

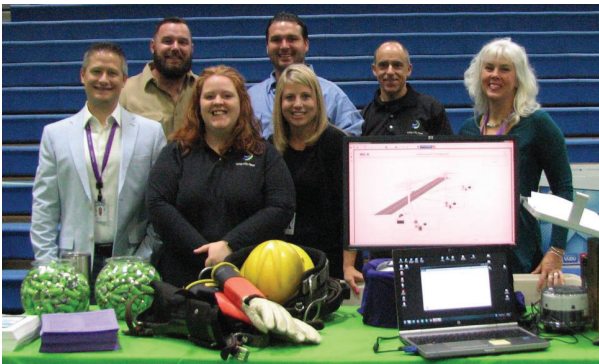
COMMITTED TO THE COMMUNITY



MAKING WESTFIELD A BETTER PLACE A crew from WG+E showed up to cook and serve a hearty meal at the Westfield Soup Kitchen in June.



EGG DROP AT RUSSELL ELEMENTARY SCHOOL When the school roof isn't high enough you call on WG+E bucket trucks to drop your class experiments.



EDUCATION TO BUSINESS ALLIANCE CAREER FAIR WG+E sponsored the buses to bring Westfield Technical Academy and High School students to the career fair.

Want a chance to win a \$50 credit on your utility bill?

Visit <https://www.surveymonkey.com/r/2017GasSurvey> to complete a brief survey on natural gas pipeline safety. One lucky winner will be chosen on August 15th!

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 a central air/heat pump in your home. Depending on the equipment installed, you could receive up to \$500 by rebate. Visit our website at www.wgeld.org under Residential > Ways to Save or call customer service at 413-572-0100.

WG+E
WESTFIELD GAS + ELECTRIC

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

www.wgeld.org

summer
2017

+time
power



WESTFIELD GAS + ELECTRIC



speeding into summer at the speed of light

It's really an exciting time around here. It seems as though around every corner is a Westfield resident who is anxious for Whip City Fiber (WCF) to come down their street. Maybe you've seen the line trucks around town stringing optical cable and getting it in place for the next set of customers to receive service. Our presence is out there and it's certainly getting the public's attention. WCF has been rolling out this high speed internet service for over a year and a half. By the end of next summer we hope to have the service available to at least 75% of the community. We continually strive to provide value, reliability and high standards of customer service to our natural gas and electric customers. We have this same commitment to our WCF customers.

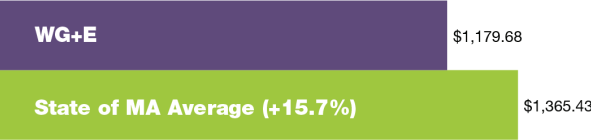
So what sets WCF apart from the other options out there? We've heard from many customers that they were paying these other providers over \$200 a month for bundled packages of television, phone and internet. That's a significant difference from their "introductory" pricing that you later find also contains additional hidden activation fees, equipment charges, and two year contracts. And when that contract period ends, so does that "introductory" price.

WCF provides unmatched internet speeds for \$69.95 per month with no hidden charges or contracts. We also provide premier home phone service with unlimited local and long distance calling and most features you're accustomed to having for only \$12.95 per month (plus government imposed fees and taxes). Local television programming, such as NBC (22), CBS (3), PBS (24 & 57), Fox (6) stations, can be viewed through an over-the-air digital antenna and subscriptions to streaming services (including Netflix, Hulu, Playstation Vue) will bring other channels to you over the internet. Factoring all of these

april 2016-march 2017 rate comparisons

Residential Electric Rates

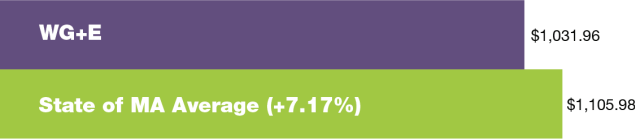
Westfield residents paid approximately 15.7% below the State of Massachusetts average based on average residential customer usage of 9,000 kWh/year.



Data compiled for WG+E by Energy New England.

Residential Gas Rates

Westfield residents paid approximately 7.17% below the State of Massachusetts average based on average residential consumption of 785 Ccf/year.



Data provided by distribution company websites.

options together, customers are telling us they're saving \$100 or more per month when they sign on with WCF and receive all their programming content either over the air or online.

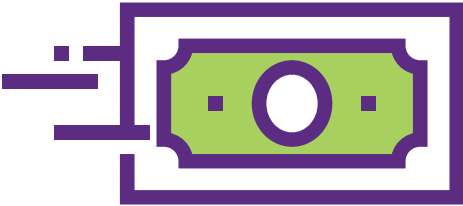
To help facilitate the transition from cable to WCF, we've created the Whip City Fiber Tech Team. They are available, with their expertise, for free one-on-one consultation to guide you. They can assist you with any questions and are available by phone (572-0100), at our drop in centers, or will even come to your home by appointment.

Meanwhile, our gas and electric sides of the business are going strong. Before its recent paving, we completed a gas reconstruction project on Southwick Rd. We are busy upgrading our gas and electric lines on Little River and Shaker Roads for the Route 187 road realignment. Our LED street light upgrade is ongoing and we anticipate all 4,000+ street lights to be converted to LED fixtures late this year or early 2018. We continue to update our electrical substations with state of art new circuit breakers and associated devices replacing original equipment that is nearing the end of its life expectancy.

In closing, I want to give recognition to the amazing workforce assembled here at WG+E/WCF. We have tremendously talented, multi-skilled, customer-oriented and highly dedicated employees that make this, YOUR utility, one that I am very proud to be a part of. Thank you for letting us continue to serve the utility needs of this community.

Best wishes to you for an enjoyable, relaxing summer.

Dan Howard
General Manager



EASY PAYMENT OPTIONS

Pay your bill by phone!

Automated account services are available at 413-572-0100 (option 2). Get your account balance information and make payments seven days a week, 24 hours a day. It's easy and secure.

Pay your bill online!

Isn't it time to ditch the stamps and envelopes? Our secure payment portal makes it easy to view your bill and make online payments. Try it today at www.wgeld.org by clicking the purple "Pay my Bill" button.

5% Early Pay Discount

Bills paid within 15 days of the bill date (you can even schedule EFT payments online) qualify for a 5% early pay discount. Sign up for paperless billing too which reduces the time and money spent preparing paper bills and is better for the environment.