

# ENERGY INSIGHTS

January 2022

A newsletter for customers of  
Holyoke Gas & Electric

For a Spanish version of this piece, please visit [hged.com/newsletter](https://hged.com/newsletter).

Para obtener una versión en español de este artículo, visite [hged.com/newsletter](https://hged.com/newsletter).

## Winter Safety Tips

HG&E and Northeast Gas Association would like to remind you that the accumulation of snow and ice on meters, regulators, and other aboveground pipe components may create a safety hazard and increases the risk of carbon monoxide (CO) build up in your home or business. If you have natural gas, please pay attention to the following:

- ✓ Clear snow and ice from exhaust vents, chimneys, and combustion air vents for all gas appliances to prevent cumulation of carbon monoxide in buildings, or prevent operational problems for the combustion equipment.
- ✓ Properly functioning carbon monoxide detectors should be deployed in the building.
- ✓ Pay attention to snow and ice related situations that may cause operational problems for meters, pressure controlled devices, and other equipment. This equipment may contain vents that release gas safely outdoors in the event of a malfunction. If these vents are blocked, an unsafe condition could result.
- ✓ Piping on service regulator sets is susceptible to damage that could result in failure, if caution is not exercised in clearing snow from around equipment. Where possible, use a broom instead of a shovel to clear snow off regulators, meters, associated piping, propane tanks, tubing, gauges or related equipment.
- ✓ Chimneys and vents should be protected using an approved cap or screen, to keep small animals or insects from entering. These intruders have been known to build nests, inside chimneys or vents, that can create a blockage and cause potentially hazardous conditions.

If there is an odor of gas present, or if gas appliances are not functioning properly, leave the building vicinity immediately. Then, from a safe location, contact HG&E at **(413) 536-9300**.

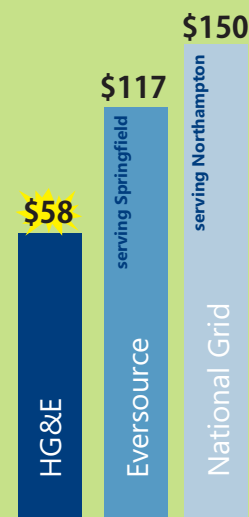
### HG&E Educates!

HG&E is committed to providing safety education to our community. Throughout the year, representatives from HG&E spend time visiting Holyoke's seniors and school children to discuss the importance of gas, electric, and canal safety. We hope you will enjoy some great photos from our latest visits!



## RATE COMPARISONS

### LOWEST ELECTRIC RATE

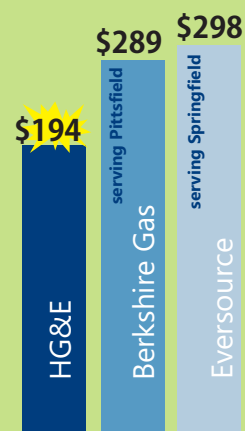


**December 2021:** Residential customer consuming 500 kWh/month. Amounts shown include all discounts and use the fixed default generation supply price.



Note: HG&E's December rates include holiday discount.

### LOWEST NATURAL GAS RATE



**December 2021:** Residential customer consuming 162 CCF/month. Amounts shown include all discounts.



Note: HG&E's December rates include holiday discount.

# HG&E Rebates & Incentives

Whether you are a first time home buyer or a longtime HG&E customer looking to save on your energy bills, HG&E's green team is here to assist with innovative energy efficiency programs, rebates, and tips. HG&E's Residential Energy Conservation Program provides financial assistance at 0% interest to assist with a variety of energy efficiency and electrification projects, including some of the technologies/services listed below.

Please visit [hged.com/save](http://hged.com/save) for more information!



**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 Kiosk (24/7)  
Walk In  
99 Suffolk Street  
Holyoke, MA 01040  
(413) 536-9300

Mail  
P.O. Box 4165  
Woburn, MA 01888-4165

## Holyoke drop boxes

- C-Mart, 1500 Northampton Street
- DB Mart, 494 Westfield Road
- Stop & Shop, 28 Lincoln Street
- Stop & Shop, 2265 Northampton Street
- Wally's BP Shop, 297 Apremont Highway

## Holiday Closings

**Martin Luther King Jr. Day**  
Monday, January 17

**Presidents Day**  
Monday, February 21

## Commissioners

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

## Manager

James M. Lavelle

### APPLIANCES

SAVINGS OF	SAVINGS OF	SAVINGS OF
<b>\$25</b>	<b>\$25</b>	<b>\$30</b>
<b>DISHWASHER</b>	<b>ROOM AC</b>	<b>DEHUMIDIFIER</b>
SAVINGS OF	SAVINGS UP TO	SAVINGS OF
<b>\$40</b>	<b>\$50</b>	<b>\$50</b>
<b>AIR PURIFIER</b>	<b>PROGRAMMABLE THERMOSTAT</b>	<b>CLOTHES WASHER</b>
SAVINGS UP TO	SAVINGS UP TO	SAVINGS UP TO
<b>\$75</b>	<b>\$125</b>	<b>\$250</b>
<b>REFRIGERATOR</b>	<b>WI-FI/SMART THERMOSTATS</b>	<b>ELECTRIC CLOTHES DRYER</b>
SAVINGS OF	SAVINGS UP TO	SAVINGS UP TO
<b>\$350</b>	<b>\$300</b>	<b>\$750</b>
<b>HEAT PUMP CLOTHES DRYER</b>	<b>ELECTRIC WATER HEATER</b>	<b>HEAT PUMP WATER HEATER</b>

### HEATING/COOLING

SAVINGS UP TO	SAVINGS UP TO	SAVINGS UP TO
<b>\$500</b>	<b>\$1000</b>	<b>\$3000</b>
<b>CENTRAL AIR CONDITIONING</b>	<b>HEAT PUMP/ MINI SPLIT</b>	<b>WHOLE HOME HEAT PUMP</b>

### HOME EFFICIENCY (WEATHERIZATION)

SAVINGS UP TO	SAVINGS UP TO
<b>\$500</b>	<b>\$2000</b>
<b>BLOWER DOOR TEST</b>	<b>WEATHERIZATION</b> (Insulation, Air Sealing, Duct Sealing)

### SMART DEVICE MANAGEMENT

SAVINGS UP TO	SAVINGS UP TO
<b>\$62/yr</b>	<b>\$60/yr</b>
<b>HVAC CONTROLS</b>	<b>ELECTRIC HOT WATER HEATER</b>

### ELECTRIC VEHICLE

SAVINGS UP TO	SAVINGS UP TO
<b>\$10/mo*</b>	<b>FREE Level 2 EV CHARGER</b>
<b>EV CHARGING</b>	<b>or a \$450 rebate*.</b>
<small>*This is an on-bill credit for customers enrolled in the Connected Homes Program.</small>	<small>*Existing level 2 charger.</small>