



WHIP CITY FIBER QUESTIONS?

- Stop by our drop-in centers at 100 Elm Street or 40 Turnpike Industrial Road any time during business hours for a one-on-one consultation about antennas, streaming, and phone.
- Visit us at Amelia Park Ice Rink on Tuesdays from 5:00-7:00 pm & Saturdays from 10:30 am-12:30 pm.
- Call our customer care team with any questions at 413-485-1251.
- Please note, we are taking a break from our events at the Senior Center but invite you to join us at any other event listed.



**westwood restaurant
and the shortstop
have free wifi!**



We're happy to be partnering with the Westwood Restaurant and The Shortstop offering free WIFI to their customers. Stop in today!



reduce your gas heating bill

Cooler weather means it's time for **WG+E's Gas Energy Saving Credit Program**. During the months of January, February and March, if you reduce your gas consumption by 10% compared to your last year's bill and adjusted for the weather, you will receive a **\$50 Energy Credit** applied to your WG+E account. Visit www.wgeld.org under Energy Efficiency > Ways to Save at Home or call 413-572-0216 for an application. You must sign up before the program starts on January 1, 2018.

WG+E

WESTFIELD GAS + ELECTRIC

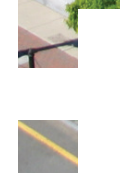
Customer Service: (413) 572-0100
Emergency Response: (413) 572-0000

www.wgeld.org

fall
2017



powerline



WESTFIELD GAS + ELECTRIC



welcome fall

Changing leaves and cooler temperatures always signal busier times here at Westfield Gas + Electric as it means the window will be closing in a few months for many of our utility activities that involve excavating, such as gas line work. Our gas reconstruction project on Holyoke Road is complete as is the gas and electric work involved in the City reconstruction of Little River Road/ Route 187. Within the next few weeks, we will replace existing cast iron gas mains in the Orange, Clark, and Sackett Street areas. Neighborhoods in the Sunset Drive area, including Barbara, Beverly, and Rogers Streets, will see crews working to upgrade the existing low-pressure gas system.

On the electric side of the business, maintenance work is being performed with the replacement of utility poles on East Mountain, Montgomery, Pochassic and Russellville Roads. The conversion of all 4,800+ street lights in the City to high efficiency LED equipment is essentially complete, over one year ahead of schedule, making our roadways safer for all with improved visibility.

Whip City Fiber (WCF) is now our third utility offered and I'm happy to report that our customers are providing great feedback on their satisfaction with this high speed internet service and, in particular, the exceptional level of customer service that accompanies their installation and subsequent activation as a WCF customer. That is

june-september 2017 rate comparisons

Residential Electric Rates

NATIONAL GRID (+68.1%)	\$649.32
EVERSOURCE ENERGY - WMECO (+55.9%)	\$602.40
WG+E	\$386.32

Data based on average residential customer usage of 750 kWh/month.

Data compiled for WG+E by Energy New England.

Residential Gas Rates

COLUMBIA GAS (+11.4%)	\$125.74
BERSHIRE (+8.2%)	\$122.05
WG+E	\$112.84

Data based on average total residential consumption of 77Ccf for the period.

Data provided by distribution company websites.

one of the biggest strengths of our workforce and I would be remiss if I did not recognize and applaud the staff here—gas, electric and internet—for their dedication and commitment in doing their jobs so well. This new venture has been a learning opportunity for all as we enter the next big chapter in our history as a 118 year old municipal utility. Our employees are excited about being an integral part of this innovative offering and we are hearing that a great majority of the Westfield community feels the same way. We only wish we could build it as quickly as it's wanted in all corners of the City.

To date, we have WCF passing by close to 4,000 homes in Westfield which represents an enormous amount of work completed in a short period of time. If you haven't signed up yet, visit our website at www.whipcityfiber.com to see if you are part of that lucky group. You can complete an application online or stop by one of our drop in centers to learn more. See our hours elsewhere in this newsletter or call our Customer Service Department at (413) 572-0100.

Enjoy the upcoming fall season!

Dan Howard
General Manager



don't forget to change your batteries

When you turn those clocks back on Sunday, November 5, remember to change the batteries in your smoke and carbon monoxide detectors. Your heating system is going to get a workout soon and improperly functioning or inadequately vented heating units can emit dangerous levels of carbon monoxide (CO). If your CO detector does sound an alarm, do not assume it is defective. If you suspect poisoning, get fresh air immediately and call for help to WG+E dispatch at 413-572-0000 or call 911.