

financial assistance available

Financial hardships can happen to anyone. Fortunately, there are many resources to help those in need pay their heating bills during the winter. Here are some of the programs available in Westfield.

Low Income Heating Energy Assistance Program (LIHEAP) from the Valley Opportunity Council (VOC) provides low income customers with financial assistance based on household income and family size. Contact VOC at (413) 552-1548 or visit their website at www.valleyopp.com.

The Salvation Army Good Neighbor Energy Program provides energy assistance to residents in temporary crisis who are struggling to pay their energy bills and do not qualify for federal or state energy funds. Contact the Westfield Chapter of the Salvation Army at (413) 977-8759 for guidelines.

Westfield Warm Fund is offered by the Westfield Gas and Electric for customers who qualify for LIHEAP or the Good Neighbor Energy Fund. Contact WG+E Customer Service at (413) 572-0100 for more information.

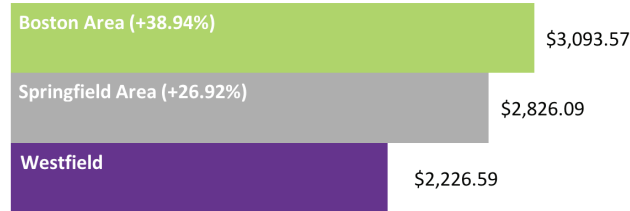
The Citizens Energy/Distrigas Heat Assistance Program was created for those who are struggling to pay their natural gas heating bills in Massachusetts. The program is open to low income families who have exhausted their federal fuel assistance benefit or to individuals ineligible to receive federal fuel assistance and who cannot afford to pay their heating bills. For more information on this \$150 utility credit, contact Citizens Energy at (866) 427-9918.

Finally, WG+E offers budget and payment plans to help our customers manage their utility bills.

Please call Customer Service Department at (413) 572-0100 for more information about or help with any of these financial assistance options.

utility rate comparisons

Total Residential Electric & Gas Bill Comparison
January - December 2017



Data based on average residential consumption of 785 CCF and 9000 kWh for the year.

Projected Winter Period Utility Cost Comparison
for the period of October 2017 to March 2018



*Data based on average residential consumption & actual/projected WG+E pricing for the period

**Oil price projection source U.S. EIA 11/2017



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

www.wgeld.org

winter
2018



unfrozen power



WESTFIELD GAS + ELECTRIC



saying goodbye to 2017

As the year ends, it's only natural to reflect back on where we've been and where we're headed. In February of 2017, the City Council approved a \$15 million bond that allowed WG+E to begin the rollout of high-speed internet to Westfield residents and businesses. Our plans at the time were to bring Whip City Fiber (WCF) to more than 70% of the City over a period of two years. Now, at the end of 2017, we have Whip City Fiber passing by close to 5,000 homes in Westfield. The interest from our customers continues to grow each day and we're working as hard as we can to stay on target with this aggressive schedule. There's a tremendous amount of preparation work before the actual fiber optic network is constructed out to various neighborhoods. Design, engineering, and make-ready work are all necessary. The latter is repositioning equipment on utility poles to ensure adequate space for the new network.

All this work is being done concurrently and takes time and sometimes a little patience on the part of our customers who are anxiously waiting for their service. In some cases, due to engineering design or weather issues, the schedule and areas of construction have required modification. You can find the most current construction schedule by putting in your address at www.whipcityfiber.com.

We have independent follow up surveys performed after customers have had WCF service installed. As with our natural gas and electric services, WCF receives rave reviews on the application process, customer service, pre-service consultations, service installation, and post-installation follow ups. Our employees continue to go above and beyond in their performance for you, our customers.

As you know, the first month of winter brought extremely cold temperatures, with December 2017 being nearly 15% colder than December 2016 and the second coldest December in the past twenty years. And January is showing no sign of letting up. Whether you heat with natural gas, oil, propane, or any other source, we in the northeast will see higher than normal consumption

as a result of heating systems working overtime to keep homes comfortable during this cold wave. It is projected that customers in our region could see energy usage rise between 15-30% from the same period last winter. As one would expect, this cold weather has already resulted in price fluctuations within the energy markets. Fortunately, for those Westfield residents using natural gas or electricity as their primary heating source, the cost per unit of these utilities is less this winter than last winter.

As we've reported over the past two years, and based upon an independent review of our rate structure, we continue to make gradual adjustments to the fees for individual line items on your bill that more accurately reflect the operational costs of bringing you energy. We anticipate the next adjustment taking place in May of 2018. As has been the case, generally, customers will not see any changes to their total bill.

So while these weather irregularities may result in increased consumption, know that the WG+E constantly strives to maintain price stability in an overall volatile energy environment. Our proactive energy supply planning allows us to provide steady and beneficial pricing for our customers and, as always, conserving energy when possible will help you keep your energy costs down.

So, as this New Year begins, be assured that you will continue to see great value, service, and reliability with your utility.

Best wishes to you and your loved ones in the coming year,

Dan Howard
General Manager

WHIP YOUR **INTERNET** INTO SHAPE!



whipcityfiber.com | 413-485-1251 |

TOGETHER WE HAVE THE POWER TO MAKE A DIFFERENCE

For Public Power Week, October 2017, we invited young people to join us in celebrating Westfield. We asked them how they make Westfield a strong community and a good place to live. The community at large enjoyed seeing the artwork as displayed at our office at 100 Elm Street. Enjoy these lovely examples.

