

financial assistance available

Financial hardships can happen to anyone. Fortunately, there are many resources to help those in need pay their heating bills during the winter. Here are some of the programs available in Westfield.

Low Income Heating Energy Assistance Program (LIHEAP) from the Valley Opportunity Council (VOC) provides low income customers with financial assistance based on household income and family size. Contact VOC at (413) 552-1548 or visit their website at www.valleyopp.com.

The Salvation Army Good Neighbor Energy Program provides energy assistance to residents in temporary crisis who are struggling to pay their energy bills and do not qualify for federal or state energy funds. Contact the Westfield Chapter of the Salvation Army at (413) 977-8759 for guidelines.

Westfield Warm Fund is offered by the Westfield Gas and Electric for customers who qualify for LIHEAP or the Good Neighbor Energy Fund. Contact WG+E Customer Service at (413) 572-0100 for more information.

Finally, WG+E offers budget and payment plans to help our customers manage their utility bills.

Please call our Customer Service team at (413) 572-0100 for more information or help with any of these financial assistance options.

wgeld.org/pages/residential/assistance-programs/



The heating season is an especially important time to be mindful of carbon monoxide (CO) safety, since CO causes serious illness when inhaled and may lead to death. Detectors are your first line of defense against CO poisoning, and a simple push of a button will go a long way toward keeping you and your family safe this winter.

Ensure the detectors in your home are working properly by testing them monthly and keeping the batteries fresh. Did you know that CO detectors expire? Follow the manufacturer's instructions for replacing them every 5-7 years (every 10 years on newer models). In fact, why not check yours right now?

If your alarm does sound at a time other than when you're testing it, don't assume it's faulty. Get fresh air immediately and call 911 or WG+E Dispatch. We're here to help!

For more information on preventing CO poisoning, visit the Safety page on our website.



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

www.wgeld.org

winter
2023



powerline



PC: WG+E Lineman, Ryan Callan

WESTFIELD GAS + ELECTRIC



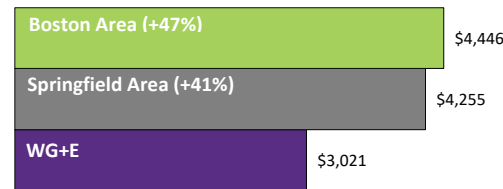
happy new year to all!

This past year was one of many accomplishments for Westfield Gas + Electric/Whip City Fiber. In November we reached our 15,000th customer for Whip City Fiber – a huge milestone! Our team has worked hard to get to 15K, and we're excited to continue adding new customers every day. In fact, the Whip City Fiber (WCF) technicians are halfway through construction for 12 new service areas in Westfield. In the coming months, WCF will be available for customers in 200+ new service locations including areas around Granville Rd, North Rd, Montgomery Rd, and the recently connected East Silver St. area, from St. Dennis to Hedges Ave. It is extremely satisfying to continue making progress on a project that has so much support in the community.

While we have been working hard on the expansion of our fiber optic network, we have not lost sight of our core business of providing reliable electric and natural gas service to Westfield. When storms and outages occur, we want to make sure that our customers have the best possible information about their electric service. We've already seen the impact of a heavy snow and ice storm that hit Westfield right before the holidays. What a day it was and what a great team we have! Quite a few of our employees came in from vacation to get the power back on here in Westfield. All hands were certainly on deck and with the help of our new WG+E Outage Tracker, we were able to keep customers informed

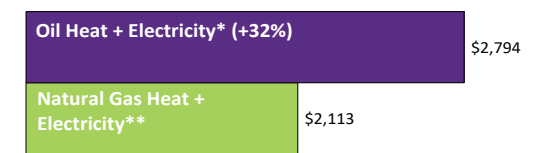
utility rate + cost comparison

Residential Electric + Gas Bill Comparison January - December 2022



Data based on average residential consumption of 785 CCF and 9000 kWh.

Projected Winter Period Utility Cost Comparison October 2022 to March 2023



Oil price projection source U.S. EIA 12/2022

Data based on average residential consumption and actual/projected WG+E pricing for the period.

and safely bring the light back on for our very appreciative customers. If the Outage Tracker is new to you, I encourage you to visit the Outage Center page on our website to learn more about the map, two-way texting, and mobile app options which are available.

With a few more months of cold weather ahead, it is a good time to mention generator safety. Gas-powered generators are a great way to power necessary appliances in your home in case of a power outage. It is important to operate them only outside and to keep them at least 20 feet away from your home, doors, and windows, keeping all your doors and windows closed. More safety tips can be found by visiting the Storm Safety page on our website.

Finally, at the beginning of another busy year, our employees are proud to continue providing excellent service that is safe and reliable.

Wishing you and your loved ones a happy and healthy New Year!

Tom Flaherty
General Manager

