

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.

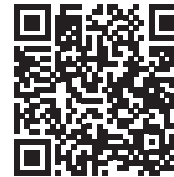
wgeld.org/pages/residential/assistance-programs



The heating season brings an increased risk for carbon monoxide (CO) poisoning, and we want you to know how to keep you and your loved ones safe.

Over time, CO exposure can lead to symptoms that are often mistaken for the flu (with no fever), including: headache, dizziness, weakness, chest pain, nausea, vomiting, confusion, drowsiness, blurred vision, shortness of breath, and unconsciousness. Depending on length of exposure and how much is inhaled, CO can cause permanent brain damage, life-threatening heart issues, and death. **If you suspect CO poisoning, get to fresh air immediately and call 911 right away.**

Protecting against CO poisoning is fairly simple. Have all fuel-burning appliances professionally installed and service them annually. Clean fireplace chimney/flue every year. Keep exhaust and intake vents and chimneys clear of debris and snow. Install CO detectors on every level of your home and within 10' of each bedroom door. Test the batteries at least twice a year and replace the detector when it expires. If an alarm sounds, don't assume the detector is faulty; leave the premises and then call us. We'll send a technician to locate the source of the carbon monoxide. More info is available on the SAFETY page of our website.



WG+E
WESTFIELD GAS + ELECTRIC

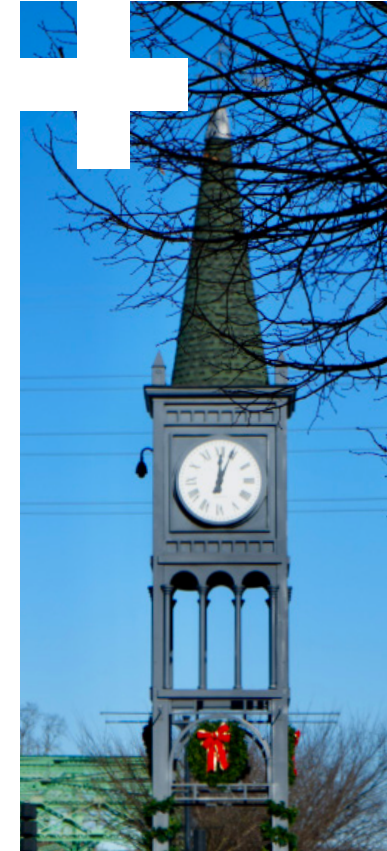
Customer Service: (413) 572-0100
Emergency Response: (413) 572-0000

www.wgeld.org

winter
2024



150th
birthday
celebration



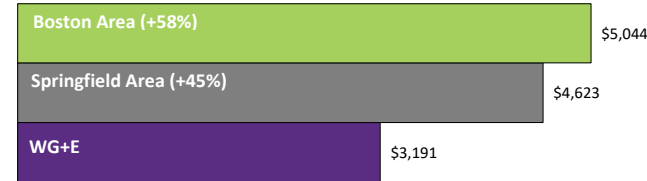
CELEBRATING 125 YEARS

WESTFIELD GAS + ELECTRIC



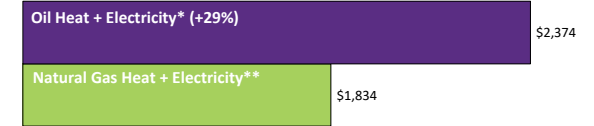
utility rate + cost comparison

Residential Electric + Gas Bill Comparison January - December 2023



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

Projected Winter Period Utility Cost Comparison October 2023 to March 2024



*Oil price projection: U.S. EIA STEO December 2023.

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

warm wishes for 2024

The arrival of the new year marks a fresh start filled with hope and new possibilities. At Westfield Gas + Electric and Whip City Fiber (WG+E/WCF), we want to extend our warmest wishes to you and your loved ones for a joyous New Year! This season holds special significance for us as we proudly announce the celebration of our 125th anniversary—a huge milestone in our partnership with the Westfield community for over a century. We look forward to creating memorable moments together as we highlight special events in celebration all year long.

As we embrace the winter season together, heating efficiently can be tricky, but a few small changes can make a big difference. To keep your home warm without using too much energy, try these easy tips: 1) Weather strip windows and doors to seal cracks, 2) Check and replace heating filters regularly, 3) Set your thermostat to the lowest comfortable temperature, and 4) Bundle up at night by turning the thermostat down and cover up with blankets. In addition, making energy efficient upgrades around your home can help you save more. Discover our year-round rebates and incentives to make your heating and electricity even more cost-effective at www.wgeld.org/pages/residential/ways-to-save.

Our community is at the heart of everything we do, and we're thrilled to sponsor local efforts happening right in our neighborhood. Some kicking off the year are the annual Amelia Park Children's Museum Penguin Plunge, the Kiwanis Club Auction, and the Westfield High School's POPS concert and Show Choir fundraiser for their competition trip later this year. These sponsorships not only empower individuals and groups but also contribute to the overall well-being of our community.

We understand that everyone's situation is different, so

we're here to make sure you have the warmth you need during the colder months. WG+E continues to work with several heating assistance programs to lend a helping hand. If you are a residential customer and find yourself in financial need, these programs are designed for you. Feel free to reach out to our customer service team at 413-572-0100 to get a full list of agencies. In addition, Valley Opportunity Council (VOC) has a representative at our downtown office on Tuesdays and Thursdays weekly to help qualifying customers apply for Fuel Assistance. This is an appointment only location and customers should call 413-552-1548 to schedule at the Westfield location, 100 Elm Street, Westfield, MA.

At the end of last year, we were thrilled to announce that WG+E's regular good hedging practices provided protection against the current global events that kept the prices for gas and electricity higher than compared to a couple of years ago. As a result, you may have noticed your winter gas bill decrease about 12% from the 2022-23 heating season. For the average residential customer, this January's bill is about \$36 lower than last January. Electric rates which were adjusted in September, are about 12% lower, which is a \$16 decrease per month for the typical household. We hope these lower rates bring a smile to some faces, and a little extra warmth to your home.

Cheers to a Happy New Year filled with warmth, joy, and great moments together!

Tom Flaherty
General Manager

Help keep you and your loved ones safe by recognizing the signs of a potential utility scam.



Slow Down

Take your time. Scammers pressure customers to act fast.



Verify

Scammers can pose as WG+E and may even spoof our phone number or caller ID. When in doubt, hang up and call us at (413) 572-0100.



Stop

WG+E will never request payments outside of our office and we do not request bitcoin, prepaid cards, or third-party payment apps.

We've got you covered.

