “TRY AND BUY” PURCHASE: Mr. Lavelle requested that the Commission authorize the expenditure of up to \$69,451 for the purchase of two Cisco Router and three-year related maintenance of support under Cisco’s Try and Buy program. He stated that the routers would be set up in the lab environment to be evaluated as a replacement for the existing Juniper aggregation routers, which are nearing the end of support. He stated that the Cisco “Try and Buy” program allows the Department to return the routers within 90 days at no charge. If, after 90 days, the Department determines that the units are viable replacements for the Juniper routers and has not returned the units, Cisco will invoice the Department for the quoted cost of the routers. After a brief discussion and on a motion from Commissioner Sutter, seconded by Commissioner Marrero, it was unanimously voted to authorize the expenditure per the recommendation of management.

ESRI SOFTWARE LICENSE AND SUPPORT- 3-YEAR RENEWAL AND ENTERPRISE

AGREEMENT FOR ARCGIS DESKTOP APPLICATION PLATFORM: Mr. Lavelle recommended that the Commission authorize the expenditure of up to \$90,600 for a three-year renewal of ESRI software technical support and maintenance as well as an enterprise license for the ArcGIS desktop application platform. He stated that the software support is required to properly operate the Department’s existing GIS applications, and the enterprise license gives staff access to the suite of ArcGIS applications that will enhance the overall efficiency and effectiveness of the Department’s GIS system. After a brief discussion and on a motion from Commissioner Sutter, seconded by Commissioner Marrero, it was unanimously voted to authorize the expenditure per the recommendation of management.

COMMUNICATIONS:

05/08/25 – Draft Commission Meeting Minutes from 07/15/25
09/03/25 – JL/BM/Financial Statements, Balance Sheet & Summary Report – July 2025
09/15/25 – JL/KC/Sponsorship Request – HPD Senior Holiday Event
09/15/25 – JL/KC/Sponsorship Request – International Volleyball Hall of Fame
08/18/25 – KC/MC/Commercial Energy Assistance Program Request – One Holyoke CDC
07/16/25 – SR/JS/Rate Recommendation – Large Industrial Contract Schedule
07/31/25 – JL/CW/Recommendation – Extension of Dive Surveys, Inspections, Maintenance & Repairs Annual Contract – Extension
08/01/25 – SR/SD/Bid Recommendation: 1894 Line Rebuild Construction Contract
08/27/25 – SR/JB/Recommendation – Replacement of Flatbed Truck #3
07/31/25 – KJ/TH/Purchasing Approval: Nokia Access Nodes 5-Year Renewal
08/11/25 – KJ/JC/Purchasing Approval: Cisco ASR9902 Routers
08/21/25 – KJ/EG/Purchasing Approval: ArcGIS Desktop Support 3-Year Renewal

NEXT MEETING DATE:

It was agreed that the next Commission meeting would take place on Tuesday, October 14th at 5:00 P.M.

ADJOURNMENT:

On a motion from Commissioner Sutter, seconded by Commissioner Marrero, it was unanimously voted to adjourn the Meeting at 5:59 P.M.

HG&E Commission

Minutes 09/16/25