



Do you have questions about Whip City Fiber?

*We're committed to giving you an AMAZING experience with Whip City Fiber. Here are some ways to get your questions answered about antennas and local TV, phone service, streaming services, and how to watch the Red Sox without a cable subscription.*

#### EVERY DAY

Stop by our drop-in centers at 100 Elm Street or 40 Turnpike Industrial Road for a one-on-one conversation with our knowledgeable team. Or call us with your questions at 413-485-1251.

#### EVERY WEEK

Visit us at Amelia Park Ice Rink on Tuesdays from 5:00-7:00 p.m. and Saturdays from 10:30 a.m.-12:30 p.m. for answers to your specific questions.

#### EVERY MONTH

Join one of our regular workshops on Whip City Fiber basics and how you can make the transition from your cable subscription to streaming entertainment and saving money. We're at Amelia Park Ice Arena the first Saturday of each month from 9-1030 a.m. and the second Tuesday of each month from 5-630 p.m.

**WATCH OUR FACEBOOK PAGE, WEBSITE, AND MAILINGS FOR MORE OPPORTUNITIES!**



#### STAY SAFE ONLINE

Recently, a few customers have reported getting suspicious pop-up ads when browsing online. Unfortunately, this is a more and more common occurrence. There are many of these ads and alerts out there, often designed to look like a contest, giveaway, or a page warning you about a problem with your device. Recently we've heard that they look like they are coming from WG+E but they are not. These pop-ups are designed to trick you and may compromise your personal information. Do not click the links or call the number. Simply navigate away from the page, or close the window or tab, and continue browsing. WG+E/WCF will only communicate with you through established channels including U.S. Mail, our websites, and our social media accounts. If you see something suspicious it's always best to steer clear.

# WG+E

WESTFIELD GAS + ELECTRIC

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

[www.wgeld.org](http://www.wgeld.org)

spring  
2018



# powerline

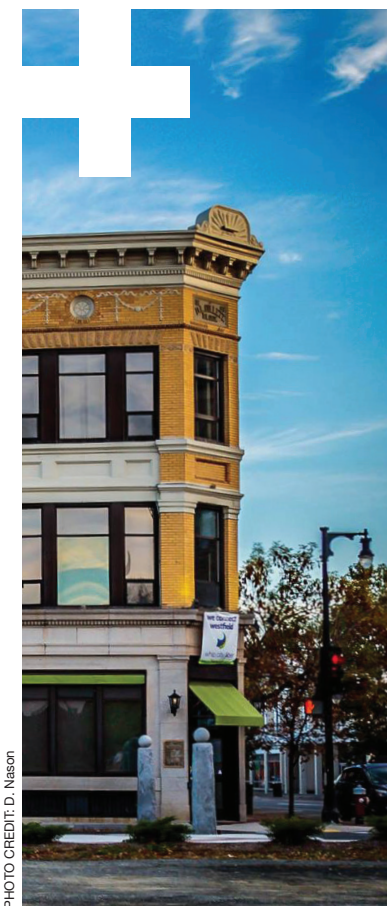


PHOTO CREDIT: D. Nason

WESTFIELD GAS + ELECTRIC



PHOTO CREDIT: J. Nardacci

## springing into spring

Spring has finally arrived and winter is becoming a distant memory. This past season was one of extended periods of record-breaking cold temperatures in the Northeast, especially a frigid two-week period from late December through the first week of January 2018. When the demand for fuel sources increases, so do the prices set by suppliers of that commodity which are then often passed on to the customer by their respective utility provider. WG+E hit five new daily records for natural gas flow in the city in the eleven day period ending on January 5th. While many of the area utilities raised their rates at least once, if not twice, over the 2017-2018 winter, the WG+E did not and, in fact, maintained a lower per-unit rate from the previous winter. Our customers may have seen higher heating bills for that period of time, but it was because it took more energy to maintain a comfortable temperature level inside the home. As a reminder, there are efficiency measures you can take to reduce heat loss

that can occur. Please visit our Ways to Save page on our website at [www.wgeld.org](http://www.wgeld.org) to learn more.

The record cold early on this winter was not the only weather issue. New Englanders also experienced multiple nor'easters. While Westfield was spared from the worst that nature threw at New England, we did endure some significant winds gusting to 50 mph during a few of these storms. Through it all, we did not incur any significant outages or damage to our facilities.

Meanwhile our Whip City Fiber (WCF) build-out continued through the winter months in areas serviced by overhead utilities and the warmer weather now signals the ability to start working where utilities are located underground. For those who live in the south/southwest portion of the city, we are nearing completion of what is referred to as a fiber "shelter". This is the centralized hub for providing internet service to a specified geographic area. We have two completed shelters that are already up and running. Once the internal cabling is installed, configured and fully tested, installations and individual service activations will begin in this area. This is targeted for late April into early June. Generally speaking, all the field construction work in those identified neighborhoods is now complete.

I cannot emphasize enough how fortunate the customers of WG+E/WCF are today. As I have previously stated, this organization has an outstanding workforce. Their talents, aptitude, dedication, professionalism and teamwork are amazing. As you may recall from earlier Powerlines, the employees were

tasked back in 2014 with coming up with an acronym they believed represented the spirit of the WG+E and, more importantly, the employees who work here. They collectively came up with WG+E is SERVICE. SERVICE stands for Safety, Empowerment, Reliability, Value, Innovative, Community, and Excellence. As the old adage goes, they certainly "hit the nail on the head". I consistently witness our employees' professionalism and genuineness in providing the elements of WG+E is SERVICE. I am also comfortable saying that a day does not go by where members of the community have not experienced the same.

On a final note, please see the accompanying piece about a recent hoax or scam that has surfaced with a message appearing as a pop-up on the internet that references a special deal being offered by Westfield Gas and Electric. The WG+E and/or WCF go to great lengths to only contact our customers through appropriate and well-defined channels of communication. Please be wary and certainly call our Customer Service at (413) 572-0100 if you receive something that looks questionable.

Happy Spring!

Daniel Howard  
General Manager

## A History 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.*

Gas (Avg. 756 CCF)	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Westfield	\$1,380	\$1,125	\$1,045	\$980	\$924	\$960	\$1,159	\$1,079	\$986	\$1,056
State Average	\$1,523	\$1,320	\$1,207	\$1,127	\$1,051	\$1,081	\$1,231	\$1,113	\$1,043	\$1,128
% Below State Average	-9.39%	-14.77%	-13.42%	-13.04%	-12.08%	-11.19%	-5.85%	-3.05%	-5.42%	-6.37%

Electric (Avg. 6,000 kWh)	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Westfield	\$795	\$755	\$757	\$771	\$731	\$787	\$851	\$816	\$809	\$809
State Average	\$874	\$885	\$866	\$854	\$845	\$858	\$905	\$957	\$929	\$937
% Below State Average	-9.04%	-14.69%	-12.64%	-9.74%	-13.49%	-8.28%	-5.97%	-14.73%	-12.87%	-13.65%

**April is National Safe Digging Month.** Remember to always call 811 before any digging project to have your underground utility lines marked at no cost to you. Whether you are installing a mailbox, building a deck, or planting a tree or garden make sure to call 811 first. Safe digging is no accident.



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