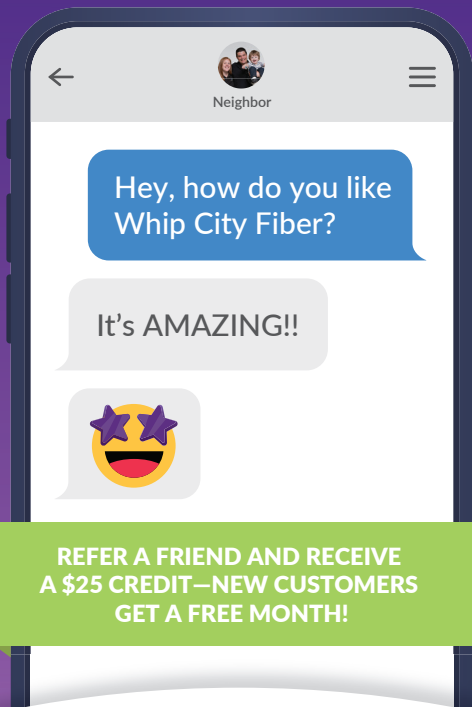


don't forget to change your batteries

When you turn those clocks back on Sunday, November 1, 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.



whipcityfiber.com/promo/referral

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, 2021.



WG+E

WESTFIELD GAS + ELECTRIC

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

www.wgeld.org

fall
2020



powerline



WESTFIELD GAS + ELECTRIC



embracing change

Nearly seven months ago, not many would have imagined that we would still be amid a worldwide pandemic but here we find ourselves as we adjust to this new, and hopefully temporary, way of life until there is a proven and safe cure or vaccine. Following the guidelines issued by the CDC and Commonwealth has enabled us to continue providing the essential services our customers depend on, albeit with some creative workarounds. Our downtown office at 100 Elm Street remains closed to the public at the present time, although when necessary, appointments can be made for face-to-face visits with the appropriate COVID-safety precautions in place.

Many of our customers have discovered the convenience of automated and online bill pay options. Our Customer Service team does a fantastic job assisting customers either by phone or online to set up payment or budget plans for those who may be struggling to keep current with their bills. To further support our customers during this difficult period, our Municipal Light Board recently approved the creation of a \$500,000 debt-forgiveness program for qualifying residential and small commercial customers who have experienced significant financial impacts due to the pandemic. More details regarding the application and approval process will be announced soon.

Over the summer months, our field crews continued working throughout the city on various construction projects to maintain and improve the reliability and integrity of our gas and electric distribution systems. As summer fades, and cooler weather

january-september 2020 rate comparisons

Residential Electric Rates

| | |
|----------------------------|------------|
| National Grid (+84.9%) | \$1,698.57 |
| Eversource Energy (+66.9%) | \$1,532.60 |
| WG+E | \$918.48 |

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 (+6%) | \$888.29 |
| Berkshire Gas (+5.7%) | \$886.16 |
| WG+E | \$838.24 |

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

approaches, the pace of this work historically quickens so that all underground work can be finished before the ground freezes or the paving plants shut down. Gas reconstruction work is underway impacting neighborhoods north of Notre Dame and east of Montgomery Road, including Cranston, Furrow, and Edgewood Streets. Across Montgomery Road, similar work is being performed in the areas of Parker, Prospect and Foch Avenues. We are also constructing a gas main loop between Shaker and Pontoosic Roads via Canal Drive and Crescent Circle, which will make gas service available to homeowners on these two streets. Electric crews are hard at work on the next phase of the Columbia Greenway Rail Trail as well as reconstruction of the electric distribution system running the length of Shaker Road from Cardinal Lane to Tannery Road. Similar work is also underway on Bates Road with new pole sets and conductors.

Speaking of poles, there are approximately 7,600 utility poles in Westfield that require inspection, maintenance, repair and replacement. Currently, a city-wide inspection is being performed by Osmose, a company hired by Verizon with whom we share pole ownership. If you happen to see a white circle of paint around the base of a utility pole, it's there to indicate that a Dig Safe inspection must occur at that location to safely mark out any underground cables or pipes before the pole inspection can occur. Osmose needs to verify the integrity of the pole beneath ground level and report their findings. Any maintenance work required on poles north of Route 20 will then be handled by WG+E while Verizon will address those poles located south of Route 20.

And finally, we are very happy to announce that through our ongoing efforts to reinvest Whip City Fiber revenues toward incremental growth and expansion, construction is underway to provide internet service to an additional area in Westfield. Residents who live in the Russell Road area from Fairfield Avenue to Lloyd's Hill Road will have access to Whip City Fiber by year's end. During this winter we will also be evaluating interest levels in other neighborhoods in preparation for additional, modest expansion being planned for next summer.

I trust you join me in hoping that the coming year will also bring relief from many of the hardships and sacrifices we have all endured due to the COVID pandemic. Here's wishing you and yours continued good health and safety.

Tony Contrino
General Manager

WE

stfield

POWER

Celebrating

Public Power Week

OCTOBER 4-10, 2020