



If you think you smell natural gas...

Natural gas has an excellent safety record, and like all forms of energy, it must be handled properly. Maintaining the integrity of our pipelines is a critical part of our work at WG+E. As the recipient of a \$17 million federal grant, we are expediting the replacement of aging infrastructure to help ensure the continued safety of everyone who lives and works here in Westfield.

Still, it is important to know what to do if you ever smell natural gas. Damaged or corroded piping can leak and create a hazardous situation, so please remember these important steps:

- **Leave the premises immediately.**
- **Move to a safe distance** away from the area.
- **Call 911 or WG+E dispatch at 572-0000** once you're safe. (Never assume someone else will make the call.)
- **Avoid sparks.** Do not light matches, smoke, operate appliances or light switches, use a phone, or start a vehicle.
- **Stay away from the leak** and keep others away until an official gives the all-clear.



Being nosey can keep you safe.

Your safety is our top priority - knowing how to respond quickly helps keep you, your family, and our community safe.

Watch the mail for a brochure on recognizing a natural gas leak.

COMMUNITY-OWNED | RELIABLE SERVICE

WORKING FOR YOU.

We're celebrating Public Power Week and Natural Gas Month with our annual drawing for three (3) **\$250 Energy Credits**. Enter online today at:

wgeld.org/promo/public-power

Lifeline

Westfield customers can qualify for an additional **\$9.25 CREDIT** through the federal Lifeline program for Whip City Fiber.

Eligibility is based on household income or participation in other federal programs including SNAP, Medicaid, SSL, Federal Public Housing Assistance, or Veterans Pension and Survivors Benefits and can be applied to internet or phone services.

Learn more and apply at lifeline.whipcityfiber.com



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

www.wgeld.org

**fall
2025**



powerline



WESTFIELD GAS + ELECTRIC



At Westfield Gas + Electric/Whip City Fiber, fall means it's time to check in with our community and share what we've been working on, and what's coming next.

As we settle into our 126th year of service, we're thinking a lot about what it means to be a locally owned utility. We are making decisions based on what is best for Westfield. When you call with a problem, you're talking to someone who lives here, too. And we can invest in long-term improvements because we're planning to be here for the next 126 years.

One of our most significant projects this year has been the cast iron pipe replacement program, made possible by \$17 million in federal grants from the Pipeline and Hazardous Materials Safety Administration. We're replacing nearly 22 miles of aging low-pressure cast iron piping and 1,200 services throughout Westfield through 2027. This isn't just about maintaining what we have; it's about building a safer, more reliable natural gas system while reducing the potential for methane emissions. If construction is planned for your neighborhood, our team will reach out well in advance to give you notice and minimize the inconvenience. We've completed work in several neighborhoods including Apple Blossom Lane, Birch Bluffs Drive, Colony Drive, Valley View Drive, and Patterson Street. Thank you to the residents of these areas for your patience during construction. We know having crews working in your neighborhood can be disruptive, and we truly appreciate your understanding.

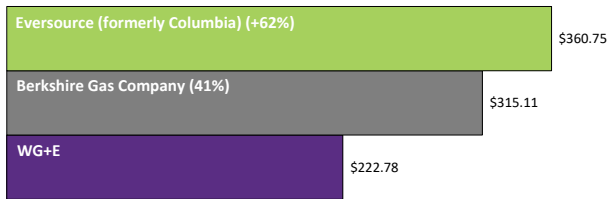
may-september 2025 summer rate comparisons

Residential Electric Rates



*Data based on average total residential consumption of 750 kWh/month.
Data compiled for WG+E by Energy New England.*

Residential Gas Rates



*Data based on average total residential consumption of 630 Ccf for the period.
Data provided by distribution company websites.*

Our crews were especially touched by the kindness shown by residents who brought out cold water during those sweltering summer days. It's this kind of community spirit that makes Westfield such a special place to live and work.

We're always thrilled to present the Big Rig Rally in partnership with Westfield on Weekends coming up Saturday, October 18th at PumpkinFest. Come check out our coolest trucks and heavy equipment alongside other rigs from across the city and state. It's always a hit with the kids (and adults who are kids at heart). We'll have popcorn, giveaways, and plenty of opportunities to chat with our crews about the work we're doing to keep Westfield powered up. Mark your calendars, it's one of our favorite community events of the year!

Fall always feels like a time of gratitude, and we're genuinely thankful for the trust you place in us every day. Whether you're flipping a switch, adjusting your thermostat, or streaming your favorite show, you're counting on us to be there, and we don't take that responsibility lightly.

Wishing you a safe and vibrant fall.

Tom Flaherty
General Manager



WINTER GAS REWARD

Earn up to a **\$125 Energy Credit!** During the months of January, February, and March, reduce your gas consumption by 10% compared to last years bill.* Successful participants will receive a \$100 credit on their WG+E account. Plus, we will apply a \$25 credit in January just for signing up!

To learn more and apply scan or call us at 413-572-0100. Deadline to sign up is **November 30th!**



**Please see program requirements online.*