

April is National Safe Digging Month



With the arrival of Spring, different color paint and flags often begin to appear on roadways and grassy surfaces around town. Do you ever wonder what they mean?

Each color, representing a specific underground utility, helps to identify where a pipe or line is buried. This way, homeowners & excavators who need to dig can avoid: striking the utility; disrupting service; injury; and costly fines.

RED	ELECTRIC
YELLOW	GAS, OIL, STEAM
ORANGE	COMMUNICATIONS
BLUE	POTABLE WATER
PURPLE	RECLAIMED WATER
GREEN	SEWER / DRAINAGE
PINK	SURVEY MARKS
WHITE	PROPOSED EXCAVATION

You must call 811 at least 72 hours before **every** digging project. When you do, utility owners will come and mark out the utility they maintain. So make the call to 811...

It's fast.
It's free.
And it's the law.



WESTFIELD- BETTER INTERNET IS *Here*

Service is now available in:

- The Upper Montgomery Road Area in Wyben
- The Orange Street Area, Elm St. to Ford Ave.
- The Franklin Street Area, Provin Terr. to Kellogg St.
- The Franklin Street Area, Shepard St. to Franklin Ave.

Construction is underway in:

- The Meadow Street Area, Hanover to Sycamore St.
- The White Street Area, Main to East Bartlett St.
- The Russell Road Area, Tekoa Country Club
- The Hampton Ponds Area

SIGN UP TODAY!
whipcityfiber.com

WG+E
WESTFIELD GAS + ELECTRIC
whip city fiber

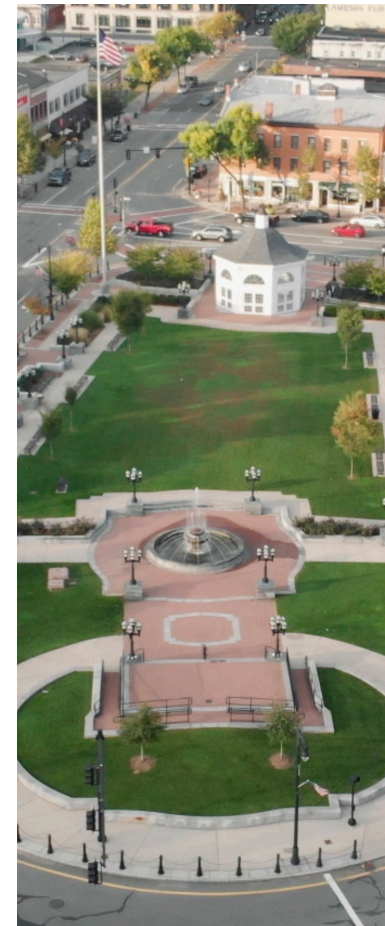
Customer Service: (413) 572-0100
Emergency Response: (413) 572-0000

www.wgeld.org

spring
2022



powerline



WESTFIELD GAS + ELECTRIC



welcoming warmer weather

All the signs of spring are starting to come into play as the days become longer, the ground begins to thaw, and the temperature gets a little warmer. Did someone say golf season?

There is no doubt that this winter brought along a set of challenges, with record low temperatures and arctic blasts while global natural gas prices were at an all-time high. Through these challenges, our energy supply team worked diligently to put customers in a good position and maintain rates below the state average for both gas and electric service. But that's not to say that customers didn't feel the impact. Heating bills increased an average of 25% this past winter and although warmer weather is ahead of us, higher costs for natural gas and electricity will continue to affect household bills

for the coming year. Financial assistance programs like the Valley Opportunity Council (VOC), Way Finders, and the Massachusetts Good Neighbor Energy Fund have been a great resource for families struggling to pay their utility bills. If you are having a hard time making ends meet, please consider applying for these programs. The Valley Opportunity Council will continue to accept applications until May 13th.

A new assistance program in Westfield is the Affordable Connectivity Program (ACP). The benefit provides an ongoing discount of up to \$30/month to help offset the cost of broadband internet service for eligible households. Whip City Fiber customers can learn more and apply directly through our website at whipcityfiber.com/promo/acp.

With spring comes a busy season for Whip City Fiber construction. New service areas include Elm Street to Ford Avenue, and Provin Terrace to Franklin Avenue. If you live in one of these neighborhoods, look at making the switch to gigabit internet by visiting our website at whipcityfiber.com. Construction continues in other parts of town and crews will be wrapping up work in the Meadow Street Area next with service becoming available to customers later this spring. But it doesn't stop there—a list of seven more Whip City Fiber areas will be announced this fall.

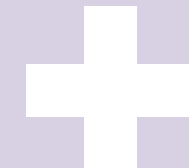
Cybersecurity may not be something we talk about every day. But as a local utility providing natural gas, electricity, and internet service to thousands of customers, we always take safety very seriously. We do our part to keep our service networks and customer information safe and protected and encourage you to do the same. Please be careful of suspicious calls or emails about utility payments which threaten to disconnect your service. If you are ever in doubt about something you've received claiming to be from "WG+E", please call us directly at 413-572-0100.

We're happy to say that our downtown office at 100 Elm Street has re-opened with regular hours Monday through Friday from 8:00 AM – 5:00 PM. Feel free to stop in to set up an account, make a payment, or ask a question about a service. Our dedicated customer service team is here to help in person and by phone.

With that, enjoy the warmer weather and hopefully we'll catch you out at an upcoming event around the community this spring!

Sincerely yours,

Thomas P. Flaherty
General Manager



Another benefit of a locally owned utility...

We are always working in the best interests of 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	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
% below State Average	-12.08%	-11.19%	-5.85%	-3.05%	-5.42%	-6.37%	13.45%	-12.12%	10.63%	-10.27%

Electric	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
% below State Average	-13.49%	-8.28%	-5.97%	14.73%	-12.87%	13.65%	-19.62%	-18.00%	-15.34%	-14.84%