



**Celebrating
Gigabit Internet
FOR FIVE YEARS**

**GET A \$25 GIFT CARD TO A
LOCAL RESTAURANT!***

Are you ready to make the switch to locally
owned high-speed gigabit internet?

Just \$69.95/month

A \$25 gift card to Circuit Coffee,
Richard's Grinders, or Two Rivers Burrito Co.

Ask about our premier phone service

**Sign up or call today
to celebrate with us!**
Use promo code: CELEBRATE



whipcityfiber.com | 413-485-1251

*Limited time offer for installs completed by July 15, 2021.

WE'RE TEAMING UP WITH THE



**TO SPREAD THE WORD ABOUT
SAFE DIGGING ON GAME DAY:
SUNDAY, AUGUST 8TH!**



**AND WE'RE GIVING AWAY 50 PAIRS
OF TICKETS TO THE GAME!**

Join our hometown teams - WG+E | WCF and
the Westfield Starfires - for an afternoon of
fun (and FREE giveaways!) as we take on the
Pittsfield Suns.

Sunday • Aug 8th • Bullens Field • 3:00 PM

To enter, email PublicAwareness@wgeld.org
by Aug 1st with your first and last name. We
will let you know if you've won by Aug 2nd.

**Know what's below.
Call 811 before you dig.
It's a home run!**

WG+E
WESTFIELD GAS + ELECTRIC

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

www.wgeld.org

**summer
2021**



powerline



WESTFIELD GAS + ELECTRIC

summer is here

What a difference a year makes. The summer of 2021 is shaping up to be much busier and safer than last year, now that we seem to be making clear headway in the universal fight against COVID. Our office at 100 Elm Street is available for in-person customer visits by appointment only and we have expanded our customer service hours to provide extra access for anyone who might need additional support staying current on their bills. The Customer Service team can assist in setting up payment plans and directing customers to financial resources that are available for those who are eligible. Way Finders, a regional organization that works closely with the Massachusetts Department of Housing and Community Development, has been particularly supportive this year. Outside sources, in addition to the \$500,000 Covid Relief grants that the Municipal Light Board authorized last fall have been helping to offset our customers' challenging financial obligations.

Construction season is in full swing with gas, electric, and fiber projects all in progress. Our gas and electric crews, including contracted resources, are assisting as needed with the Cowles bridge replacement work at the intersection of South Maple, Mill, and Southwick Rd. The first phase of the planned gas reconstruction work in the area of Mountainview Street and Woodland Road has been completed as a part of our Cast Iron Abandonment Program. Gas mains and house services have been upgraded to a high-pressure system allowing us to abandon any old cast iron piping. Similar work will then start on Granville Road in the areas between Western and Kensington Avenues, including Apple Orchard Heights and Southview Terrace. Large scale upgrades to the electric service at both Baystate Noble Hospital and Western Massachusetts Hospital are also on our schedule and includes changing out pad-mount transformers and underground cabling.

Meanwhile, there is a long-awaited expansion of Whip

You pay rates which are consistently lower than the state average, saving real money that stays in your pocket.

The average Massachusetts electric customer paid approximately 17% more than WG+E's customers.

Based on average residential customer usage of 9000 kWh/year from April 2020-March 2021.

State Average (+17.3%)

\$1,447.37

WG+E

\$1,234.16

The average Massachusetts gas customer paid approximately 14% more than WG+E's customers.

Based on average residential consumption of 785 Ccf from April 2020-March 2021.

State of MA Average (+13.9%)

\$1,206.63

WG+E

\$1,059.80

City Fiber happening in Westfield thanks in a very large part to the incoming revenue stream from our Westfield and Hilltown customers. These customers allow us to meet our debt obligation and finance future expansion without the need for further bonding. WG+E/WCF recently announced that nine additional neighborhoods are slated for Whip City Fiber installation this year. This includes areas in nearly every ward in the city and will bring the opportunity for gigabit internet to 2,000 additional residents. Visit our website at www.whipcityfiber.com to learn more about where we are headed next. You will also find information on how eligible customers can apply for a \$50 monthly discount for their WCF service under the Emergency Broadband Benefit Program.

In closing, what a difference five years makes! In that short time, Westfield Gas + Electric grew the fledgling idea of offering gigabit internet service to our customers into a reality. Today there are over 10,000 Whip City Fiber customers who are enjoying the reliable, fast, and locally owned information highway to the world. And we are not stopping until all of Westfield is able to travel that same road.

Please enjoy these summer months ahead and, wherever your travels take you, stay safe.



Tom Flaherty
General Manager

SAVE MONEY + KEEP COOL

Summer's here and WG+E has some "cool" energy efficiency rebates for you.

- A \$200 rebate with the qualified purchase of a ENERGY STAR pool pump.
- Up to a \$500 rebate on central A/C for your home.

Visit our website at WGELD.ORG under *Residential > Ways to Save* or call us at 413-572-0100 for additional details.

POWER RUSH HOUR

Watch your email + Facebook @WGELD this summer for reminders about when to shift your energy use away from "peak" hours on especially hot days. Not only can you reduce your own bill, you can help us lower distribution costs for everyone.