



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, 2019.

98%

*of current customers are
likely to recommend
Whip City Fiber*



*Service available to 70% of
Westfield by the end of 2018*

sign up today!
whipcityfiber.com

or call 413-485-1251 for more info

NOVEMBER 4, 2018
**change your clocks
and change your
smoke and CO2
detector batteries**

**PUBLIC
POWER
WEEK**

OCTOBER 7-13, 2018

Powering Strong Communities

WG+E

WESTFIELD GAS + ELECTRIC

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

www.wgeld.org

**fall
2018**



enjoy powerline



WESTFIELD GAS + ELECTRIC



General Manager Dan Howard receives a citation from Massachusetts Governor Charlie Baker and Lt. Governor Karyn Polito at a visit in September.

fall brings change

Every two years, Westfield Gas + Electric conducts a Customer Satisfaction Survey and the results are utilized during our Strategic Planning process and throughout the year should we need to modify any existing operational strategies. We were extremely pleased and grateful this year to receive over 4,600 completed surveys which represents close to 30% of our customers. That is a significant sampling and the information gleaned is quite valuable.

The majority of the respondents (75.3%) live in single family homes and with over 50% having been WG+E customers longer than 20 years. While 50-60% of respondents were in support of green energy sources such as solar, wind and water, only 35% of those are willing to pay more for alternative energy. What was most telling in the results was the overall customer satisfaction score of 95.65%. According to JD Powers, the industry average is around 70%.

When questioned if our customers would support the expansion of Whip City Fiber (WCF) beyond 2018 throughout the City of Westfield, the respondents answered loud and clear with a 96%

january-september 2018 rate comparisons

Residential Electric Rates

NATIONAL GRID (+85.3%)	\$1,598.63
EVERSOURCE ENERGY - WMECO (+78.7%)	\$1,541.79
WG+E	\$862.70

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 (+26.4%)	\$1,053.45
BERKSHIRE GAS (+6.2%)	\$885.58
WG+E	\$833.54

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

rate in the affirmative. This is a goal we hope to achieve in the coming years but we must proceed in a planned, systematic manner in order to ensure financial and operational stability for our ratepayers. As I've stated before, each of the utilities provided by WG+E (natural gas, electricity and broadband) must, by law, be self-supporting.

Finally, you may have heard of WCF working with underserved or unserved hill town communities to obtain internet service. These towns have been waiting decades for any form of reliable internet connectivity and their continued viability depends upon gaining access to the outside world. WG+E/WCF is functioning in a manner similar to that of a project manager. At each town's request, we have provided the business and construction models developed for WCF so they can finance and build their own networks. We are not expending any capital bond funds outside of Westfield and are only offering our professional assistance to these grateful communities.

As fall approaches this year, the leaves are not the only thing that is changing. This will be my last Powerline letter as General Manager as I have decided to retire in November after a very rewarding 34 year career at Westfield Gas and Electric. I'm grateful to live in a community that supports and recognizes the value of this municipal utility. The

Municipal Light Board is tasked with selecting the next General Manager and the process is well underway with applicant review and interviews taking place soon. Regardless of who ultimately takes the helm, I am confident that everyone aboard here will continue to bring you the great reliable service you're accustomed to receiving. The employees here are a talented and driven team that takes pride in their work and gives their best every day.

It's been an honor to have been a part of this organization and I look forward watching its continued growth and success.

Dan Howard
General Manager

