

ENERGY INSIGHTS

OCTOBER 2022

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.

LNG Infrastructure & Resiliency Project Overview

LNGProject@hged.com - hged.com/LNGProject

Holyoke Gas & Electric (HG&E) is proposing to install one additional Liquid Natural Gas (LNG) storage tank and upgrade the monitoring and control system at the existing West Holyoke LNG storage facility to enhance natural gas system reliability and safety.

What is Proposed?

HG&E is proposing to install one new 70,000-gallon LNG storage tank at an existing LNG facility and upgrade monitoring and control systems in order to enhance system reliability and safety. There are currently four storage tanks at the facility, in operation since 1971, located in West Holyoke nestled in a large solar installation. The additional controls will provide redundancy and enhanced safety mechanisms.

In order to reliably meet customers' energy needs over the next 20+ years, HG&E has developed a non-pipeline solution that would increase our LNG storage capacity within the existing footprint of the West Holyoke facility.

Why LNG?

As a way to ensure reliable energy service to Holyoke residences and businesses, HG&E augments its energy portfolio with LNG. For over 50 years, HG&E has safely operated the Holyoke facility and used LNG, stored in secure tanks, to meet the energy needs of our customers during periods of high demand.

The ability to safely store and utilize LNG when system demand is high allows for uninterrupted service when pipeline demand is at capacity. In addition, LNG offers HG&E diversity and flexibility within the natural gas portfolio, reducing our dependence on a single pipeline source and fluctuating market costs.

What are the Benefits?

HG&E's natural gas portfolio is made up of both firm pipeline capacity from the Tennessee Gas Pipeline and liquefied natural gas (LNG), which is stored at HG&E's West Holyoke LNG Facility. Historically, the facility was developed to provide supply back-up in the event of a pipeline interruption or constraint and afford customers with the most reliable service. Currently, under peak demand HG&E's system consumes 20,000 dth of gas per day. The existing LNG facility is capable of storing approximately 16,000 dth. Existing demand is 25% greater than available storage capacity. The addition would increase storage capacity to approximately 21,000 dth, sufficient to meet existing customer demand without curtailing firm gas customers in the event of a pipeline interruption.

This project, in combination with aggressive energy efficiency programs, will allow customers to apply for natural gas service when converting from oil or propane. HG&E will evaluate each application and work closely with customers to ensure there is not a viable, cost comparable alternate solution that better positions the community to meet the State's clean energy goals.

The Process

HG&E will be bringing this potential solution to the Massachusetts Energy Facility Siting Board, which will include a public process with several opportunities for feedback and discussion. Update timelines will be posted on HG&E's website.



This project fits within our long-term clean energy goals and allows for a manageable, cost-effective transition to a cleaner future.
Visit HG&E's Clean Energy Dashboard for more information at www.hged.com.

If you have any questions or would like additional information, please visit hged.com/LNGProject.

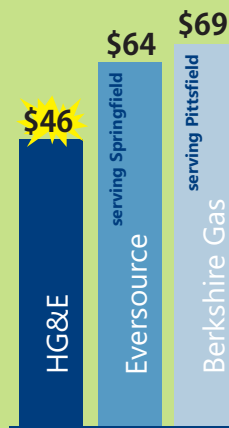
RATE COMPARISONS

LOWEST ELECTRIC RATE



September 2022: Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.

LOWEST NATURAL GAS RATE



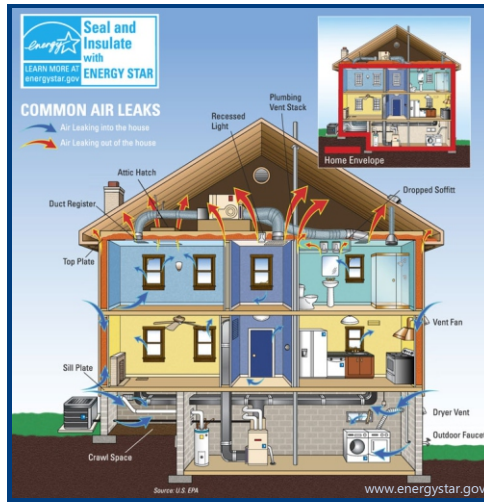
September 2022: Residential customer consuming 28 CCF/month. Amounts shown include all discounts.

Residential Energy Audits

PREPARE YOUR HOME FOR THE WINTER 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.

To arrange for a home energy audit at no cost to you contact our energy services partner, NextZero, directly at their toll-free number: (888) 333-7525 or visit www.hged.com/audit.



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
Customer_Accounts@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

Holiday Closings

Veterans' Day
Friday, November 11

Thanksgiving Day
Thursday, November 24

Commissioners

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

Manager

James M. Lavelle

Apply Today for Heating Assistance!

Valley Opportunity Council (VOC)
(413) 552-1548 | valleyopp.com

Spanish Translation Available
VOC's Fuel Assistance Program, LIHEAP, serves income eligible households throughout Hampden County. Located in Holyoke at 300 High Street and an outreach site at the Holyoke Council on Aging.

What is Fuel Assistance?

Fuel Assistance is a federally funded program that helps low income households pay for a portion of their heating bills during the winter months (November thru April).

How do I apply?

VOC has made it easy to apply from the comfort of your home. Call (413) 552-1548 to apply today and documents can be emailed to fuelassistance@valleyopp.com.

When should I apply?

Apply now! The funding is not guaranteed and is distributed on a first come, first serve basis.

Should I pay my heating bills?

It is important to make payments on your heating bill, even after applying for Fuel Assistance, as your benefit amount may not cover your entire heating bill for the heating season.

How much of my bill will be covered?

Fuel Assistance will cover heat ONLY. As a customer of HG&E you need to know your electricity (with the exception of electric heat) will not be covered by this program. Please do NOT stop paying your bill over the winter months. This program does not cover your entire bill, just the heating portion.

How will I know if I am approved?

You will receive a letter from VOC to indicate whether or not you are approved. If you have any questions, please follow-up with VOC to determine the status of your application.



Other Resources:

Way Finders
(413) 538-5630 | wayfinders.org

Veterans Financial Assistance
(413) 538-5630 | holyoke.org

211 First Call for Help (United Way)
211 / mass211.org

Residential Assistance for Families in Transition
(413) 233-1500 | haphousing.org

Holyoke Council on Aging
(413) 322-5625 | holyoke.org

Springfield Partners for Community Action
(413) 263-6500 | springfieldpartnersinc.com

Distrigas | Citizens Energy
(866) GAS-9918 | citizensenergy.com

Council of Churches of Greater Springfield
(413) 733-2149

Salvation Army Good Neighbor Energy Fund
(800) 262-1320 | magoodneighbor.org



CHECK YOUR MAILBOX THIS MONTH FOR IMPORTANT NATURAL GAS SAFETY INFORMATION. VISIT HGED.COM/SAFETY FOR DETAILS.

