

# ENERGY INSIGHTS

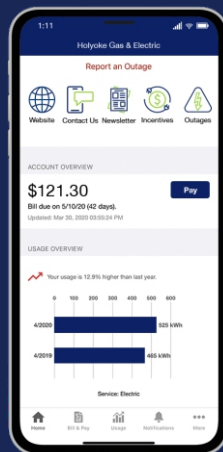
OCTOBER 2025

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).

## HG&E IS PUTTING THE POWER IN YOUR HANDS WITH SMARTHUB

- ✓ NEW MOBILE APP & WEB PORTAL
- ✓ FASTER, EASIER PAYMENT OPTIONS
- ✓ ENERGY USAGE TRACKING
- ✓ CUSTOM ALERTS & NOTIFICATIONS
- ✓ ECO-FRIENDLY PAPERLESS BILLING



### REGISTER TODAY AND START USING SMARTHUB!

1. Register online at [www.hged.com/smarthub](http://www.hged.com/smarthub) or download the SmartHub app to your mobile device by scanning the QR Code below. **You will need your NEW account number in order to register.** Your NEW HG&E account number is listed on your NEW utility statement (enclosed).

2. If you previously utilized HG&E's Auto Pay method, or if you had an online account, please make note that you will have to re-register. Sign up for SmartHub today!

**Our Customer Service Team is here to help!**  
Contact us at (413) 536-9300, or email  
customer service at [customerservice@hged.com](mailto:customerservice@hged.com).

For more information, visit [www.hged.com/smarthub](http://www.hged.com/smarthub).



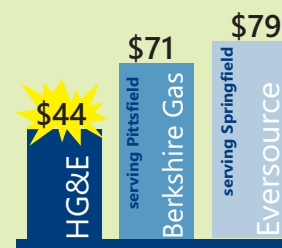
### RATE COMPARISONS

#### LOWEST ELECTRIC RATE



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

#### LOWEST NATURAL GAS RATE



**September 2025:** 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).**



## **Don't Wait For High Heating Bills Apply Today for Fuel Assistance!**

**Attention Fuel Assistance Customers:** If you plan to apply for heating assistance this winter, you will need to provide VOC with an updated HG&E account statement, that includes your new account number. Visit [www.hged.com/fuelassistance](http://www.hged.com/fuelassistance) for more information.

### **Valley Opportunity Council (VOC)**

(413) 552-1548 | [valleyopp.com](http://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](mailto: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) 233-1500  
[wayfinders.org](http://wayfinders.org)

#### **Veterans Financial Assistance**

(413) 322-5630  
[holyoke.org](http://holyoke.org)

#### **211 First Call for Help (United Way)**

211 / [mass211.org](http://mass211.org)

#### **Residential Assistance for Families in Transition**

(413) 233-1600  
[haphousing.org](http://haphousing.org)

#### **Holyoke Council on Aging**

(413) 322-5625  
[holyoke.org](http://holyoke.org)

#### **Springfield Partners for Community Action**

(413) 263-6500  
[springfieldpartnersinc.com](http://springfieldpartnersinc.com)

#### **Distrigas | Citizens Energy**

(617) 338-6300  
[citizensenergy.com](http://citizensenergy.com)

#### **Council of Churches of Greater Springfield**

(413) 733-2149

#### **Salvation Army Good Neighbor Energy Fund**

(800) 262-1320  
[magoodneighbor.org](http://magoodneighbor.org)



**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  
[customerservice@hged.com](mailto:customerservice@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)

**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

*For a complete list of payment options,  
visit [www.hged.com/payments](http://www.hged.com/payments)*

### **Holiday Closings**

**Veterans' Day**  
Tuesday, November 11

**Thanksgiving**  
Thursday, November 27  
Friday, November 28

### **Commissioners**

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

### **Manager**

James M. Lavelle

