

ENERGY INSIGHTS

JUNE 2025

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.

SAVING ENERGY SAVES MONEY

HG&E is committed to helping customers save energy and money by offering a variety of energy efficiency and electrification incentive programs. Rebates, free energy audits, and financial assistance at 0% interest are just a few of HG&E's offerings that help customers improve their home's energy efficiency, all while cutting back on energy costs. www.hged.com/save.

Rebates

HG&E offers a variety of rebates for appliances (\$25-\$750/appliance), weatherization projects (up to \$2,000), electric lawn equipment (\$25-\$100/item), central air conditioners (up to \$500), mini-splits/heat pumps (up to \$3,000), and more! www.hged.com/appliance

Residential Energy Assistance Program

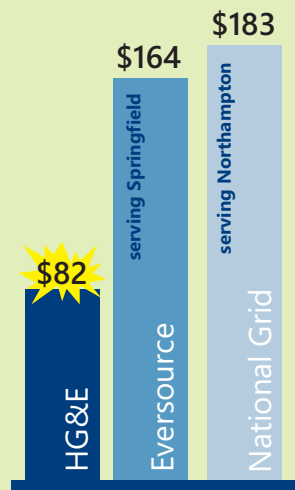
This unique program provides HG&E customers with financial assistance at 0% interest for the implementation of approved energy efficient measures. This program includes a variety of home cooling improvements, such as the installation of: central air conditioning, insulation, replacement windows and/or doors, programmable and/or Wifi thermostat, ducted heat pumps, and mini-split/ductless heat pumps and more. www.hged.com/reap

Summer energy saving tips:

- ▶ Close shades, drapes, and blinds during the day.
- ▶ Use a microwave instead of the range/oven.
- ▶ During mild weather, use fans instead of air conditioning.
- ▶ Replace or clean your air conditioner filter regularly so it operates more efficiently.
- ▶ Plant shade trees around your home to reduce air conditioning costs, please do not plant close to power lines.
- ▶ Keep a 2-3 foot clearance around air conditioning units to ensure proper circulation and optimum efficiency.

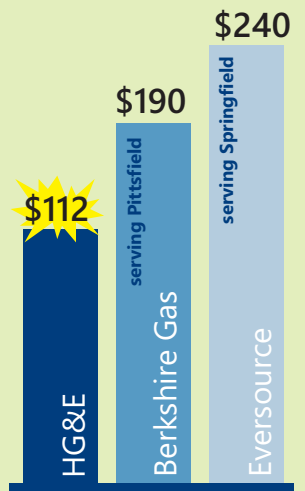
RATE COMPARISONS

LOWEST ELECTRIC RATE



May 2025: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



May 2025: Residential customer consuming 94 CCF/month. Amounts shown include all discounts.

Important Customer Notice: Gas Meter Inspection

To comply with Federal safety codes, HG&E must inspect your gas meter at least once every three years. HG&E uniformed personnel may be in your neighborhood to complete this inspection. Please contact HG&E if you have any questions at **(413) 536-9300 (press 1)**. Thank you!

Know what's below. Call **811** before you dig.

Attention excavators, contractors, and homeowners:
Did you know Federal and State law requires that you contact Dig Safe before digging, trenching, landscaping, or performing any other excavation or earth moving operation? Dig safe and dig smart by calling 811 before you start.

Dig safe. It's the law.

on-line at: www.digsafe.com

Dig Safe is a free service funded by member utility companies. There is no charge for you to use this service.

A Message From the Department of Public Works & Holyoke's Recycling Committee



The 2025 Dual Stream Recycling
Schedule can be
found by scanning this QR code.



Customer Satisfaction Survey

HG&E will be conducting a customer satisfaction survey this summer! In an effort to collect opinions from 400 randomly selected customers a digital survey will be delivered via email from Great Blue Research, research@greatblueresearch.com.

Customer Satisfaction Surveys help HG&E focus on meeting local needs, while planning for Holyoke's innovative energy future. Thank you in advance for your participation, we look forward to hearing from you!



Scan QR code to
participate before July 14!



Friday, June 27

Holyoke Community College
Rain Date: June 29

For updates, visit www.holyoke.org



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)

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
Holyoke Senior Center, 291 Pine Street

Holiday Closings

Juneteenth Independence Day
Thursday, June 19

Independence Day
Friday, July 4

Commissioners

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

Manager

James M. Lavelle

