

If you think you smell natural gas, here's what you need to know.

Natural gas piping that is damaged or corroded could leak and cause a hazardous situation. So we want you to know exactly how to respond if you smell gas.

- First, leave the premises or location **IMMEDIATELY**.
- **MOVE** away from the area.
- From a safe distance, **CALL 911** or WG+E Dispatch at 572-0000. (Never assume someone else will make the call.)
- **AVOID** actions that might cause a spark, such as striking a match or smoking, operating appliances or light switches, using a phone, or starting a vehicle.
- **STAY AWAY** from the suspected leak and keep others away, too, until an official says it is safe to return.



Being nose-y can keep you safe.

Natural gas has an excellent safety record, and like all forms of energy, it must be handled properly. Maintaining the integrity of our gas pipelines is a critical part of our work at Westfield Gas + Electric. As a recent recipient of a \$10M federal grant, we intend to expedite the replacement of aging infrastructure to ensure the continued safety of people who live and work here in Westfield.

Watch for an insert in your October bill for more ways to recognize a natural gas leak.

COMMUNITY-OWNED | RELIABLE SERVICE

WORKING FOR YOU.

We're celebrating Public Power Week and Natural Gas Month with our annual drawing for three (3) **\$250 Energy Credits**. Enter online today at:

wgeld.org/promo/public-power

Lifeline

Westfield customers can now qualify for an additional **\$9.25 CREDIT** through the federal Lifeline program for Whip City Fiber.

Eligibility is based on household income or participation in other federal programs including SNAP, Medicaid, SSL, Federal Public Housing Assistance, or Veterans Pension and Survivors Benefits and can be applied to internet or phone services.

Learn more and apply at lifeline.whipcityfiber.com



Customer Service: (413) 572-0100
Emergency Response: (413) 572-0000

www.wgeld.org

fall
2023



powerline



WESTFIELD GAS + ELECTRIC



sweater weather is better together

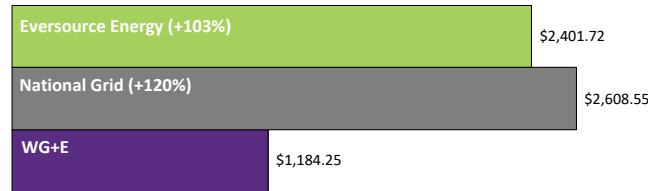
As we approach the colder months, Westfield Gas + Electric (WG+E) stays committed to providing affordable and reliable essential services to the community. Over the summer, the warm weather in New England stayed within normal ranges which relieved any potential price spikes for purchasing power. This kept WG+E in a good position to pass along the savings to our customers. As we head into the fall, there will be an overall reduction for residential electricity bills of 11%. For example, an average household's electricity portion of their bill which was \$132 in August will decrease to \$118 in September. As always, actual bills will vary based on individual energy usage. We expect this rate decrease to continue into the New Year in 2024.

As the temperatures drop, WG+E is here to help you stay warm while being energy efficient. We offer energy-saving incentives, like the Gas Energy Savings Program to help you reduce your utility bills and lower your carbon footprint. Customers who reduce their gas heating consumption by 10% this upcoming January, February, and March can earn up to a \$125.00 credit on their bill. Give us a call or visit wgeld.org under "Residential", then click on "Ways to Save" for more details.

Whip City Fiber continues to expand, bringing high-speed internet access to more residents and businesses

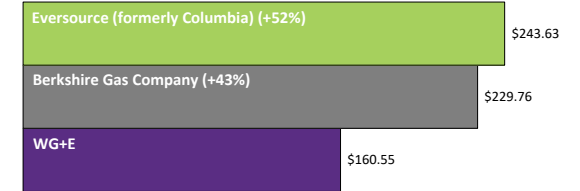
january-september 2023 rate comparisons

Residential Electric Rates



*Data based on average total residential consumption of 750 kWh/month.
Data compiled for WG+E by Energy New England.*

Residential Gas Rates



*Data based on average total residential consumption of 630 Ccf for the period.
Data provided by distribution company websites.*

in Westfield. We understand the importance of staying connected, whether it's for remote work, online learning, or streaming your favorite shows. To continue with our expansion, this fall, service will become available in three new areas: 1.) The Southampton Road Area, including Emerald Ave. to Hopkins Rd., 2.) The North Road Area, including Scenic Rd. and Pheasant Dr., and 3.) Hampden Village. Residents awaiting service in these areas can sign up ahead of time by completing an application at whipcityfiber.com.

Westfield Gas + Electric/Whip City Fiber is proud to be an active member of our community. We regularly participate in local events, support charitable initiatives, and engage in environmental conservation efforts. This past September, we joined the Whip City Animal Sanctuary's Touch-A-Truck event, Western New England University's Resume Review Day, and attended the Clean Energy Conference at Westfield State University. On the horizon, our Big Rig Rally at Pumpkinfest is October 14th, where you can meet our team, grab some treats, carve a pumpkin, and shop local vendors. We look forward to seeing you there!

We thank you for your continued trust in Westfield Gas + Electric/Whip City Fiber. Our mission is to provide reliable, affordable, and exceptional services. If you have any questions or suggestions, please contact our customer service team at 413-572-0100 or submit a feedback form at www.wgeld.org/promo/feedback to let us know how we're doing.

As the leaves fall and the seasons change, know that Westfield Gas + Electric/Whip City Fiber is here to support you. We wish you a safe and fun Fall season.

Warm regards,

Tom Flaherty
General Manager



WINTER GAS REWARD

Earn up to a **\$125 Energy Credit!** This coming January through March, reduce your gas consumption by 10% compared to your previous year's bill (and adjusted for the weather) and earn a \$100.00 Energy Credit on your WG+E account. Plus, get a \$25.00 credit just for signing up!

To learn more visit wgeld.org under Residential > Ways to Save > Gas Energy Savings Program or call us at 413-572-0216. Sign up before the program starts on January 1, 2024.