

financial assistance



If you find yourself in financial hardship please call us at 413-572-0100 to talk with a Customer Service team member. Our team can help you set up a payment plan and provide information on other financial support options including the programs listed below.

Low-Income Home Energy Assistance Program

A federally-funded program aimed at helping low-income families and individuals pay their heating bills during the winter. The level of assistance is based on household income and family size. For more information or to begin the application process, contact the Valley Opportunity Council at 413-552-1548.

Salvation Army Good Neighbor Energy Fund

The Massachusetts Good Neighbor Energy Fund provides energy assistance to residents in temporary crisis who are struggling to pay their energy bills and slightly ineligible according to the Low-Income Home Energy Assistance Program. For more information, contact the Salvation Army at 413-977-8759.

Westfield Warm Fund

Customers who qualify for the Low-Income Home Energy Assistance Program and continue to make monthly payments on their accounts may request additional assistance. For more information on Westfield Gas + Electric's Westfield Warm Fund, contact customer service at 413-572-0100.



P r e v e n t
utility service disruptions
in your neighborhood



Always Call 811 at least 72 hours before digging to avoid damage to buried utilities, fines, and injury. Remember, it's the law.

How does 811 work? If you're planning to install a mailbox, build a deck, plant a tree, or put in a pool, etc., you (or your contractor) must:

1. Call 811 before digging to request that underground utilities in your yard be marked out.
2. Wait 72 hours for all utilities to respond to your request.
3. Confirm that all utilities have responded.
4. Respect the utility marks or flags.
5. Dig carefully around buried utilities.
6. If digging continues for more than 30 days, you must call 811 again for new mark outs.

For more information, visit Call811.com or the Safety Page of our website.

WG+E

WESTFIELD GAS + ELECTRIC

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

www.wgeld.org

spring
2021



power line



WESTFIELD GAS + ELECTRIC



Painting by R. Nowak

a fresh step towards spring

The arrival of spring is all the more welcome and appreciated this year as we continue to move out of the darkness of the pandemic to brighter days. With the weather turning favorable, our construction crews are geared up to safely hit the ground running and I will be doing the same as I take on the role as the new General Manager. After representing the Ward 5 residents for the past 17+ years as their Municipal Light Board Commissioner, I am excited to witness firsthand the day-to-day inner workings that make this Department the city jewel that it is.

Beginning last fall, the schedule of the planned gas and electric construction projects was strategized with some projects driven by state plans, such as the long-awaited Department

of Transportation reconstruction of the Cowles Bridge which carries Southwick Road (10/202) over the Little River. Plans include the realignment and widening of Southwick Road as well as new traffic signals at the intersections of City View Road and Mill Street and entail significant reconfiguration to the existing natural gas, electric, fiber, phone, and cable infrastructure currently in place.

Gas crews will soon begin work around Mountainview St, Dickinson Place, Loring Lane, and Woodland Road with the reconstruction of the gas distribution mains and associated house services. Electric crews will be seen on Bates Road installing new primary conductor onto new utility poles recently set.

We recognize there is a lot of interest in when and where the future expansion of Whip City Fiber will occur within Westfield. A careful evaluation of customer interest and the associated cost per passing is nearing completion as we develop our construction plan going forward, with the goal of ultimately reaching all portions of the city in a fiscally responsible manner. An announcement regarding the specific locations first to be addressed should be forthcoming within the next few weeks. Please log on to whipcityfiber.com

to express your interest in receiving this high-speed internet service in your neighborhood.

Doing our best to keep business as close to normal as possible over the past year has been a challenge, but our Customer Service team has risen to the occasion helping customers remotely while the downtown business office remains closed to visitors. For those customers who face difficulties in meeting their financial obligations, assistance is always available. To set up a payment plan with a Customer Service team member via telephone, please call 413-572-0100. We now have extended hours until 7pm, Monday-Thursday. If an in-person discussion is preferred, one can be scheduled with the understanding that all necessary precautions will be in place to ensure the safety of our employees and you our customers with social distancing, mandatory wearing of face masks and proper sanitation.

Here's wishing you all the best as we spring forward to better, brighter and healthier times ahead. Looking forward to seeing you around Westfield.

Sincerely yours,

Thomas P. Flaherty
General Manager

Another benefit of a locally owned utility...

We are always working in the best interests of our our customers and community. For more than ten years, WG+E customers have benefited from gas and electric rates which are consistently lower than the state average. We thought you'd want to know. *This chart based on annual bills and average consumption.*

Gas	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
% below State Average	-13.04%	-12.08%	-11.19%	-5.85%	-3.05%	-5.42%	-6.37%	-13.45%	-12.12%	-10.63%

Electric	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
% below State Average	-9.74%	-13.49%	-8.28%	-5.97%	-14.73%	-12.87%	-13.65%	-19.62%	-18.00%	-15.34%