

**gigabit internet for \$69.95/mo**



**Your local team.**



POWERED BY  
**WG+E**

NO CONTRACTS | NO HIDDEN FEES | NO HASSLES

**whipcityfiber.com**

or call 413-485-1251 for more info

**JOIN OUR PUBLIC POWER MONTH  
CELEBRATION AT THE BIG RIG RALLY**

**WG+E**  
WESTFIELD GAS + ELECTRIC

**BIG RIG  
RALLY**

**Saturday, October 19th**

In partnership with



## reduce your gas heating bill

Cooler weather means it's time for **WG+E's Gas Energy Saving Credit Program.**

During the months of January, February and March, if you reduce your gas consumption by 10% compared to your last year's bill and adjusted for the weather, you will receive a **\$50 Energy Credit** applied to your WG+E account. Visit [www.wgeld.org](http://www.wgeld.org) under Energy Efficiency > Ways to Save at Home or call 413-572-0216 for an application. You must sign up before the program starts on January 1, 2020.

**WG+E**

WESTFIELD GAS + ELECTRIC

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

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

**fall  
2019**



**powerline**



**WESTFIELD GAS + ELECTRIC**



## fall brings change

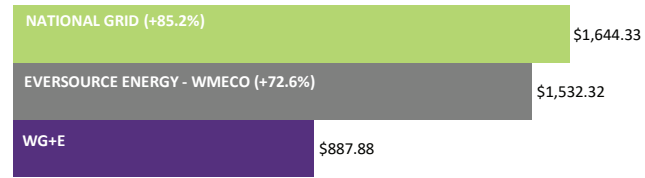
The changing leaves, cooler temperatures and shorter days signal the inevitable transition into fall followed by the eventual arrival of winter. Routinely, this is the time of year that our crews ramp things up into high gear so we can button up all construction projects before the ground freezes.

Anyone who travels Western Avenue is aware of the ongoing multi-phase state Department of Transportation (DOT) reconstruction project underway that involves all utility infrastructures and which has kept us busy for most of the summer. Soon WG+E will also begin work on the installation of a traffic signal and turning lane on Springfield Road just west of the Walmart entrance. This is also a state DOT project that will require the relocation of six utility poles and related equipment to power the commercial properties in the area. Additionally, robust power lines that are more resistant to tree contact are being installed along Shaker Road as we eliminate an old right of way on Springfield Water Works property. We will also be wrapping up a gas reconstruction project on Holyoke Road.

Meanwhile, we are working equally hard at getting Whip City Fiber (WCF) customers connected. The \$15M bond approved by the City Council in February 2017 enabled us to install fiber throughout 70% of Westfield. That bond money has now been expended and re-payment has begun. By statute this money can only be taken from Whip City Fiber earnings. Consequently, the more WCF customers we have allows us to make our bond payments and provides additional revenue to re-invest into providing service to additional parts of the city. Marketing efforts are underway to encourage customers who already have service available in their neighborhood to sign up for this high-speed internet service.

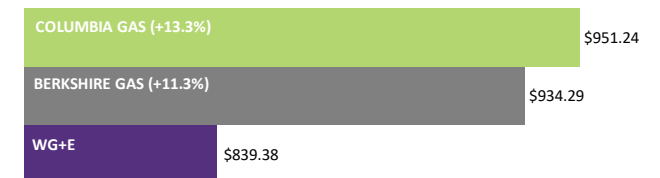
## january-september 2019 rate comparisons

### Residential Electric Rates



Data based on average residential customer usage 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.

At the same time, recognizing that our business model and the project management skills honed during the start-up of WCF could be of value to others, we have been working closely with more than 20 hill towns throughout Hampden, Hampshire and Berkshire counties who either have no internet connectivity of any kind or very limited options. These are communities whose viability is in jeopardy as residents and businesses are moving elsewhere to keep up in this electronic world. WG+E is strictly providing guidance and project management as these towns begin construction of their own locally owned fiber internet system. No Westfield funds are being spent to support these efforts. The ultimate goal is for WCF to become the Internet Service Provider (ISP) for these new customers, creating additional revenue to apply towards Westfield expansion.

Finally, it gives me great pride and pleasure to comment on the recent announcement by the Greater Westfield Chamber of Commerce that Westfield Gas + Electric/Whip City Fiber was selected as the 2019 Business of the Year. This is a tremendous honor and speaks to the high level of professionalism of our entire workforce and their continued commitment to providing excellent service and value to our customers. I would be remiss in not acknowledging the efforts of our recently retired General Manager, Dan Howard, for his foresight and leadership in steering the Department on its path to this remarkable tribute.

Tony Contrino  
General Manager



## don't forget to change your batteries

When you turn those clocks back on Sunday, November 3, remember to change the batteries in your smoke and carbon monoxide detectors. Your heating system is going to get a workout soon and improperly functioning or inadequately vented heating units can emit dangerous levels of carbon monoxide (CO). If your CO detector does sound an alarm, do not assume it is defective. If you suspect poisoning, get fresh air immediately and call for help to WG+E dispatch at 413-572-0000 or call 911.