

NOSES KNOW!

SMELL GAS?

LEAVE FIRST!

Then call 413-572-0000 or 911

WG+E
WESTFIELD GAS + ELECTRIC



It's rare for natural gas leaks to occur, but if you smell sulfur or rotten eggs, it could possibly be a leak. Because natural gas has no smell of its own, an odorant, called Mercaptan, is added to give it a distinctive smell. This allows you to quickly identify a gas leak and take swift action.

What should you do if you smell natural gas? Leave the premises or location **IMMEDIATELY**, and from a safe distance, call 911 or WG+E at the number above. Never assume someone else will make the call. Avoid actions that might cause a spark, such as striking a match or smoking, operating appliances or light switches, using a phone, or starting a vehicle. Stay away from the area of concern and keep others away, too, until an official says it is safe to return.

Whether you are a natural gas customer or not, learning how to recognize and respond to a leak can keep you and our community safe. Watch for a separate bill insert in October for more info on identifying a gas leak, or visit the Safety page of our website at wgeld.org. And always remember: a call to 811 at least three days before any digging project helps you avoid striking underground utilities, causing inconvenient outages, creating dangerous leaks, incurring injury or costly repairs.

Make your Mark on Safety!
Call 811 before you dig.

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

OCTOBER

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As we fall into the cooler months, take the guesswork out of your utility bills with **consistent monthly payments** from Sept.- June.

Call us to get your Budget Plan started today at 413-572-0100.



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

www.wgeld.org

fall
2022



public power



WESTFIELD GAS + ELECTRIC



leaves are falling + autumn is calling

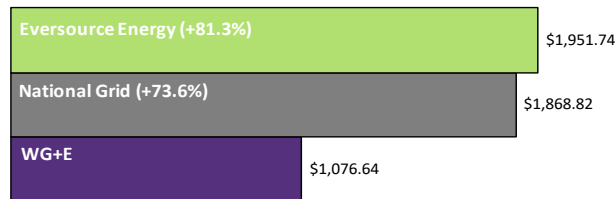
As nights become cooler, Westfield Gas + Electric is committed to helping you prepare for this upcoming heating season. We continually monitor and adjust our purchasing contracts to provide price stability for our ratepayers, but with the rise in cost of almost everything this year, we expect winter bills to increase 15-25% compared to the 2021-22 winter season.

This is a great time to evaluate how you can update your home for the cooler months. Eliminating air leaks and drafts will protect your home from snow, rain, and cold weather and help you heat your home more efficiently. Simply start with our free Home Energy Assessment to qualify you for an Energy Efficiency weatherization rebate for up to \$1,000 towards insulation and air sealing. To learn more, visit wgeld.org under Residential > Ways to Save > Energy Efficiently Rebates.

If you need help making ends meet, please give us a call at 413-572-0100 so we can guide you towards appropriate resources. Our team will provide information on various assistance options including the Salvation Army Good Neighbor Energy Fund, Way Finders, and Valley Opportunity Council (VOC). We are also happy to say that a representative from VOC will once again be at our

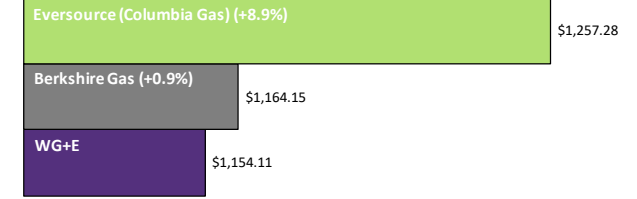
january-september 2022 rate comparisons

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.

downtown office this season to assist customers with completing an application for heating assistance.

In October we celebrated Public Power and Customer Service Week, as well as Natural Gas Month. We take pride in serving our community and we hope you see the incredible value it brings to this city too. Even with rising costs, we continue to keep rates below the state average, which means more hard-earned money in your pocket for other important expenses. Our local commitment means we can support several organizations and events. So far this year Westfield Gas + Electric/Whip City Fiber has donated over \$1.5 million dollars through sponsorships, donations, and in-kind work. We are honored to be able to support the community in this way.

Wishing you a safe and warm season.

Tom Flaherty
General Manager



WINTER GAS REWARD

Earn up to a **\$125 Energy Credit!** This coming January through March, reduce your gas consumption by 10% compared to your previous year's bill (and adjusted for the weather) and earn a \$100.00 Energy Credit on your WG+E account. Plus, get a \$25.00 credit just for signing up!

To learn more visit wgeld.org under Residential > Ways to Save > Gas Energy Savings Program or call us at 413-572-0216. Sign up before the program starts on January 1, 2023.

