



During challenging times, the WG+E team is committed more than ever to the safety and well-being of our customers, employees, and community.

The world is throwing us all a few curveballs this year. But these are the times that we understand the strength in our organization and community. In every situation, you know that the team at WG+E strives to provide the same high level of service which you've come to expect from us.

Thank you for your understanding as we navigate through this quickly changing situation.

Please contact us by phone, online chat, or email if there is any way we can assist during this time.

EMERGENCY SERVICE 413-572-0000

CUSTOMER SERVICE 413-572-0100

CUSTOMERSERVICE@WGELD.ORG

WGELD.ORG

WCF CUSTOMER SERVICE 413-485-1251

TECH TEAM 413-485-1204

CUSTOMERSERVICE@WHIPCITYFIBER.COM

TECHSUPPORT@WHIPCITYFIBER.COM

WHIPCITYFIBER.COM



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

April is National Safe Digging Month and we want to get the word out! One easy call gets your utility lines marked and helps protect you from injury and expense. Make a call to 811 at least three days before any digging project. It's free!

WG+E
WESTFIELD GAS + ELECTRIC

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

www.wgeld.org

**spring
2020**

together we have the power to make a difference



powerline

WESTFIELD GAS + ELECTRIC



we'll get through this together

I hope this issue of Powerline finds you and yours doing well. At the time of this writing, we are in the midst of dealing with unprecedented global, national, and local disturbances to our daily activities. Through all of it, we stay committed to providing safe and reliable service to our community. Out of safety concerns for our customers and employees, we have temporarily curtailed any non-emergency service calls that would involve entrance into a customer's home. We will continue to respond to emergency calls

including carbon monoxide alarms and gas odor investigations. If one of our technicians has to enter your home, they will be wearing the appropriate personal protective equipment to ensure their safety and yours.

We have also closed the lobby at our 100 Elm Street office to walk-in service for the time being, but our customer service team remains available to assist you by phone during regular business hours. Customers can still pay their bills online, through the mail, or by phone at 413-572-0100. If you are not familiar with the convenience of online bill payment, we encourage you to try making payments from our website in the comfort of your home. Please give our customer service team a call if you need help getting started.

In addition to limiting field work and closing our lobby to customers, we have also put a hold on new Whip City Fiber installations. This was not an easy decision to make, as many customers are excited for the incredible speed and excellent service provided with Westfield's own gigabit service. Our team is exploring innovative ways to connect customers who already have service going by their home without the need for a

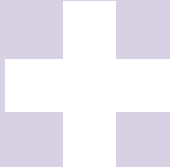
technician to enter the premises. We are doing our very best to continue most normal operations in this not-so-normal environment that seems to be changing hourly.

We recognize that these trying times are going to pose significant financial hardships for many of our customers in the months ahead. Rest assured, your locally owned utility will work with you to help manage that burden. Until further notice, we will not be interrupting services for non-payment to reduce adding anxiety during this challenging time.

These are difficult times for us all, but it's also an opportunity for our community to show additional care for each other. Please remember to check in on your neighbors who may need a little extra support working through these challenges. We can all do our part to keep each other safe and healthy.

Sincerely yours,

Tony Contrino
General Manager



Another benefit of a locally owned utility...

We are always working in the best interests of our our customers and community. For more than ten years, WG+E customers have benefited from gas and electric rates which are consistently lower than the state average. We thought you'd want to know. *This chart based on annual bills and average consumption.*

Gas	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
% below State Average	-13.42%	-13.04%	-12.08%	-11.19%	-5.85%	-3.05%	-5.42%	-6.37%	-13.45%	-12.12%

Electric	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
% below State Average	-12.64%	-9.74%	-13.49%	-8.28%	-5.97%	-14.73%	-12.87%	-13.65%	-19.62%	-18.00%