

SAVE MONEY + KEEP COOL

Summer's here and WG+E has some "cool" energy efficiency rebates for you. Keep your pool sparkling clean and receive a \$200 rebate with the qualified purchase of a new ENERGY STAR pool pump. And stay comfortable on the steamiest day by installing air conditioning in your home. Depending on the equipment installed, you could receive up to \$500 by rebate. Visit our website at www.wgeld.org under "Energy Efficiency" or call customer service at 413-572-0100 for additional details and rebate forms.

POWER RUSH HOUR

Watch your email this summer for reminders to shift your energy use away from peak hours on especially hot days. Not only can you reduce your own bill, you can help us lower transmission costs for everyone.



FREE WHIP CITY FIBER WIFI IS AVAILABLE IN WESTFIELD AT

PARK SQUARE
BULLENS FIELD
THE ATHENAEUM

Current WCF customers can get a \$10 credit with a lawn sign. Let your neighbors know that you love your WCF! Call 413-572-0100

WG+E
WESTFIELD GAS + ELECTRIC

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

www.wgeld.org

summer
2020



powerline



WESTFIELD GAS + ELECTRIC

unprecedented days

The year 2020 will surely go down in the annals of history as the world faced the extraordinary challenges of COVID-19. Almost every facet of life has been disrupted and, for now, so has our way of doing business. As cautious steps are made to return to some new sense of normal, Westfield Gas and Electric will follow the guidelines issued by the CDC and the Commonwealth to gradually resume full operations.

Early on, we had the ability and the technical expertise that enabled our workforce to provide our usual level of service with much of it being handled remotely. Our Customer Service team has done a fantastic job assisting customers either by phone or online while our downtown Business Office remains closed to the public. Many customers discovered the convenience of automated and online bill pay options and we are setting up payment plans for those customers who may have fallen behind on their bills. At this time, disconnecting service for non-payment continues to be temporarily on hold and we are exploring other avenues to provide financial relief during these challenging times. With the proper safety precautions in place, we anticipate partially opening the downtown office to customers within the next several weeks. When we open, we'll request the cooperation of everyone entering to adhere to commonly known requirements such as social distancing and wearing face coverings.

Meanwhile, our field crews have been hard at work in the full swing of the construction season. Replacement gas mains have been installed along Sandy Hill Road and associated side streets and crews are now working on lower Prospect Street including Parker, Foch and Sackville Avenues. During the pandemic, and in accordance with DPU guidelines, gas utilities may only enter customer homes for emergency work. Once the DPU lifts its restriction, our crews will then complete the replacement of gas services in these areas and the newly installed gas mains will be placed into service and the older cast iron mains cut off.

You pay rates which are consistently lower than the state average, saving real money that stays in your pocket.

The average Massachusetts electric customer paid approximately 20% more than WG+E's customers.

Based on average residential customer usage of 9000 kWh/year from April 2019-March 2020.

State Average (+19.9%)

\$1,453.69

WG+E

\$1,212.10

The average Massachusetts gas customer paid approximately 12% more than WG+E's customers.

Based on average residential consumption of 785 Ccf from April 2019-March 2020.

State of MA Average (+12.4%)

\$1,181.48

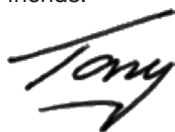
WG+E

\$1,051.52

Electric crews have been busy as well with new commercial services and work associated with a large-scale Ever-source transmission project which impacts our electric distribution system. Crews are also working on relocating utility poles to make way for the next expansion of the Columbia Greenway Rail Trail in the center of the city.

On the Whip City Fiber side, our long-range plan is to eventually provide internet service to every area in Westfield. We continue to build out our system using a financially sound approach and remain committed to making business decisions which will provide the revenues required to pay back the bond and support expansion. As we've said many times, the timing of future expansion is dependent upon how quickly revenue streams from current WCF customers can support additional construction costs. We clearly recognize how important low-cost, reliable internet connectivity is these days. You can help us grow by letting your neighbors know how valuable you find your Whip City Fiber service.

The WG+E/WCF team remains committed to providing great service to our community in many different ways and we are grateful to have you as a customer. We wish you all continued good health and many opportunities to safely enjoy the summer months ahead with family and friends.



Tony Contrino
General Manager



HOW CAN YOU PAY YOUR BILL?



ONLINE



PHONE



MAIL

Mail your payment to:
Post Office Box 9189 Chelsea, MA 02150-9189

WG+E/WCF DROPBOX AT 100 ELM STREET
WILL OPEN JUNE 29