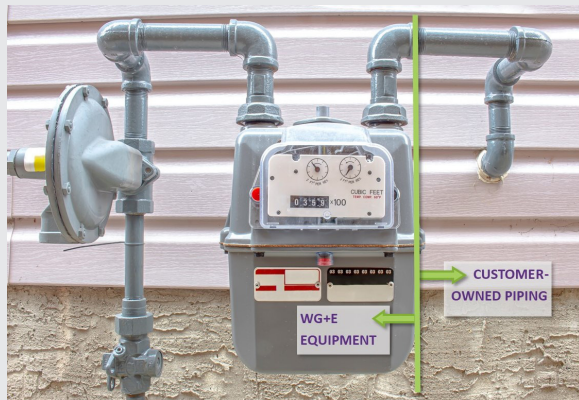


## Know the Responsibilities.



WG+E is responsible for inspecting, maintaining, and replacing the natural gas lines and meters that carry gas to the meter on a customer's property. As a property owner or manager, you are responsible for maintaining all gas lines from the meter to the point of use.

Customer-owned gas lines include all piping that goes from our gas meter to the appliances on your property, including those inside your house, plus piping to a detached garage, pool or spa heater, grill, etc. Have these lines inspected periodically to identify unsafe conditions, such as corrosion and leaks, and repair them immediately. A qualified plumbing or heating contractor can assist in this process.

For your safety, know the location of all outside gas lines on your property before any excavation takes place. The law requires you to call 811 at least three days in advance of digging to identify the location of WG+E-owned piping, while a private locating company can mark out customer-owned piping.

Natural gas has an excellent safety record, although there are some dangers. If you do suspect a gas leak, leave the area immediately and from a safe location, call 911. For more info: [wgeld.org/pages/safety](http://wgeld.org/pages/safety).



**Know what's below.**  
**Call 811 before you dig.**

# 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 in Westfield.

## SAVE ENERGY + MONEY

Turn off lights and unneeded appliances when you leave the room.

Set your thermostat a few degrees higher during hot summer afternoons.

Run the dishwasher or washer and dryer early in the day or wait until after 8 PM.

Charge your electric vehicle between the hours of 8 PM and 8 AM on weekdays.

**WG+E**  
WESTFIELD GAS + ELECTRIC

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

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

summer  
2022



powerline



WESTFIELD GAS + ELECTRIC



## stepping into summer

Summer is finally here and WG+E is continually planning for what could be a busy storm season ahead. When major storms and outages occur, we want to make sure that our customers have the best possible information to keep their families and homes safe. The WG+E Outage Tracker ([www.wgeld.org/promo/outage-tracker](http://www.wgeld.org/promo/outage-tracker)) is now on our website showing in real time the areas of town affected by a verified power outage, the extent of any issues, and often an estimate for when service will be restored. Customers have the option to report an outage at their address with a few clicks and request a one-time notification when service has been restored. The WG+E Dispatch phone queue has also been updated and allows customers report an outage using an automated system at 413-572-0000. As always, a live dispatcher is available 24 hours a day to respond emergencies or gas service issues. The Outage Tracker also includes a two-way texting option and a custom WG+E mobile app (search "outage tracker" in the app store). We hope you'll try out all the options to find out what works best for you. To learn more, visit our website under the resources tab at [www.wgeld.org](http://www.wgeld.org).

As prices rise all around us caused by domestic, global, and geo-political factors, WG+E continues to take steps to reduce spikes in customer bills. However, we expect everyone will feel the impact of higher prices for power and natural gas through 2023. While planning home improvement projects this summer, you could take advantage of our energy efficiency incentives to help

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 13% more than WG+E's customers.**

*Based on average residential customer usage of 9000 kWh/year from April 2021-March 2022.*



**The average Massachusetts gas customer paid approximately 6% more than WG+E's customers.**

*Based on average residential consumption of 785 Ccf from April 2021-March 2022.*



keep your usage and bills down. A great place to start is with our FREE Home Energy Assessment which identifies specific areas in your home that contribute to high energy use. You can schedule an appointment today by visiting our website under Residential > Ways to Save.

We can help make your payments more manageable when you sign up for a WG+E Budget Plan. This program calculates your average usage during the months of September through June and breaks it up into even payments over the 10-month period. This can make your natural gas and electric payments more predictable so it is easier to anticipate your monthly energy costs. To get set up, give our customer service team a call at 413-572-0100 when you receive your August WG+E bill.

Westfield Gas + Electric and Whip City Fiber are committed to supporting schools and students in Westfield and we had some exciting opportunities in the recent months. We attended the Career Fair at Westfield High School, Career Day at Southampton Road Elementary School, and a handful of Touch-A-Truck events around town. We even gifted the Space and Astronomy Club at Westfield Middle School with a new "library telescope" for students to check out and explore the night sky. We want to help students reach for the stars.

Wishing everyone a fun and safe summer, and I hope to catch you and your families on July 15th at Bullens Field for Westfield Gas + Electric and Whip City Fiber Night at the Starfires, along with a fireworks celebration after the game.

Tom Flaherty  
General Manager

# ELECTRIFY YOUR YARD

+ save with new lawn equipment rebates

[wgeld.org/ways-to-save](http://wgeld.org/ways-to-save)



## SET UP A BUDGET PLAN

Take the guesswork out of your utility bill with a consistent monthly payment from September-June. Call us when you get your August bill to get started.

**413-572-0100**