



WESTFIELD GAS + ELECTRIC

electric service calls

Westfield Gas + Electric services calls to our customers relating to their electric service up to the service connections of a house for overhead service, and up to the meter for underground service. All equipment beyond the service connections (except the meter) is the responsibility of the customer.

We service calls to our customers after normal working hours when one or more of the following conditions exist:

- Wire down
- Pole or wire burning or sparking
- Branch on primary lines
- Broken pole
- No power or half power
- Other potentially hazardous conditions

Charges

There will be no charge for any call that is found to be a fault within the Department's distribution system. All other charges shall be as follows:

Service calls for flickering lights, partial power, no power, wire down, or defective WG+E-owned equipment.

No charge

Multiple service calls to the same location:

\$45 first hour/\$22.50 per additional half hour or fraction thereof. (Charged at the discretion of the Operations Superintendent.)

Customers with accounts ninety (90) days past due shall be refused service calls except for those emergency services described above: flickering lights, partial or no power, wire down, defective WG+E-owned equipment.

100 Elm Street, Post Office Box 990 Westfield, MA 01086-0990

Customer Service: (413) 572-0100 24-Hour Emergency: (413) 572-0000

www.wgeld.org



@wgeld