

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 Westfield Gas + 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.

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

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

wgeld.org/pages/residential/assistance-programs



Winter Safety Starts Here

Your natural gas meter has a vent that helps regulate gas pressure. Snow or ice build-up on or around the meter can block this vent, creating a potential safety hazard. But a little winter maintenance can go a long way towards keeping your home and family safe:

- **Shovel with care.** Avoid using snowblowers or plows near your gas meter. Instead, carefully shovel around it.
- **Brush it off gently.** Use a broom or your hand to remove snow from the meter - never use tools or force.
- **Look up for icicles.** Safely remove icicles along the roofline above your meter to prevent damage to the meter or piping and reduce the risk of a gas leak.
- **Don't chip or kick ice.** If ice won't brush off, don't try to remove it yourself. Call us, and we will take care of it.
- **Keep access clear.** A clear path to your meter allows our technicians quick access in case of an emergency.
- **Check all vents.** Keep snow and ice away from all furnace, dryer, and hot water exhaust & intake vents to help prevent carbon monoxide buildup.

Taking a few extra minutes after a snowfall helps reduce safety risks and ensure safe, reliable service all winter long.

WG+E

WESTFIELD GAS + ELECTRIC

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

www.wgeld.org

winter
2026



time to renew power



WESTFIELD GAS + ELECTRIC



At Westfield Gas + Electric/Whip City Fiber, winter is when our year-round preparation gets put to the test. We're ready, and we wanted to share what we've been working on and what's ahead.

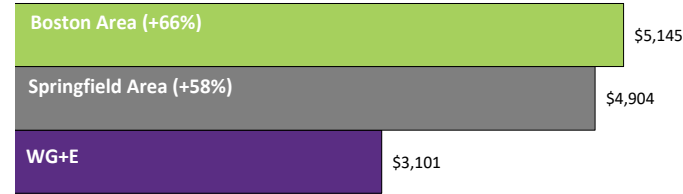
Our crews spend the warmer months preparing for the cold of winter, and now that it's here, those preparations mean we can respond quickly and effectively when the frigid temperatures or storms arrive.

When outages do occur, our Outage Tracker provides real-time updates about what's happening and estimated restoration times. We encourage you to sign up for text alerts to stay informed or check our social media for current information. The Outage Tracker can be accessed at www.wgeld.org/promo/outage-tracker.

As we look toward 2026, we're excited to celebrate a major milestone: Whip City Fiber's 10th anniversary. Ten years ago, we made a commitment to provide locally-owned, high-speed internet as an alternative to the big national providers with low quality and poor customer service. Since then, we've connected thousands of homes and businesses and proven that a community-owned fiber network can compete with, and outperform, anyone in the industry. More importantly, we've kept those dollars local, investing in community projects and providing customer service and tech support from a team that actually lives here. We're proud of what we've accomplished in these first 10 years, and we're even more excited about what's ahead.

utility rate + cost comparison

Residential Electric + Gas Bill Comparison January - December 2025



Data based on average residential consumption of 785 CcF and 9000 kWh.

Projected Winter Period Utility Cost Comparison



*Oil price projection: U.S. EIA STEO December 2024.

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

Looking back on last year, we're grateful for the connections we've made. Our Big Rig Rally at Pumpkinfest in October was a blast, and partnering with Westfield on Weekends for this community celebration is a highlight for us every year.

We were also excited to have sponsored Joules, an emotional support dog for the Westfield Police Department. Supporting the wellbeing of our first responders and members of the community is something we are proud to contribute to in this meaningful way. Make sure you say "Hi!" if you see her around town!

As a token of our appreciation, we have provided a \$25 credit on every residential electric customer's December bill. It's our way, with the support of the Municipal Light Board, of saying thank you for the trust you place in us throughout the year, and for being part of what makes WG+E/Whip City Fiber possible.

As we move into our 127th year of service, we're reminded about what's important about being locally owned and operated. We make decisions based on what is best for Westfield. When you call, you are answered by neighbors. We invest in the present and our future because this is home.

From our Westfield Gas + Electric/Whip City Fiber family to yours, we wish you a safe and warm winter season.

Tom Flaherty, General Manager



Meet Joules! WPD's newest member sponsored by WG+E/Whip City Fiber. Joules offers support to both officers of the WPD and the Westfield community.

REFER A FRIEND

Invite a friend to get Whip City Fiber and get \$25 when your friend gets connected!

