

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.

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

CARBON MONOXIDE can be deadly...



Did you know that a simple, low-cost CO detector is your best defense against carbon monoxide poisoning? CO is an odorless, colorless gas that occurs naturally, but it can rise to dangerous levels in winter when homes are buttoned up tight. It essentially replaces oxygen in your blood, and it can kill without warning. Symptoms of poisoning often mimic the flu: headache, dizziness, nausea, weakness, vomiting, chest pain, confusion, and unconsciousness. If symptoms diminish when you leave home and come back when you return, or if pets also exhibit symptoms, there's a good chance carbon monoxide is present in your living space. You can dramatically reduce your risk of CO poisoning with these simple steps:

- Install battery-operated (or battery back-up) CO detectors on every level of your home.
- Test detectors often & replace batteries twice a year.
- Detectors have a life span of 7-10 years. Check the expiration date and replace when needed.
- Add a reminder to your smartphone calendar to test and replace detectors.

If you suspect poisoning, get fresh air immediately. If your detector sounds an alarm, don't assume that it's faulty. Leave immediately and call WG+E Dispatch at 413-572-0000 or 911 for help. To learn more, including the sources of carbon monoxide, scan this QR Code or visit the Safety page of our website.



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

www.wgeld.org

winter
2025



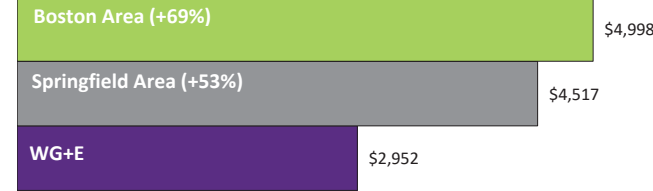
powerline

WESTFIELD GAS + ELECTRIC



utility rate + cost comparison

Residential Electric + Gas Bill Comparison January - December 2024



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

Projected Winter Period Utility Cost Comparison October 2024 to March 2025



*Oil price projection: U.S. EIA STEO December 2023.

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

happy new year

2024 was a milestone year for Westfield Gas + Electric/Whip City Fiber as we celebrated our 125th Anniversary! From WG+E/Whip City Fiber Night at the Starfires in June to the community ice cream social in September and all the events in between, it was a year filled with gratitude, connection, and pride in serving the community. To cap off the celebration, we were thrilled to not only provide a 12.5% discount on December's gas and electric bill for our residential customers, but to also receive numerous thank you notes from many of you. Your trust and support inspire us to continue delivering safe, reliable, and affordable services every day. We hope this gesture brought a little extra cheer to your holiday season.

This past fall, Hurricane Helene caused significant damage in Laurens, South Carolina. Our team stepped up to help, traveling 895 miles to provide mutual aid and assistance in restoring power. Mutual aid is a cornerstone of the public power community, and we're incredibly proud of our team's dedication to helping others in a time of crisis. Their hard work and expertise made a meaningful difference to families and businesses in Laurens.

During the holiday season, we were all heartbroken to hear about the tragic loss of a Massachusetts family due to carbon monoxide (CO) poisoning. As we face the cold weather and rely more on heating systems, we urge everyone to stay vigilant about CO safety. Please review the CO safety section in this flyer for how to keep your CO detectors working properly this winter and all year long.

Winter weather can be tough on your budget, but there are steps you can take to improve energy efficiencies at home:

- Seal drafts around windows and doors with weatherstripping or caulk.
- Use a programmable thermostat to lower temperatures when you're sleeping or away.
- Keep curtains open during the day to let natural heat from the sun and close them at night to retain warmth.
- Change air filters regularly to ensure there is no dust or dirt clogging your heating and cooling system.

If you'd like more personalized tips or information about ways to save on energy costs for your home, schedule a free home energy assessment by visiting wgeld.org/promo/rebates or call (844) 403-7960.

As we embark on this new year, we remain committed to serving you with the same dedication and care that has defined our company for the past 125 years.

From our WG+E/Whip City Fiber family to yours - Warm wishes for a safe and prosperous 2025!

Tom Flaherty
General Manager



Powering Through The Storm
Our dedicated team in Laurens, SC, providing mutual aid after Hurricane Helene in October 2024.

From daddy-daughter dances to digital downloads, a Whip City Fiber connection keeps every moment in perfect sync.

whipcityfiber.com
413-485-1251

