

### A Little Extra Protection for Your Home

Smoke alarms warn us about fire, while carbon monoxide (CO) alarms alert us to a dangerous, invisible gas. Natural gas detectors work in a similar way, providing an early warning if they detect methane, the main component of natural gas.

For an added layer of protection, WG+E customers may want to consider installing a natural gas detector near their natural gas-powered appliances. If a leak is detected, the device sounds an alarm and provides a voice warning, giving you time to leave the area and take appropriate action.

Natural gas detectors are an additional safety measure—not a replacement for recognizing the sulfur-like smell of natural gas and knowing how to respond. Watch your mailbox in October for a pamphlet that includes a scratch-and-sniff gas odor sample plus other safety information.

**If a detector sounds—or you smell natural gas—leave the building immediately. Never ignore an alarm or assume it is faulty.** Avoid anything that could create a spark, including turning the lights or appliances on or off or using a cell phone. Then, from a safe distance, call 911 or WG+E Dispatch at (413) 572-0000 right away. Do not return until a first responder lets you know it is safe.

Stay alert, know the signs of a potential gas leak, and make safety a priority at home.



2026



### YOUR OPINION MATTERS TO US!

#### Customer Satisfaction Survey

Keep an eye on your email or scan the code and complete the customer satisfaction survey for a chance to win a \$250 energy credit!



## Lifeline

Westfield customers can 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](http://lifeline.whipcityfiber.com)



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

[www.wgeld.org](http://www.wgeld.org)

fall  
2026



# powerline



WESTFIELD GAS + ELECTRIC



There is a nice chill back in the morning air, the leaves are turning, and here at WG+E/Whip City Fiber, that means it's time to get your home ready for winter and celebrate the season with your neighbors.

We are still celebrating after the opening of the new sports complex at Westfield High School. Seeing so many familiar faces come out to support the new athletic facilities and so many Westfield Bombers athletes make us very proud to be a part of this community. Thank you to everyone who joined us. We can't wait to see this space become a home for Westfield athletics and community events for years to come. Go Bombers!

If insulation upgrades have been on your list, now is the time. We've tripled the Insulation + Weatherization rebate through the end of the year, covering 50% of qualifying insulation, air sealing, and blower door testing, up to \$3,000. This offer runs September 1 through December 31, 2026.

Mark your calendars, Saturday, October 17th, we're bringing something new to Pumpkinfest this year. We're launching the Autumn Arcade, a lineup of games and prizes for the whole family. Stop by for free popcorn, a shot at winning some great giveaways, and plenty of opportunities to chat with our crew about the work we're doing to keep Westfield powered up, connected, and warm this winter.

Your internet is getting a serious upgrade! Whip City Fiber now offers 2+, our gigabit internet service, built

## may-september 2026 summer rate comparisons

### Residential Electric Rates

|                          |            |
|--------------------------|------------|
| Eversource Energy (+94%) | \$1,294.04 |
| National Grid (+125%)    | \$1,502.34 |
| WG+E                     | \$666.75   |

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

### Residential Gas Rates

|                                |          |
|--------------------------------|----------|
| Eversource (formerly Columbia) | \$450.53 |
| Berkshire Gas Company (31%)    | \$354.03 |
| WG+E                           | \$270.11 |

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

to keep up with everything your household or business throws at it. With speeds more than double our standard gigabit service, 2+ gig means more bandwidth and lower latency, so you can stream, game, and run every device in the house at once without missing a beat.

As we head into storm season, we want to make sure you're set up to stay informed. Our Outage Tracker App was retired in September. If you've been using the app, now is the time to switch over to Two-Way Texting, our simple way to report an outage and get updates right to your phone. Register your mobile number at [www.wgeld.org/promo/outage-alerts](http://www.wgeld.org/promo/outage-alerts). You will automatically receive a message when there is an issue with your service. Or, registered numbers can text 1-888-525-1834 and use OUT to report an outage, STATUS for the latest update, and HELP to see all of the commands. A few minutes now means you're ready the moment the weather turns.

Fall always feels like a good moment to pause and say thank you. Whether you're adjusting the thermostat, streaming your favorite show, or just flipping a switch without a second thought, we're glad to be the ones you count on.

Tom Flaherty  
General Manager



## WINTER GAS REWARD

Earn up to a **\$120 Energy Credit!** During the months of January, February, and March, reduce your gas consumption by 10% compared to last years bill.\* Successful participants will receive a \$100 credit on their WG+E account. Plus, we will apply a \$20 credit in January just for signing up!

To learn more and apply, scan or call us at 413-572-0100. Deadline to sign up is **November 30th!**



\*Please see program requirements online.