Who wants to waste precious summer days sitting down and writing out checks to pay the bills? Register for Auto-Pay so you can schedule those monthly payments and get a 5% early pay discount. Go one step further and sign up for paperless billing which reduces the time and money spent preparing paper-based bills and, more importantly, is better for the environment.

And remember that if you find yourself falling behind on your utility bills, we’re here to help with short term payment plans or a budget plan to spread your payments over a period of time. Contact customer service at 413-572-0100 for more information on both of these options.

**WG+E/WHIP CITY FIBER AROUND TOWN**

Westfield Gas + Electric/Whip City Fiber provided a meal at the Westfield Soup Kitchen in June.

The Westfield Gas + Electric/Whip City Fiber team didn’t let cold, wet weather keep them away from Westfield’s Fast Flat 5K. They ran to benefit “Our House” which provides housing for homeless young adults in Westfield and offers support services to help residents learn to live independently by furthering their education or work skills.

All the kids were excited to see the WG+E trucks at Fort Meadow's Spring Transportation Day.

**2018 customer survey**

Coming soon to a mailbox near you—or complete your survey online by August 1 at www.wgeld.org!

**WG+E**

Westfield Gas + Electric

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

www.wgeld.org
ready for summer

Summer is finally here after a winter with record-breaking extended cold temperatures that rolled into a short spring that was also colder than normal. I have to give kudos to our Energy Supply team for the great job they continue to do, ensuring we can keep our rates so competitive. Through their forecasting and purchasing methodology, WG+E residential rates for the first quarter of 2018 were 18.12% below the state average for electricity and 14.86% below the state average for natural gas. Accompanying this letter you can also see the graph of data for these rates from April 2017 through March 2018. The rates for commercial customers were just as favorable.

Competitive utility rates is one of the reasons why the WG+E was asked to work closely with the City, the Chamber of Commerce and Westfield Bank in the development of an initiative called Go Westfield, designed to market Westfield to businesses (and their employees) who are looking for a place to land and grow. Westfield is in a unique position with easy access via road, air and rail, available property, municipal services including high speed fiber optic internet, a great school system, hospitals, recreation, and a downtown entertainment area that is experiencing growth with specialty shops and restaurants. Check out gowestfield.com to learn more about this exciting venture.

On the WG+E operational side, we have some projects beginning this summer that entail relocating power lines that are currently in off-road right-of-ways. They will be moved out of areas which are difficult to access and replaced with power cable wire that is more robust and resistant to vegetation contact. New pole lines will be constructed on Shaker Road to replace the power line that currently runs on Springfield Water Works property and another line will be run along City View Road and City View Boulevard to relocate the lines in an area known as Wolf Pit Meadows off Granville Road, which begins at the end of Crane Avenue and runs west to Stanley Park.

Finally, our initial phase of Whip City Fiber expansion is winding down ahead of schedule and within budget. We have engaged the services of an independent consultant to conduct surveys about our Whip City Fiber customers’ experience—from application to installation to technical support and beyond—and the results have been exceptional. We work hard to provide the best customer service experience with all facets of our offerings (electricity, natural gas and now fiber) and it’s always nice to have the feedback to reinforce that we’re doing things right. Soon every WG+E customer will receive our biennial customer satisfaction survey. We look forward to receiving your response as the results are used in our strategic planning models looking forward 5-10 years out and beyond. Your participation in this survey will be most helpful and appreciated.

Enjoy the summer months ahead!

Dan Howard
General Manager

Residential Electric Rates
Westfield residents paid approximately 20% below the State of Massachusetts average based on average residential customer usage of 9,000 kWh/year.

| State of MA Average (+19.6%) | $1,391.28
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<td>WG+E</td>
<td>$1,163.40</td>
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Data provided by Massachusetts Municipal Wholesale Electric Co.

Residential Gas Rates
Westfield residents paid approximately 13% below the State of Massachusetts average based on average residential consumption of 785 Ccf/year.

| State of MA Average (+13.3%) | $1,185.85
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Data provided by distribution company websites.

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 air conditioning in your home. Depending on the equipment installed, you could receive up to $500 by rebate. Visit our website at www.wgeld.org under “Energy Efficiency” or call customer service at 413-572-0100 for additional details and rebate forms.

The only tough thing was waiting for Whip City Fiber. Once the day came, I was very happy to be saving money.
ANDREW, CUSTOMER SINCE 2018

$1,163.40
$1,391.28
$1,046.48
$1,185.85
ELEC
State of MA Average (+19.6%)
WG+E
State of MA Average (+13.3%)
WG+E