



have you visited the new WG+E website?

We're very excited to announce the launch of the new Westfield Gas + Electric website. We hope you will take a spin around our new site and let us know what you think! You'll find easy access to the things you need and maybe you'll find some great features you didn't even know we have. Make a point to sign up for alerts so that we can get in touch with you in case of bad weather—and try out our free online bill pay service too. The address hasn't changed. Find us at www.wgeld.org.

whip city fiber at the senior center

The Whip City Tech Team will be at the Westfield Senior Center from 10:30 am-noon on April 18 and 25. All are welcome to bring their questions about high-speed internet, streaming, cutting the cord, and saving money.

- Find out if service is available at your address
- Learn how to watch local news and channels without cable
- Explore ways to watch movies and sports including NESN!



**Know what's below.
Call before you dig.**

April is National Safe Digging Month, reminding residents to always call 811 before any digging project to have your underground utility lines marked at no cost to you. Installing a mailbox, building a deck and planting a tree or garden are all examples of projects that should prompt a call to 811. Safe digging is no accident.



WG+E
WESTFIELD GAS + ELECTRIC

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

www.wgeld.org

spring
2017



powerline



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WESTFIELD GAS + ELECTRIC



springing into spring

Usually the WG+E construction season doesn't get into full swing until the arrival of spring, but we have been busy all winter with Whip City Fiber (WCF) expansion. With the City Council's approval of the bond in February, things have really ramped up around here as we start rolling out this new gigabit high speed internet service to more than 70% of the city over the next two years. It's an exciting time full of opportunities for growth, not only for WG+E and WCF, but also for Westfield. We believe that providing the fastest and most reliable internet service will boost economic development, provide job opportunities, and help provide a stable tax base.

To answer customer questions about Whip City Fiber, we now have WCF exhibits at both the 100 Elm Street office and the Operations Center on Turnpike Industrial Road. You may stop by anytime during normal business hours to speak with our customer care team who are eager to answer your questions.

It's your chance to experience firsthand the speed, reliability, and service that comes with WCF. Learn more by visiting our website at www.whipcityfiber.com and in the accompanying piece in this issue.

Even with all buzz that WCF is generating, we have not lost sight of ensuring the reliability and safe delivery of electric and natural gas service to our customers. Plans are in place to upgrade and replace some critical electric equipment at the Buck Pond Substation on the north side of the city. A long-standing, hard to access pole line that traverses an agricultural area situated between lower Granville Road south to the Little River (formerly called Wolf Pit Meadow) will be rerouted along City View Road and Boulevard to Granville Road near Horton Bridge with new poles and cabling. We continue replacing over 4,500 street lights with energy efficient LED lighting and our gas crews will be busy with uprating the gas distribution system in the Southampton Road/Barbara Street area.

It's never a slow day around here as we work to provide the best service possible to our ratepayers and the Westfield community.

Happy Spring!

Daniel Howard
General Manager

WE'RE HERE TO HELP



Most of us have had many years with a cable TV subscription and it can be daunting to think of cutting the cord. Can you really watch all the same shows and content over the internet? Generally speaking, yes. Most people have a pretty clear sense of the entertainment they watch regularly. Maybe you're a movie buff, can't live without HGTV, want high-quality family options, or can't wait for the Red Sox season to start. Fortunately, streaming services give you great options for each of these situations. Choice is key. Instead of paying for hundreds of channels, most of which you'll never watch, you can pick the right service for your own tastes and experience significant savings. Add an HD antenna and you'll get your local channels too.

It can be hard to know where to start and that's where the Whip City Tech Team comes in. Matt, Kit, and Zach are manning the tech support line (413-485-1204) to talk Whip City Fiber customers through every step of cutting the cord. They can even come to your home to help set up a streaming device or install a new HD antenna.

And now we've set up drop-in centers at our 100 Elm Street office and the WG+E Operations Center (40 Turnpike Industrial Road) which are open Monday through Friday between 9AM – 5PM. Stop by to see what is involved with a WCF installation, watch an HD antenna in action, and explore streaming options and phone service. We really hope you'll come by and see what the Whip City Fiber buzz is all about.

Ten Years of Savings from WG+E

Over the last ten years, WG+E customers have benefited from gas and electric rates which are consistently lower than the state average. A municipal utility like WG+E is always working for their local customers instead of sending profits to outside shareholders. We thought you'd want to know. *This chart based on annual bills and average consumption.*

Electric (Avg. 6,000 kWh)	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Westfield	\$742	\$795	\$755	\$757	\$771	\$731	\$787	\$851	\$816	\$809
State Average	\$810	\$874	\$885	\$866	\$854	\$845	\$858	\$905	\$957	\$929
% Below State Average	-8.40%	-9.04%	-14.69%	-12.64%	-9.74%	-13.49%	-8.28%	-5.97%	-14.73%	-12.87%

Gas (Avg. 756 CCF)	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Westfield	\$1,370	\$1,380	\$1,125	\$1,045	\$980	\$924	\$960	\$1,159	\$1,079	\$986
State Average	\$1,376	\$1,523	\$1,320	\$1,207	\$1,127	\$1,051	\$1,081	\$1,231	\$1,113	\$1,043
% Below State Average	-0.44%	-9.39%	-14.77%	-13.42%	-13.04%	-12.08%	-11.19%	-5.85%	-3.05%	-5.42%