



**Thankful  
For Westfield**

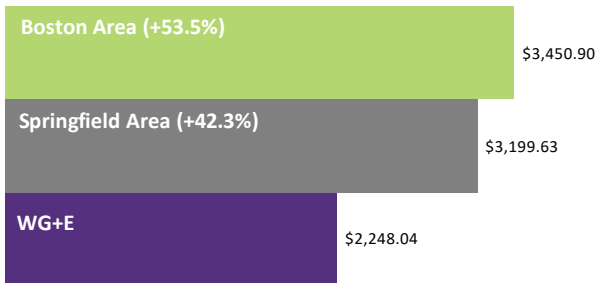
It's one of the great values of public power that we are here to support the entire community. We're especially happy to celebrate some of our non-profit partners in Westfield!



## great news for westfield customers

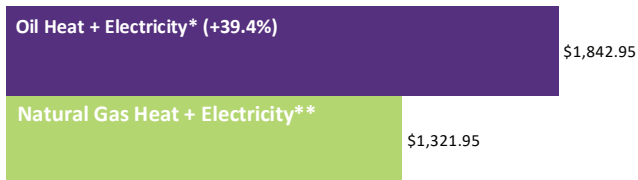
utility rate comparisons

**Total Residential Electric & Gas Bill Comparison  
January - December 2019**



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 2019 to March 2020**



\*Oil price projection source U.S. EIA 11/2019

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



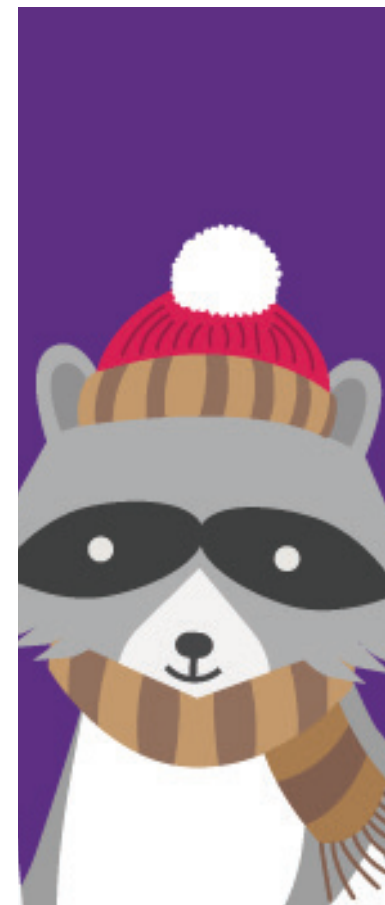
Customer Service: (413) 572-0100  
Emergency Response: (413) 572-0000

[www.wgeld.org](http://www.wgeld.org)

winter  
2020



**powerline**



**WESTFIELD GAS + ELECTRIC**



## happy new year to all!

As we move on to a new year and decade, it's an excellent time to look back at all that we've accomplished in the past 12 months. And we've certainly been busy! 2019 was a year of growth for WG+E in many ways with new faces coming onboard to help us meet the challenges that come with changing times.

Our gas and electric distribution systems are sound and robust thanks to the ongoing inspection, maintenance, and capital improvement activities we perform throughout the year which ensure their continued reliability. We continue to upgrade equipment in our electric substations to make sure we're well equipped to handle any situations that might occur. We regularly maintain and monitor the transmission lines that provide power into our substations and the electric distribution circuits which provide power throughout the city. On the gas side, we are continually upgrading and protecting our natural gas distribution system to ensure the safe delivery of gas to our customers.

As Whip City Fiber matures as our third service offering, we have forever changed the face of WG+E and Westfield. Now four years into this effort, local gigabit internet service is now available to over 70% of the city. We continue to follow a disciplined plan to bring this service to the remainder of Westfield while staying committed the high service standards and low rates our customers expect from WG+E.

Because of Whip City Fiber, WG+E is now clearly on the radar of prominent leaders in the Commonwealth. WG+E/WCF has spearheaded the process for 20 hilltown communities to apply for Connect America Funding available through the FCC with the goal of bringing broadband connectivity to unserved and under served regions in the state. It was recently announced by the Baker-Polito administration that approximately \$10.2 million in funding has been awarded to these 20 communities to assist them in funding and building their own municipally owned fiber-optic broadband networks. The funding will be dispersed over a period of several years with WG+E/WCF serving as a pass-through, aggregating and forwarding the funds to the individual communities to offset their construction costs. In return, WG+E/WCF will serve as the internet service provider to most of these communities, generating revenue which can be used to pay down the debt we've incurred building Westfield's network and fund additional expansion in the months and years ahead.

Exciting times are surely on the horizon as we start the new year. Here's wishing you and yours the very best in 2020.

Tony Contrino  
General Manager

# 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](http://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 Customer Service Department at (413) 572-0100 for more information about or help with any of these financial assistance options.