



Wishing everyone a happy and safe holiday and best wishes for a happy New Year! See how we are celebrating the holidays in Westfield this year at whipcityfiber.com/promo/holiday

Join us for outdoor ice skating

fiber + ICE



WG+E COVID RELIEF PROGRAM

Established with our Municipal Light Board to assist customers who are having difficulty with their utility bill due to effects of the pandemic.

Visit wgeld.org/news/financial-assistance-is-available to complete an application. Applications will be reviewed in rounds and approved customers will be notified of a bill credit. For more information about financial assistance programs and payment plans, please call Customer Service at 572-0100.

great news for westfield customers

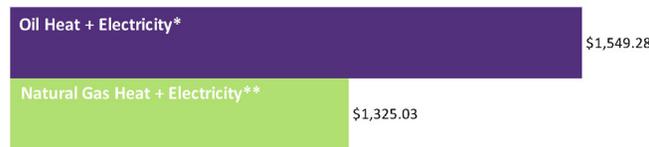
utility rate comparisons

Total Residential Electric + Gas Bill Comparison January - December 2020



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 2020 to March 2021



*Oil price projection source U.S. EIA 11/2020

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



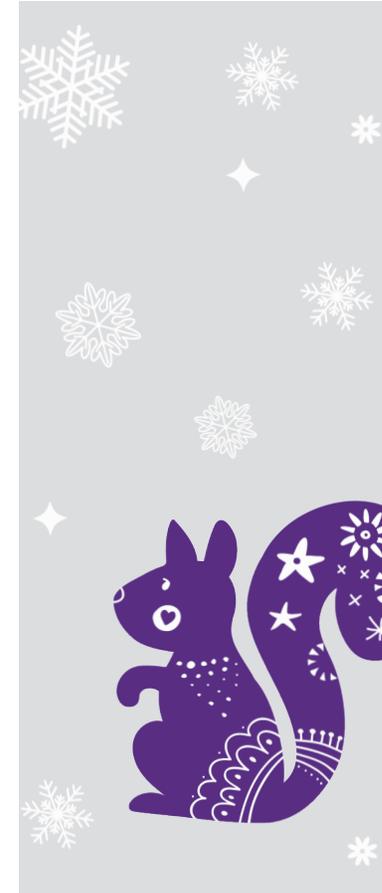
Customer Service: (413) 572-0100
Emergency Response: (413) 572-0000

www.wgeld.org

winter 2021



powerline



WESTFIELD GAS + ELECTRIC



say goodbye to 2020!

By the time you receive this Powerline edition, 2020 will thankfully be behind us and 2021 arrives bringing hope for an eventual return to better days although the ripple effects of this pandemic will reverberate throughout our physical and social world for a long time. Through it all, I'm so very grateful and proud of the dedication and perseverance of all WG+E employees who worked tirelessly this year to keep each other and our customers safe, while still providing exceptional service. In fact, we were nationally recognized earlier in the year with the highest award of Diamond status as a Reliable Public Power Provider (RP3) through the American Public Power Association, thereby ranking among the top municipal electric utilities in the country. A similar award was received from the American Public Gas Association for our excellence as a municipal natural gas utility. And when looking at the average of utility rates charged by all municipal utilities in Massachusetts, WG+E electric rates consistently fall roughly 15% below that state average and nearly 10% below on the gas side.

Recognizing the financial challenges posed to many by COVID, the Municipal Light Board voted to designate \$500,000 to provide a level of debt forgiveness to qualifying residential and small commercial WG+E customers who are having difficulty keeping current on their utility bills. To date, close to one half of that budgeted amount has been applied to customer accounts and applications continue to be received, reviewed and acted upon. Meanwhile, as the WG+E has always done, we also provide financial assistance through our Westfield Warm program and facilitate customer enrollment for other funds available through the Low-Income Home Energy Assistance Program (LIHEAP), which is managed through the federal Office of Community Services. Please contact our Customer Service team (572-0100) if you're in need of financial assistance.

Working safely through a pandemic required us to curtail many customer face-to-face interactions, leading us to closing our 100 Elm Street Office to the public. However, there has been a bright side to that with customers discovering the convenience of automated and online bill pay options and our nimble Customer Service team has been able to guide many customers through this process even while working remotely.

Staying connected has been one of the biggest challenges with COVID and finding new and creative ways to engage with others, either socially, academically, medically, or professionally, has required some innovation and a lot of patience. Obviously, the availability of internet service is critical as it is the pipeline for many of those encounters. The long-range goal of the WG+E is to eventually provide Whip City Fiber internet to every area in Westfield and we continue to build our system and make financial decisions which will provide the revenue required to pay back our bond and support expansion. Our presence as a project manager and now as the

internet service provider for those hilltowns who built and financed their own internet infrastructure is starting to pay off. Currently, there are close to 4,000 customers in these hilltowns that are now paying WG+E/WCF monthly for their internet service and that number will continue to grow as other hilltowns come online. It is these funds that will allow us to build out and bring WCF to at least four, if not more, additional neighborhoods in Westfield in 2021 without having to borrow the funds to do so.

Overall, 2020 has been a year full of changes and I am proud of how WG+E has weathered the storms that came our way – either brought on by Mother Nature or by an unprecedented global pandemic. The caliber of our workforce is top-notch and, as I face my pending retirement in March and the changes that will bring to me personally, I have the utmost confidence that the company will continue to excel because of the commitment and talent of our employees. The Municipal Light Board is charged with selecting the next General Manager and I fully expect they will select the most qualified and capable individual to take over the helm and continue to provide you the level of service you deserve and have come to expect.

As this is my last Powerline communication, I wish to close by noting that it has been my distinct honor and great privilege to be part of this wonderful organization for so many years and I wish you all good health and happiness in the new year and those to follow.

Tony Contrino
General Manager