



The Commonwealth of Massachusetts

RETURN

OF THE

CITY OF

HOLYOKE GAS AND ELECTRIC DEPARTMENT

TO THE

**DEPARTMENT OF
PUBLIC UTILITIES**

OF MASSACHUSETTS

For the Year Ended December 31,

2014

Name of Officer to whom correspondence should
be addressed regarding this report :

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Official Title:

Comptroller

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FOR GAS PLANTS ONLY:

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FURNISH SCHEDULE OF ESTIMATES REQUIRED BY GENERAL LAWS, CHAPTER 164, SECTION 57 FOR GAS AND ELECTRIC LIGHT PLANTS FOR THE FISCAL YEAR ENDING DECEMBER 31, NEXT

INCOME FROM PRIVATE CONSUMERS:		
1	From Sales of Gas.....	21,878,033
2	From Sales of Electricity.....	40,313,985
3	From Sales of Steam and Sundries.....	4,509,467
4	TOTAL	66,701,485
EXPENSES:		
6	For operation, maintenance and repairs.....	61,401,204
7	For interest on bonds, notes or scrip.....	2,692,308
8	For depreciation fund (3% on \$192,706,167 as per page 8B & 9A).....	5,781,185
9	For sinking fund requirements.....	
10	For note payments.....	
11	For bond payments.....	2,140,000
12	For loss in preceding year.....	
13	TOTAL	72,014,697
COST:		
16	Of gas to be used for municipal buildings.....	857,255
17	Of gas to be used for street lights.....	
18	Of electricity to be used for municipal buildings (includes telecom).....	3,083,916
19	Of electricity to be used for street lights.....	398,000
20	Of steam.....	
21	Total of the above items to be included in the tax levy.....	4,339,171
22	New construction to be included in the tax levy.....	
23	Total amounts to be included in the tax levy.....	4,339,171

CUSTOMERS

Names of cities of towns in which the plant supplies GAS, with the number of customers' meters in each		Names of cities of towns in which the plant supplies ELECTRICITY, with the number of customers' meters in each	
City or Town	Number of Customers' Meters, December 31.	City or Town	Number of Customers' Meters, December 31.
Holyoke, MA	10,452	Holyoke, MA	16,781
Southampton, MA	1,102	Southampton, MA	138
Westfield, MA	8	Westfield, MA	0
Chicopee, MA	0	Chicopee, MA	0
TOTAL	11,562	TOTAL	16,919

APPROPRIATIONS SINCE BEGINNING OF YEAR

(Include also all items charged direct to tax levy, even where no appropriation is made or required.)

FOR CONSTRUCTION OR PURCHASE OF PLANT:

* At	meeting	19	, to be paid from {	\$
* At	meeting	19	, to be paid from {	
				TOTAL \$
				<u> </u>

FOR THE ESTIMATED COST OF THE GAS OR ELECTRICITY TO BE USED BY THE CITY OR TOWN FOR:

1. Street Lights.....	\$	398,000
2. Municipal Buildings.....		3,941,171
3. Steam.....		0
	\$	<u>4,339,171</u>

*Date of meeting and whether regular or special { Here insert bonds, notes or tax levy

CHANGES IN THE PROPERTY

1. Describe briefly all the important physical changes in the property during the last fiscal period including additions, alterations or improvements to the works or physical property retired.

In electric property:

In gas property:

BONDS

(Issued on Account of Gas or Electric Lighting)

When Authorized*	Date of Issue	Amount of Original Issue**	Period of Payments		Interest		Amount Outstanding at End of Year
			Amounts	When Payable	Rate	When Payable	
2009 Clean Renewable Energy Bond	15-Jan-09	2,500,000		12/15/2020			1,250,000
	TOTAL	2,500,000				TOTAL	1,250,000

The bonds and notes outstanding at the end of the year should agree with the balance sheet. When bond and notes are repaid, report the first three columns only.

*Date of meeting and whether regular or special.

**List original issues of bonds and notes including those that have been retired.

TOWN NOTES

(Issued on Account of Gas or Electric Lighting)

When Authorized*	Date of Issue	Amount of Original Issue**	Period of Payments		Interest		Amount Outstanding at End of Year
			Amounts	When Payable	Rate	When Payable	
2012 Note to City of Holyoke	04/01/12	30,532,000		9/1/2031			28,230,000
Debt Premium	04/01/12	3,180,783		9/1/2031			2,682,346
2003 Note to Peoples	11/01/03	2,589,544		Monthly			854,884
	TOTAL	36,302,327				TOTAL	31,767,231

The bonds and notes outstanding at the end of the year should agree with the balance sheet. When bond and notes are repaid, report the first three columns only.

*Date of meeting and whether regular or special.

**List original issues of bonds and notes including those that have been retired.

TOTAL COST OF PLANT - ELECTRIC

1. Report below the cost of utility plant in service according to prescribed accounts.
 2. Do not include as adjustments, corrections of additions and retirements for the current or the preceding year. Such items should be included in column (c) or (d) as appropriate.
 3. Credit adjustments of plant accounts should be enclosed in parentheses to indicate the negative effect of such amounts.
 4. Reclassifications or transfers within utility plant accounts should be shown in column (f).

Line No.	Account (a)	Balance Beginning of Year (b)	Additions (c)	Retirements (d)	Adjustments (e)	Transfers (f)	Balance End of Year (g)
1	1. INTANGIBLE PLANT						
2							
3							
4	TOTAL INTANGIBLE PLANT	0	0	0	0	0	0
5	2. PRODUCTION PLANT						
6	A. Steam Production						
7	310 Land and Land Rights.....						
8	311 Structures and Improvements.....	1,406,755					1,406,755
9	312 Boiler Plant Equipment.....	51,076					51,076
10	312-01 Boiler Plant Equipment Comm.....						
11	313 Engines and Engine Driven Generators.....						
12	314 Turbogenerator Units.....						
13	315 Accessory Electric Equipment.....	208,629					208,629
14	316 Miscellaneous Power Plant Equipment.....	36,029					36,029
15	Total Steam Production Plant	1,702,490	0	0	0	0	1,702,490
16	B. Nuclear Production Plant						
17	320 Land and Land Rights.....						
18	321 Structures and Improvements.....						
19	322 Reactor Plant Equipment.....						
20	323 Turbogenerator Units.....						
21	324 Accessory Electric Equipment.....						
22	325 Miscellaneous Power Plant Equipment.....						
23	Total Nuclear Production Plant	0	0	0	0	0	0
24							

TOTAL COST OF PLANT - ELECTRIC (Continued)

Line No.	Account (a)	Balance Beginning of Year (b)	Additions (c)	Retirements (d)	Adjustments (e)	Transfers (f)	Balance End of Year (g)
1	C. Hydraulic Production Plant						
2	330 Land and Land Rights.....	1,430,320					1,430,320
3	331 Structures and Improvements.....	6,189,174	263,728			(16,864)	6,436,038
4	332 Reservoirs, Dams and Waterways....	23,243,243					23,243,243
5	333 Waterwheels, Turbines and Generators.....	12,850,549	20,074				12,870,623
6	334 Accessory Electric Equipment.....	3,118,448	32,625				3,151,073
7	335 Miscellaneous Power Plant Equipment.....	171,158	4,485				175,644
8	336 Roads, Railroads and Bridges.....						
9	Total Hydraulic Production Plant	47,002,891	320,912	0	0	(16,864)	47,306,940
10	D. Other Production Plant						
11	340 Land and Land Rights.....	15,040					15,040
12	341 Structures and Improvements.....						
13	342 Fuel Holders, Producers and Accessories.....						
14	343 Prime Movers.....						
15	344 Generators.....						
16	345 Accessory Electric Equipment.....						
17	346 Miscellaneous Power Plant Equipment.....						
18	Total Other Production Plant	15,040	0	0	0	0	15,040
19	TOTAL PRODUCTION PLANT	48,720,421	320,912	0	0	(16,864)	49,024,469
20	3. TRANSMISSION PLANT						
21	350 Land and Land Rights.....	686,311					686,311
22	351 Clearing Land and Rights of Way.....						
23	352 Structures and Improvements.....						
24	353 Station Equipment.....	9,886,352	10,634		74,641		9,971,626
25	354 Towers and Fixtures.....						
26	355 Poles and Fixtures.....	2,075,281			418,518		2,493,799
27	356 Overhead Conductors and Devices...	1,070,074					1,070,074
28	357 Underground Conduits.....						
29	358 Underground Conductors and Devices						
30	359 Roads and Trails.....						
31	TOTAL TRANSMISSION PLANT	13,718,017	10,634	0	493,159	0	14,221,810

TOTAL COST OF PLANT - ELECTRIC (Concluded)

Line No.	Account (a)	Balance Beginning of Year (b)	Additions (c)	Retirements (d)	Adjustments (e)	Transfers (f)	Balance End of Year (g)	
1	4. DISTRIBUTION PLANT							
2	360 Land and Land Rights.....	3,106,625					3,106,625	
3	361 Structures and Improvements.....	444,810					444,810	
4	362 Station Equipment.....	14,558,874	36,350		176,791		14,772,014	
5	363 Storage Battery Equipment.....							
6	364 Poles, Towers and Fixtures.....	4,563,060	(19,676)	67,794	74,167		4,549,757	
7	365 Overhead Conductors and Devices....	8,040,365	30,627	28,303	15,556		8,058,244	
8	366 Underground Conduits.....	7,797,710	2,633		512,389		8,312,732	
9	367 Underground Conductors & Devices...	10,657,000	176,532	78,983	629,978		11,384,526	
10	368 Line Transformers (Over & Under).....	5,236,481	138,404	67,419	44,687		5,352,153	
11	369 Services (Over & Under).....	3,720,259	14,061	18,637	17,802		3,733,485	
12	370 Meters-Consumer's Expense.....	2,791,964	36,090	9,895	2,825		2,820,985	
13	371 Installation on Cust's Premises.....	839,797	12,097	21,458	84,839		915,274	
14	373 Street Light and Signal Systems.....	3,080,816	21,264	134,812	440,630		3,407,898	
15	3** Telecommunications.....	10,797,358	76,284		35,577		10,909,219	
16	TOTAL DISTRIBUTION PLANT	75,635,120	524,666	427,302	2,035,240	0	77,767,724	
17	5. GENERAL PLANT							
18	389 Land and Land Rights.....	94,576				4,000	98,576	
19	390 Structures and Improvements.....	3,616,450	57,227				3,673,677	
20	391/391-01 Office Furn & Equip/Comp Equip.....	2,548,803	40,314				2,589,117	
21	392 Transportation Equipment.....	2,448,655	111,261	46,191			2,513,725	
22	393 Stores Equipment.....	28,048	3,397				31,446	
23	394 Tools, Shop and Garage Equipment...	105,943	1,853				107,796	
24	395 Laboratory Equipment.....	190,187					190,187	
25	396 Power Operated Equipment.....	288,601	9,824				298,425	
26	397 Communication Equipment.....	1,735,917	2,647				1,738,564	
27	398 Miscellaneous Equipment.....	103,763	1,036				104,799	
28	399 Other Tangible Property.....							
29	3** Telecommunications.....	961,911	6,696				968,607	
30	TOTAL GENERAL PLANT	12,122,856	234,255	46,191	0	4,000	12,314,921	
31	TOTAL ELECTRIC PLANT IN SERVICE	150,196,414	1,090,467	473,493	2,528,400	(12,864)	153,328,924	
32	TOTAL COST OF ELECTRIC PLANT.....							153,328,924
33								
34	Less Cost of Land, Land Rights, and Rights of Way.....							5,443,872
35	Total Cost upon which depreciation is based.....							147,885,053

The above figures should show the original cost of existing property. In case any part of the property is sold or retired, the cost of such property should be deducted from the cost of the plant. The net cost of the property, less the land values, should be taken as a basis for figuring depreciation.

TOTAL COST OF PLANT - GAS

1. Report below the cost of utility plant in service according to prescribed accounts.
 2. Do not include as adjustments, corrections of additions and retirements for the current or the preceding year. Such items should be included in column (c) or (d) as appropriate.
 3. Credit adjustments of plant accounts should be enclosed in parentheses to indicate the negative effect of such amounts.
 4. Reclassifications or transfers within utility plant accounts should be shown in column (f).

Line No.	Account (a)	Balance Beginning of Year (b)	Additions (c)	Retirements (d)	Adjustments (e)	Transfers (f)	Balance End of Year (g)
1	1. INTANGIBLE PLANT						
2	301 Organization.....						
3	303 Miscellaneous Intangible Plant.....						
4	TOTAL INTANGIBLE PLANT	0	0	0	0	0	0
5	2. PRODUCTION PLANT						
6	Manufactured Gas Production						
7	304 Land and Land Rights.....	159,063					159,063
8	305 Structures and Improvements.....	101,801					101,801
9	306 Boiler Plant Equipment.....						
10	307 Other Power Plant Equipment.....	2,802					2,802
11	310 Water Gas Generating Equipment..						
12	311 Liquefied Petroleum Gas Equipment..	171,730					171,730
13	312 Oil Gas Generating Equipment.....						
14	313 Generating Equip - Other Processes..						
15	315 Catalytic Cracking Equipment.....						
16	316 Other Reforming Equipment.....						
17	317 Purification Equipment.....						
18	318 Residual Refining Equipment.....						
19	319 Gas Mixing Equipment.....	1,484,146					1,484,146
20	320 Other Equipment.....	12,703					12,703
21	TOTAL MANUFACTURED GAS PRODUCTION PLANT	1,932,245	0	0	0	0	1,932,245
22	3. STORAGE PLANT						
23	360 Land and Land Rights.....						
24	361 Structures and Improvements.....	156,576					156,576
25	362 Gas Holders.....						
26	363 Other Equipment.....						
30	TOTAL STORAGE PLANT	156,576	0	0	0	0	156,576

TOTAL COST OF PLANT - GAS (Concluded)

Line No.	Account (a)	Balance Beginning of Year (b)	Additions (c)	Retirements (d)	Adjustments (e)	Transfers (f)	Balance End of Year (g)	
1	4. TRANSMISSION AND DISTRIBUTION PLANT							
2	365.1 Land and Land Rights.....	69,987					69,987	
3	365.2 Rights-of-Way.....							
4	366 Structures and Improvements.....	910,563					910,563	
5	367 Mains.....	17,681,327	51,908	12,813	502,993		18,223,415	
6	368 Compressor Station Equipment...	40,778					40,778	
7	369 Measuring and Regulating Station Equipment.....	916,164	20,631		111,889		1,048,685	
8	370 Comm Equip Meters/Telemeter.....	261,068	4,820		52,718		318,606	
9	380 Services.....	12,252,705	132,157	61,900	1,523,313		13,846,275	
10	381 Meters.....	4,203,744	202,639	22,757	1,521		4,385,148	
11	382 Meter Installations.....	5,086					5,086	
12	383 House Regulators.....							
13	386 Other Property on Cust's Prem...							
14	387 Other Equipment.....	24,871					24,871	
15	TOTAL TRANSMISSION AND							
16	DISTRIBUTION PLANT	36,366,294	412,155	97,470	2,192,434	0	38,873,413	
17	5. GENERAL PLANT							
18	389 Land and Land Rights.....	59,754					59,754	
19	390 Structures and Improvements.....	1,275,674	630				1,276,304	
20	391/391-01 Office Furn & Equip/Comp Equip	1,299,392	17,764				1,317,156	
21	392 Transportation Equipment.....	930,774	68,164	91,129			907,809	
22	393 Stores Equipment.....	315					315	
23	394 Tools, Shop and Garage Equipment	287,986					287,986	
24	395 Laboratory Equipment.....							
25	396 Power Operated Equipment.....	12,637					12,637	
26	397 Communication Equipment.....	256,409					256,409	
27	398 Miscellaneous Equipment.....	29,314					29,314	
28	399 Other Tangible Property.....							
29	TOTAL GENERAL PLANT	4,152,256	86,558	91,129	0	0	4,147,685	
30	TOTAL GAS PLANT IN SERVICE	42,607,371	498,712	188,599	2,192,434	0	45,109,919	
31	TOTAL COST OF GAS PLANT.....							45,109,919
32								
33	Less Cost of Land, Land Rights, and Rights of Way.....							288,804
34	Total Cost upon which depreciation is based.....							44,821,114

The above figures should show the original cost of existing property. In case any part of the property is sold or retired, the cost of such property should be deducted from the cost of the plant. The net cost of the property, less the land values, should be taken as a basis for figuring depreciation.

COMPARATIVE BALANCE SHEET Assets and Other Debits

Line No.	Title of Account (a)	Balance Beginning of Year (b)	Balance End of Year (c)	Increase or (Decrease) (d)
1	UTILITY PLANT			
2	101 Utility Plant in Service - Electric (pg 17).....	103,630,783	106,780,153	3,149,369
3	101 Utility Plant in Service - Gas (pg 20).....	19,786,994	21,172,310	1,385,315
4	Non Operating Plant.....	5,988,390	5,988,390	0
5	TOTAL UTILITY PLANT	129,406,167	133,940,852	4,534,685
6				
7				
8				
9				
10				
11	FUND ACCOUNTS			
12	125 Sinking Funds.....			
13	126 Depreciation Fund (pg 14) see acct 234 pg 11.....			
14	128 Other Special Funds.....	3,090,397	4,408,900	1,318,502
15	TOTAL FUNDS	3,090,397	4,408,900	1,318,502
16	CURRENT AND ACCRUED ASSETS			
17	131 Cash (pg 14).....	5,565,558	6,349,294	783,736
18	132 Special Deposits.....	643,158	866,245	223,087
19	132 Working Funds.....	15,000	15,350	350
20	141 Notes and Receivables.....			
21	142 Customer Accounts Receivable.....	7,637,594	6,295,245	(1,342,350)
22	143 Other Accounts Receivable.....			
23	146 Receivables from Municipality.....	486,901	452,914	(33,987)
24	151 Materials and Supplies (pg 14).....	4,155,141	4,183,421	28,280
25	163 Stores Expense.....			
26	165 Prepayments.....	48,415,623	52,738,629	4,323,005
27	174 Miscellaneous Current Assets.....	4,659,317	3,863,610	(795,707)
28	TOTAL CURRENT AND ACCRUED ASSETS	71,578,292	74,764,707	3,186,415
29	DEFERRED DEBITS			
30	181 Unamortized Debt Discount.....	1,196,666	1,130,000	(66,667)
31	182 Extraordinary Property Debits.....			
32	185 Other Deferred Debits.....	0	0	0
33	TOTAL DEFERRED DEBITS	1,196,666	1,130,000	(66,667)
34				
35	TOTAL ASSETS AND OTHER DEBITS	205,271,523	214,244,459	8,972,936

COMPARATIVE BALANCE SHEET Liabilities and Other Credits

Line No.	Title of Account (a)	Balance Beginning of Year (b)	Balance End of Year (c)	Increase or (Decrease) (d)
1	APPROPRIATIONS			
2	201 Appropriations for Construction.....			
3	SURPLUS			
4	205 Sinking Fund Reserves.....			
5	206 Loans Repayment.....	1,566,191	1,614,874	48,683
6	207 Appropriations for Construction Repayment.....			
7	208 Unappropriated Earned Surplus (pg 12).....	84,622,341	93,548,006	8,925,665
8	TOTAL SURPLUS	86,188,531	95,162,880	8,974,348
9	LONG TERM DEBT			
10	221 Bonds (pg 6).....	1,458,333	1,250,000	(208,333)
11	231 Notes Payable (pg 7).....	33,314,371	31,787,231	(1,547,140)
12	TOTAL BONDS AND NOTES	34,772,704	33,017,231	(1,755,473)
13	CURRENT AND ACCRUED LIABILITIES			
14	232 Accounts Payable.....	12,687,778	9,080,338	(3,607,440)
15	234 Payables to Municipality.....			
16	235 Customer Deposits.....	494,001	692,492	198,491
17	236 Taxes Accrued.....			
18	237 Interest Accrued.....	414,974	402,458	(12,516)
19	242 Miscellaneous Current and Accrued Liabilities.....	0	24,112	24,112
20	TOTAL CURRENT AND ACCRUED LIABILITIES	13,596,753	10,199,400	(3,397,353)
21	DEFERRED CREDITS			
22	251 Unamortized Premium on Debt.....			
23	252 Customer Advance for Construction.....			
24	253 Other Deferred Credits.....	70,198,331	75,349,744	5,151,413
25	TOTAL DEFERRED CREDITS	70,198,331	75,349,744	5,151,413
26	RESERVES			
27	260 Reserves for Uncollectible Accounts.....	515,204	515,204	0
28	261 Property Insurance Reserve.....			
29	262 Injuries and Damages Reserves.....			
30	263 Pensions and Benefits.....			
31	265 Miscellaneous Operating Reserves.....			
32	TOTAL RESERVES	515,204	515,204	0
33	CONTRIBUTIONS IN AID OF CONSTRUCTION			
34	271 Contributions in Aid of Construction.....			0
35	TOTAL LIABILITIES AND OTHER CREDITS	205,271,523	214,244,459	8,972,936

State below if any earnings of the Municipal Lighting Plant have been used for any purpose other than discharging indebtedness of the plant, the purpose for which used and the amount thereof.

STATEMENT OF INCOME FOR THE YEAR

Line No.	Account (a)	Total	
		Current Year (b)	Increase or (Decrease) from Preceding Year (c)
1	OPERATING INCOME		
2	400 Operating Revenue (pg 37 and pg 43)	69,466,445	1,634,674
3	Operating Expenses:		
4	401 Operation Expense (pg 42 and pg 47).....	47,527,831	742,021
5	402 Maintenance Expense (pg 42 and pg 47).....	7,916,375	256,713
6	403 Depreciation Expense	5,612,253	311,810
7	407 Amortization of Property Losses.....	0	0
8			
9	408 Taxes (pg 49).....		
10	Total Operating Expenses	61,056,460	1,310,544
11	Operating Income	8,409,986	324,130
12	414 Other Utility Operating Income (pg 50).....	0	0
13			
14	Total Operating Income	8,409,986	324,130
15	OTHER INCOME		
16	415 Income from Merchandising, Jobbing, and Contract Work (pg 51).....	115,045	(7,305)
17	419 Interest Income.....	1,814,606	(602,252)
18	421 Miscellaneous Nonoperating Income.....	1,272,530	23,571
19	Total Other Income	3,202,180	(585,986)
20	TOTAL INCOME	11,612,166	(261,856)
21	MISCELLANEOUS INCOME DEDUCTIONS		
22	425 Miscellaneous Amortization.....		
23	426 Other Income Deductions.....	282,666	(2,257,823)
24	Total Income Deductions	282,666	(2,257,823)
25	Income before Interest Charges	11,329,500	1,995,967
26	INTEREST CHARGES		
27	427 Interest on Bonds and Notes.....	1,117,480	(144,839)
28	428 Amortization of Debt Discount and Expense.....	66,667	(35,215)
29	429 Amortization of Premium on Debt.....		
30	431 Other Interest Expense.....	4,641	(4,307)
31	432 Interest Charged to Construction-Credit.....		
32	Total Interest Charges	1,188,788	(184,361)
33	NET INCOME	10,140,711	2,180,328

EARNED SURPLUS

Line No.	(a)	Debits (b)	Credits (c)
34	Unappropriated Earned Surplus (at beginning of Period).....		84,622,341
35			
36	Adjustment to correct Unappropriated Earned Surplus.....		1,566,191
37	433 Balance transferred from Income.....		10,140,711
38	434 Miscellaneous Credits to Surplus (pg 21).....	0	
39	435 Miscellaneous Debits to Surplus (pg 21).....	1,166,363	
40	436 Appropriations of Surplus (pg 21).....	1,614,874	
41	437 Surplus Applied to Depreciation.....		
42	208 Unappropriated Earned Surplus (at end of period).....	93,548,006	
43			
44	TOTALS	96,329,243	96,329,243

STATEMENT OF INCOME FOR THE YEAR

Electric		Gas		Line No.
Current Year (d)	Increase or (Decrease) from Preceding Year (e)	Current Year (f)	Increase or (Decrease) from Preceding Year (g)	
				1
44,161,576	(842,993)	25,304,869	2,477,667	2
				3
26,867,528	(774,521)	20,660,303	1,516,542	4
6,267,299	(296,154)	1,649,076	552,867	5
4,342,696	218,802	1,269,557	93,008	6
				7
				8
				9
37,477,524	(851,873)	23,578,936	2,162,417	10
6,684,053	8,880	1,725,933	315,250	11
0	0			12
				13
6,684,053	8,880	1,725,933	315,250	14
				15
822	703	114,222	(8,008)	16
1,706,431	(542,939)	108,175	(59,313)	17
1,258,323	29,913	14,207	(6,342)	18
2,965,576	(512,322)	236,604	(73,663)	19
9,649,629	(503,442)	1,962,537	241,587	20
				21
				22
276,904	(2,251,223)	5,762	(6,599)	23
276,904	(2,251,223)	5,762	(6,599)	24
9,372,725	1,747,781	1,956,775	248,186	25
				26
1,013,883	(140,528)	103,597	(4,311)	27
66,667	(33,029)		(2,187)	28
				29
0	0	4,641	(4,307)	30
				31
1,080,550	(173,556)	108,238	(10,805)	32
8,292,175	1,921,338	1,848,537	258,991	33

CASH BALANCES AT END OF YEAR (Account 131)

Line No.	Items (a)	Amount (b)
1	Operation Fund.....	6,349,294
2	Interest Fund.....	
3	Bond Fund.....	
4	Construction Fund.....	
5		
6		
7		
8		
9		
10		
11		
12	TOTAL	6,349,294

MATERIALS AND SUPPLIES (Accounts 151-159, 163)

Summary per Balance Sheet

Line No.	Account (a)	Amount End of Year	
		Electric (b)	Gas (c)
13	Fuel (Account 151) (See Schedule, Page 25).....		
14	Fuel Stock Expenses (Account 152).....	0	1,172,466
15	Residuals (Account 153).....		
16	Plant Materials and Operating Supplies (Account 154).....	2,452,762	558,193
17	Merchandise (Account 155).....		
18	Other Materials and Supplies (Account 156).....		
19	Nuclear Fuel Assemblies and Components - In Reactor (Acct 157)....		
20	Nuclear Fuel Assemblies and Components - Stock Acct (Acct 158)...		
21	Nuclear Byproduct Materials (Account 159).....		
22	Stores Expense (Account 163).....		
23	Total per Balance Sheet	2,452,762	1,730,659

DEPRECIATION FUND ACCOUNT (Account 126)

Line No.	(a)	Amount (b)
25	Balance of Account at Beginning of Year.....	0
26	Income During Year from Balance on Deposit.....	5,612,253
27	Amount Transferred from Income.....	
28	TOTAL	5,612,253
29		
30	CREDITS	
31	Amount expended for Construction Purposes (Sec. 57, C. 164 of G.L.).....	0
32	Amounts Expended for Renewals.....	5,612,253
33		
34		
35		
36		
37		
38		
39	Balance on Hand at End of Year.....	(0)
40	TOTAL	5,612,253

UTILITY PLANT - ELECTRIC

1. Report below the items of utility plant in service according to prescribed accounts
2. Do not include as adjustments, corrections of additions and retirements for the current or the preceding year. Such items should be included in column (c).
3. Credit adjustments of plant accounts should be enclosed in parentheses to indicate the negative effect of such amounts.
4. Reclassifications or transfers within utility plant accounts should be shown in column (f).

Line No.	Account (a)	Balance Beginning of Year (b)	Additions (c)	Depreciation (d)	Other Credits (e)	Adjustments Transfers (f)	Balance End of Year (g)
1	1. INTANGIBLE PLANT						
2							
3							
4		0	0	0	0	0	0
5	2. PRODUCTION PLANT						
6	A. Steam Production						
7	310 Land and Land Rights.....						
8	311 Structures and Improvements.....	273,445		9,569			263,876
9	312 Boiler Plant Equipment.....	20,464		988			19,476
10	312-01 Boiler Plant Equipment Comm.....						
11	313 Engines and Engine Driven Generators - Commercial Steam Line						
12	314 Turbogenerator Units.....						
13	315 Accessory Electric Equipment.....						
14	316 Miscellaneous Power Plant Equipment.....	983		53			930
15							
16	Total Steam Production Plant	294,892	0	10,610	0	0	284,281
17	B. Nuclear Production Plant						
18	320 Land and Land Rights.....						
19	321 Structures and Improvements.....						
20	322 Reactor Plant Equipment.....						
21	323 Turbogenerator Units.....						
22	324 Accessory Electric Equipment.....						
23	325 Miscellaneous Power Plant Equipment.....						
24	Total Nuclear Production Plant	0	0	0	0	0	0

UTILITY PLANT - ELECTRIC (Continued)

Line No.	Account (a)	Balance Beginning of Year (b)	Additions (c)	Depreciation (d)	Other Credits (e)	Adjustments Transfers (f)	Balance End of Year (g)
1	C. Hydraulic Production Plant						
2	330 Land and Land Rights.....	1,430,320					1,430,320
3	331 Structures and Improvements.....	4,888,119	263,728	180,401		(16,864)	4,954,581
4	332 Reservoirs, Dams and Waterways...	16,440,041		650,383			15,789,658
5	333 Waterwheels, Turbines and Generators.....	9,449,820	20,074	385,516			9,084,377
6	334 Accessory Electric Equipment.....	2,600,405	32,625	90,587			2,542,442
7	335 Miscellaneous Power Plant Equipment.....	149,738	4,485	5,104			149,119
8	336 Roads, Railroads and Bridges.....						
9	Total Hydraulic Production Plant	34,958,442	320,912	1,311,992	0	(16,864)	33,950,498
10	D. Other Production Plant						
11	340 Land and Land Rights.....	15,040					15,040
12	341 Structures and Improvements.....						
13	342 Fuel Holders, Producers and Accessories.....						
14	343 Prime Movers.....						
15	344 Generators.....						
16	345 Accessory Electric Equipment.....						
17	346 Miscellaneous Power Plant Equipment.....						
18	Total Other Production Plant	15,040	0	0	0	0	15,040
19	TOTAL PRODUCTION PLANT	35,268,374	320,912	1,322,602	0	(16,864)	34,249,820
20	3. TRANSMISSION PLANT						
21	350 Land and Land Rights.....	686,311					686,311
22	351 Clearing Land and Rights of Way.....						
23	352 Structures and Improvements.....						
24	353 Station Equipment.....	6,460,496	10,634	196,035		74,641	6,349,736
25	354 Towers and Fixures.....						
26	355 Poles and Fixtures.....	513,152		33,741		418,518	897,929
27	356 Overhead Conductors and Devices....	292,350		17,542			274,808
28	357 Underground Conduits.....						
29	358 Underground Conductors and Devices.....						
30	359 Roads and Trails.....						
31	TOTAL TRANSMISSION PLANT	7,952,309	10,634	247,318	0	493,159	8,208,784

UTILITY PLANT - ELECTRIC (Concluded)

Line No.	Account (a)	Balance Beginning of Year (b)	Additions (c)	Depreciation (d)	Other Credits (e)	Adjustments Transfers (f)	Balance End of Year (g)
1	4. DISTRIBUTION PLANT						
2	360 Land and Land Rights.....	3,106,625					3,106,625
3	361 Structures and Improvements.....	130,456		13,344			117,112
4	362 Station Equipment.....	10,847,447	36,350	436,766		176,791	10,623,822
5	363 Storage Battery Equipment.....						
6	364 Poles, Towers and Fixtures.....	2,636,162	(19,676)	141,892	11,690	74,167	2,537,071
7	365 Overhead Conductors and Devices...	4,215,722	30,627	246,211	5,661	15,556	4,010,033
8	366 Underground Conduit.....	3,117,222	2,633	238,931		512,389	3,393,313
9	367 Underground Conductors and Devices	6,092,582	176,532	324,710	15,797	629,978	6,558,585
10	368 Line Transformers (Over & Under)....	1,908,581	138,404	161,131	2,412	44,687	1,928,129
11	369 Services (Over & Under).....	1,396,009	14,061	111,608	3,727	17,802	1,312,537
12	370 Meters.....	2,000,798	36,090	83,759	3,993	2,825	1,951,962
13	371 Installation on Cust's Premises.....	43,676	12,097	25,194	4,292	84,839	111,126
14	373 Street Lighting and Signal Systems....	1,320,591	21,264	92,424	26,962	440,630	1,663,097
15	3** Telecommunications.....	8,655,888	76,284	313,984		35,577	8,453,764
16	TOTAL DISTRIBUTION PLANT	45,471,759	524,666	2,189,955	74,534	2,035,240	45,767,176
17	5. GENERAL PLANT						
18	389 Land and Land Rights.....	94,576				4,000	98,576
19	390 Structures and Improvements.....	2,544,193	57,227	108,494			2,492,926
20	391/391-01 Office Furn & Equip/Comp Equip	672,854	40,314	118,833			594,335
21	392 Transportation Equipment.....	406,988	111,261	150,299			367,951
22	393 Stores Equipment.....	0	3,397				3,397
23	394 Tools, Shop and Garage Equipment..	42,948	1,853	10,594			34,207
24	395 Laboratory Equipment.....	69,283		19,019			50,264
25	396 Power Operated Equipment.....	30,197	9,824	3,355			36,666
26	397 Communication Equipment.....	1,064,403	2,647	129,798			937,252
27	398 Miscellaneous Equipment.....	11,485	1,036	6,846			5,675
28	399 Other Tangible Property.....						
29	3** Telecommunications.....	205,490	6,696	35,584			176,602
30	TOTAL GENERAL PLANT	5,142,417	234,255	582,821	0	4,000	4,797,852
31	TOTAL ELECTRIC PLANT IN SERVICE	93,834,859	1,090,467	4,342,696	74,534	2,515,536	93,023,631
32	104 Utility Plant leased to Others.....						
33	105 Property Held for Future Use.....						
34	107 Construction Work in Progress.....	9,795,925	6,510,456			(2,549,859)	13,756,522
	108 Accumulated Depreciation						
35	TOTAL UTILITY ELECTRIC PLANT	103,630,783	7,600,923	4,342,696	74,534	(34,323)	106,780,153

PRODUCTION FUEL AND OIL STOCKS (Included in Account 151)
(Except Nuclear Materials)

1. Report below the information called for concerning production fuel and oil stocks.
2. Show quantities in tons of 2,000 lbs., gal., or Mcf., whichever unit of quantity is applicable.
3. Each kind of coal or oil should be shown separately.
4. Show gas and electric fuels separately by specific use.

Line No.	Item (a)	Total Cost (b)	KINDS OF FUEL AND OIL			
			Oil BBL (c)	Oil Cost (d)	System Storage MMBTU (e)	System Storage Cost (f)
1	On Hand Beginning of Year.....	1,007,523	0	0	240,612	908,939
2	Received During Year.....	2,331,494	0	0	228,402	766,271
3	TOTAL	3,339,017	0	0	469,014	1,675,210
4	Used During Year (Note A).....	2,166,551			172,550	651,827
5	(Boiler Fuel)					
6						
7						
8						
9						
10						
11	Sold or Transferred.....	0				
12	TOTAL DISPOSED OF	2,166,551	0	0	172,550	651,827
13	BALANCE END OF YEAR	1,172,466	0	0	296,464	1,023,383
Line No.	Item (g)		KINDS OF FUEL AND OIL - continued			
			Propane GALS (h)	Propane Cost (i)	LNG GALS (j)	LNG Cost (k)
14	On Hand Beginning of Year.....		0	0	156,720	98,584
15	Received During Year.....		0	0	1,269,685	1,565,223
16	TOTAL		0	0	1,426,405	1,663,807
17	Used During Year (Note A).....		0	0	1,242,798	1,514,724
18	(Boiler Fuel)					
19						
20						
21						
22						
23						
24	Sold or Transferred.....					
25	TOTAL DISPOSED OF		0	0	1,242,798	1,514,724
26	BALANCE END OF YEAR		0	0	183,607	149,083

Note A - Indicate specific purpose for which used, e.g., Boiler Oil, Make Oil, Generator Fuel, etc.

UTILITY PLANT - GAS

1. Report below the items of utility plant in service according to prescribed accounts
2. Do not include as adjustments, corrections of additions and retirements for the current or the preceding year. Such items should be included in column (c).
3. Credit adjustments of plant accounts should be enclosed in parentheses to indicate the negative effect of such amounts.
4. Reclassifications or transfers within utility plant accounts should be shown in column (f).

Line No.	Account (a)	Balance Beginning of Year (b)	Additions (c)	Depreciation (d)	Other Credits (e)	Adjustments Transfers (f)	Balance End of Year (g)
1	1. INTANGIBLE PLANT						
2							
3							
4		0	0	0	0	0	0
5	2. PRODUCTION PLANT						
6	A. Manufactured Gas Production						
7	304 Land and Land Rights.....	159,063					159,063
8	305 Structures and Improvements.....	18,233		693			17,540
9	306 Boiler Plant Equipment.....						
10	307 Other Power Plant Equipment.....	2,698		84			2,614
11	310 Water Gas Generating Equipment...						
12	311 Liquefied Petroleum Gas Equipment.....	4,195		476			3,719
13	312 Oil Gas Generating Equipment.....						
14	313 Generating Equipment - Other Processes.....						
15	315 Catalytic Cracking Equipment.....						
16	316 Other Reforming Equipment.....						
17	317 Purification Equipment.....						
18	318 Residual Refining Equipment.....						
19	319 Gas Mixing Equipment.....	243,834		17,446			226,388
20	320 Other Equipment.....	9,164		381			8,782
21	TOTAL MANUFACTURED GAS PRODUCTION PLANT	437,187	0	19,080	0	0	418,107
22	2. STORAGE PLANT						
23	360 Land and Land Rights.....						
24	361 Structures and Improvements.....	93,186		4,697			88,488
25	362 Gas Holders.....						
26	363 Other Equipment.....						
27	TOTAL STORAGE PLANT	93,186	0	4,697	0	0	88,488

UTILITY PLANT - GAS (Concluded)

Line No.	Account (a)	Balance Beginning of Year (b)	Additions (c)	Depreciation (d)	Other Credits (e)	Adjustments Transfers (f)	Balance End of Year (g)
1	4. TRANSMISSION AND DISTRIBUTION PLANT						
2	365.1 Land and Land Rights.....	69,987					69,987
3	365.2 Rights-Of-Way.....						
4	366 Structures and Improvements.....	35,093		3,856			31,237
5	367 Mains.....	7,011,597	51,908	530,440		502,993	7,036,058
6	368 Compressor Station Equipment.....	25,629		1,223			24,406
7	369 Measuring and Regulating Station Equipment.....	824,616	20,631	27,485		111,889	929,651
8	370 Communication Equip/Telemeter....	188,809	4,820	7,832		52,718	238,515
9	380 Services.....	7,350,568	132,157	342,581	4,054	1,523,313	8,659,403
10	381 Meters.....	2,324,873	202,639	101,826	1,708	1,521	2,425,499
11	382 Meter Installations.....	2,477		153			2,324
12	383 House Regulators.....						
13	386 Other Property on Cust's Prem.....						
14	387 Other Equipment.....	455		200			255
15	TOTAL TRANSMISSION AND DISTRIBUTION PLANT	17,834,104	412,155	1,015,596	5,762	2,192,434	19,417,335
16	5. GENERAL PLANT						
17	389 Land and Land Rights.....	59,754					59,754
18	390 Structures and Improvements.....	571,938	630	38,270			534,298
19	391/391-01 Office Furn & Equip/Comp Equip	319,950	17,764	56,323			281,391
20	392 Transportation Equipment.....	271,352	68,164	100,656			238,860
21	393 Stores Equipment.....						
22	394 Tools, Shop and Garage Equipment	147,389		28,799			118,590
23	395 Laboratory Equipment.....						
24	396 Power Operated Equipment.....	3,080		440			2,640
25	397 Communication Equipment.....	24,780		5,644			19,136
26	398 Miscellaneous Equipment.....	410		51			359
27	399 Other Tangible Property.....						
28	TOTAL GENERAL PLANT	1,398,654	86,558	230,184	0	0	1,255,028
29	TOTAL GAS PLANT IN SERVICE	19,783,130	498,712	1,269,557	5,762	2,192,434	21,178,958
30	104 Utility Plant leased to Others.....						
31	105 Property Held for Future Use.....						
32	107 Construction Work in Progress.....	23,864	2,185,697			(2,216,209)	(6,648)
	108 Accumulated Depreciation						
33	TOTAL UTILITY GAS PLANT	19,786,994	2,684,409	1,269,557	5,762	(23,775)	21,172,310

MISCELLANEOUS NON-OPERATING INCOME (Account 421)

Line No.	Item (a)	Amount (b)
1	Miscellaneous Income	555,598
2	O&M Contracts	716,932
3	Gain on Plant Retirements	0
4		
5		
6	TOTAL	1,272,530

OTHER INCOME DEDUCTIONS (Account 426)

Line No.	Item (a)	Amount (b)
7	Loss on Plant Retirements	80,296
8	Boiler Demolition Expense	159,190
9	Other Deductions	43,181
10		
11		
12		
13		
14	TOTAL	282,666

MISCELLANEOUS CREDITS TO SURPLUS (Account 434)

Line No.	Item (a)	Amount (b)
15		
16		
17		
18		
19		
20		
21		
22	TOTAL	0

MISCELLANEOUS DEBITS TO SURPLUS (Account 435)

Line No.	Item (a)	Amount (b)
23	Pilot - City of Holyoke	1,086,595
24	Pilot - Others	79,768
25		
26		
27		
28		
29		
30	TOTAL	1,166,363

APPROPRIATIONS OF SURPLUS (Account 436)

Line No.	Item (a)	Amount (b)
31	Bond Principal Payments	208,333
32	Note Payable to City	1,200,000
33	Note Payable to Bank	206,541
34		
35		
36		
37		
38	TOTAL	1,614,874

MUNICIPAL REVENUE (Accounts 482, 444)
(K.W.H. Sold under the Provisions of Chapter 269, Acts of 1927)

Line No.	Acct. No.	Gas Schedule (a)	Cubic Feet (b)	Revenue Received (c)	Average Revenue per M.C.F. (\$0.0000) (d)
1	482	Municipal B	68,333	786,420	11.5087
2					
3					
4		TOTALS	68,333	786,420	11.5087
Line No.	Acct. No.	Electric Schedule (a)	K.W.H. (b)	Revenue Received (c)	Average Revenue per K.W.H. (cents) (\$0.0000) (d)
5	444	Municipal: (Other Than Street Lighting)	18,299,575	2,162,371	0.1182
6					
7					
8		TOTALS	18,299,575	2,162,371	0.1182
9					
10		Street Lighting	2,264,116	408,718	0.1805
11		TOTALS	2,264,116	408,718	0.1805
12					
13					
14					
15					
16					
17					
18					
19		TOTALS	20,563,691	2,571,089	0.1250

PURCHASED POWER (Account 555)

Line No.	Names of Utilities from which Electric Energy is Purchased (a)	Where and at What Voltage Received (b)	K.W.H. (c)	Amount (d)	Cost per K.W.H. (cents) (\$0.0000) (e)
20					
21					
22		See pages 54 & 55			
23					
24					
25					
26					
27					
28					
29		TOTALS			

SALES FOR RESALE (Account 447)

Line No.	Names of Utilities from which Electric Energy is Purchased (a)	Where and at What Voltage Received (b)	K.W.H. (c)	Amount (d)	Revenues per K.W.H. (cents) (\$0.0000) (e)
30					
31					
32		See pages 52 & 53			
33					
34					
35					
36					
37		TOTALS			

SALES OF ELECTRICITY TO ULTIMATE CONSUMERS

Report by account number the K.W.H. sold, the amount derived and the number of customers under each filed schedule or contract. Municipal sales and unbilled sales may be reported separately in total.

Line No.	Account No.	Schedule (a)	K.W.H. (b)	Revenue (c)	Average Revenue per K.W.H. (cents) *(\$0.0000) (d)	Number of Customers (per Bills Rendered)	
						July 31 (e)	December 31 (f)
1	440-00	Residential (ER)	101,255,460	12,410,403	0.1226	14,535	14,584
2	440-01	Residential - Off Peak	0	0	0.0000	0	0
3	440-02	Residential - General Service (EK)	0	0	0.0000	0	0
4	442-00	Commercial (EC)	174,774,408	20,805,038	0.1190	2,098	2,183
5	442-02	Commercial D	0	0	0.0000	0	0
6	442-03	Area Lighting (CL)	1,776,753	342,729	0.1929	476	485
7	442-01	Industrial (EG, LI, HW, SI)	57,653,645	5,519,396	0.0957	50	50
8	444-00	Municipal Lighting (MC)	18,299,575	2,162,371	0.1182	94	102
9	444-01	Street Lighting (SL)	2,264,116	408,718	0.1805	1	1
10	484-00	Interdepartmental Sales		275,871			
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							
32							
33							
36							
37							
38							
39							
40							
41	TOTAL SALES TO ULTIMATE CONSUMERS						
42	(Page 37 Line 11)		356,023,957	41,924,525	0.1178	17,254	17,405

ELECTRIC OPERATION AND MAINTENANCE EXPENSES

1. Enter in the space provided the operation and maintenance expenses for the year.

2. If the increases and decreases are not divided from previously reported figures explain in footnote.

Line No.	Account (a)	Amount for Year (b)	Increase or (Decrease) from Preceding Year (c)
1	POWER PRODUCTION EXPENSE		
2	STEAM POWER GENERATION		
3	Operation:		
4	500 Operation supervision and engineering.....	86,842	3,592
5	501 Fuel.....		
6	502 Steam expense.....	95	0
7	503 Steam from other sources.....		
8	504 Steam transferred -- Cr.....		
9	505 Electric expenses.....		
10	506 Miscellaneous steam power expenses - Water for Steam (30-502-01).....		
11	507 Rents.....		
12	Total Operation	86,937	3,592
13	Maintenance:		
14	510 Maintenance supervision and engineering.....	11,070	(17,912)
15	511 Maintenance of structures.....		
16	512 Maintenance of boiler plant (50-501-04).....		
17	513 Maintenance of electric plant.....		
18	514 Maintenance of miscellaneous steam plant (456).....		
19	Telecom.....	5	(14)
20	Total Maintenance	11,075	(17,926)
21	TOTAL STEAM POWER GENERATION	98,012	(14,334)
22	NUCLEAR POWER GENERATION		
23	Operation:		
24	517 Operation supervision and engineering.....		
25	518 Fuel.....		
26	519 Coolants and water.....		
27	520 Steam expense.....		
28	521 Steam from other sources.....		
29	522 Steam transferred - Cr.....		
30	523 Electric expenses.....		
31	524 Miscellaneous nuclear power expenses.....		
32	525 Rents.....		
33	Total Operation	0	0
34	Maintenance:		
35	528 Maintenance supervision and engineering.....		
36	529 Maintenance of structures.....		
37	530 Maintenance of reactor plant equipment.....		
38	531 Maintenance of electric plant.....		
39	532 Maintenance of miscellaneous nuclear plant.....		
40	Total Maintenance	0	0
41	TOTAL NUCLEAR POWER GENERATION	0	0
42	HYDRAULIC POWER GENERATION		
43	Operation:		
44	535 Operation supervision and engineering.....	824,041	(159,984)
45	536 Water for power/Fuel.....	379,215	9,643
46	537 Hydraulic expenses.....	476,401	(217,626)
47	538 Electric expenses.....		
48	539 Miscellaneous hydraulic power generation expenses.....	393,712	2,913
49	540 Rents.....	(52,750)	(134,451)
50	Total Operation	2,020,620	(499,505)

ELECTRIC OPERATION AND MAINTENANCE EXPENSES - CONTINUED

Line No.	Account (a)	Amount for Year (b)	Increase or (Decrease) from Preceding Year (c)
1	HYDRAULIC POWER GENERATION - CONTINUED		
2	Maintenance:		
3	541 Maintenance Supervision and Engineering.....	350,327	77,185
4	542 Maintenance of Structures.....	773,830	564,786
5	543 Maintenance of Reservoirs, Dams and Waterways.....	470,209	(9,694)
6	544 Maintenance of Electric Plant.....	2,074	(890)
7	545 Maintenance of Miscellaneous Hydraulic Plant.....	1,275,876	(658,347)
8	Total Maintenance	2,872,317	(26,960)
9	TOTAL HYDRAULIC POWER GENERATION	4,892,936	(526,465)
10	OTHER POWER GENERATION		
11	Operation:		
12	546 Operation Supervision and Engineering.....		
13	547 Fuel.....		
14	548 Operation Expenses.....		
15	549 Miscellaneous Other Power Generation Expenses.....		
16	550 Rents.....		
17	Total Operation	0	0
18	Maintenance:		
19	551 Maintenance Supervision and Engineering.....		
20	552 Maintenance of Structure.....		
21	553 Maintenance of Generating and Electric Plant.....		
22	554 Maintenance of Miscellaneous Other Power Generation Plant.....		
23	Total Maintenance	0	0
24	TOTAL OTHER POWER GENERATION	0	0
25	OTHER POWER SUPPLY EXPENSES		
26	555 Purchased Power.....	9,780,494	32,945
27	556 System Control and Load Dispatching.....		
28	557 Other Expenses.....	662,796	(28,411)
29	TOTAL OTHER POWER SUPPLY EXPENSES	10,443,290	4,534
30	TOTAL POWER PRODUCTION EXPENSES	15,434,238	(536,265)
31	TRANSMISSION EXPENSES		
32	Operation:		
33	560 Operation Supervision and Engineering.....	460,906	47,907
34	561 Load Dispatching.....		
35	562 Station Expenses.....	120,660	(50,824)
36	563 Overhead Line Expenses.....	1,583	1,493
37	564 Underground Line Expenses.....		
38	565 Transmission of Electricity by Others.....	2,986,833	(49,997)
39	566 Miscellaneous Transmission Expenses.....	24,952	8,714
40	567 Rents.....		
41	Total Operation	3,594,936	(42,707)
42	Maintenance:		
43	568 Maintenance Supervision and Engineering.....		
44	569 Maintenance of Structures.....		
45	570 Maintenance of Station Equipment.....	244,825	41,354
46	571 Maintenance of Overhead Lines.....	85,402	46,934
47	572 Maintenance of Underground Lines.....		
48	573 Maintenance of Miscellaneous Transmission Plant.....		
49	Total Maintenance	330,227	88,288
50	TOTAL TRANSMISSION EXPENSES	3,925,163	45,581

ELECTRIC OPERATION AND MAINTENANCE EXPENSES - CONTINUED

Line No.	Account (a)	Amount for Year (b)	Increase or (Decrease) from Preceding Year (c)
1	DISTRIBUTION EXPENSES		
2	Operation:		
3	580 Operation Supervision and Engineering.....	495,048	68,156
4	581 Load Dispatching.....		
5	582 Station Expenses.....	147,911	(68,944)
6	583 Overhead Line Expenses.....	1,018	1,018
7	584 Underground Line Expenses.....		
8	585 Street Lighting and Signal System Expenses (852 Communications).....	94,779	(4,102)
9	586 Meter Expenses.....	151,008	(7,569)
10	587 Customer Installations Expenses.....	237,836	31,966
11	588 Miscellaneous Distribution Expenses (163's incl).....	447,595	48,277
12	589 Rents.....		
13	Telecom (163 & 852 incl).....	982,589	(12,770)
14	Total Operation	2,557,784	56,033
15	Maintenance:		
16	590 Maintenance supervision and engineering.....	150,567	7,631
17	591 Maintenance of Structures.....		
18	592 Maintenance of Station Equipment.....	195,473	110,486
19	593 Maintenance of Overhead Lines.....	1,304,154	(434,556)
20	594 Maintenance of Underground Lines.....	775,192	(42,172)
21	595 Maintenance of Line Transformers.....	26,659	19,176
22	596 Maintenance of Street Lighting and Signal Systems.....	162,396	57,474
23	597 Maintenance of Meters.....	7,846	(10,073)
24	598 Maintenance of Miscellaneous Distribution Plant.....	15,190	5,852
25	Telecom.....	61,472	5,121
26	Total Maintenance	2,698,950	(281,061)
27	TOTAL DISTRIBUTION EXPENSES	5,256,734	(225,028)
28	CUSTOMER ACCOUNTS EXPENSES		
29	Operation:		
30	901 Supervision.....		
31	902 Meter Reading Expenses.....	138,659	4,767
32	903 Customer Records and Collection Expenses.....	345,362	18,502
33	904 Uncollectable Accounts.....	261,815	38,960
34	Telecom.....	(5,332)	(6,586)
35	TOTAL CUSTOMER ACCOUNTS EXPENSES	740,504	55,643
36	SALES EXPENSES		
37	Operation:		
38	911 Supervision.....		
39	912 Demonstrating and Selling Expenses.....	35,485	(10,186)
40	913 Advertising Expenses.....	18,740	(6,824)
41	Telecom.....	214,579	3,463
42	TOTAL SALES EXPENSES	268,804	(13,547)
43	ADMINISTRATIVE AND GENERAL EXPENSES		
44	Operation:		
45	920 Administrative and General Salaries.....	922,787	(7,534)
46	921 Office Supplies and Expenses.....	517,319	31,509
47	922 Administrative Expenses Transferred - Cr.....		
48	923 Outside Services Employed.....	496,998	(125,807)
49	924 Property Insurance.....	408,308	(15,906)
50	925 Injuries and Damages.....	42,085	88,300
51	926 Employees Pensions and Benefits.....	3,754,780	(426,942)
52	928 Regulatory Commission Expenses.....		
53	929 Duplicate Charges - Cr.....		
54	930 Miscellaneous General Expenses.....	639,560	74,263
55	931 Rents.....		
56	Telecom.....	372,817	43,553
57	Total Operation	7,154,653	(338,563)

ELECTRIC OPERATION AND MAINTENANCE EXPENSES - CONTINUED

Line No.	Account (a)	Amount for Year (b)	Increase or (Decrease) from Preceding Year (c)
1	ADMINISTRATIVE AND GENERAL EXPENSES - CONTINUED		
2	Maintenance:		
3	932 Maintenance of General Plant.....	340,873	(33,898)
4	933 Transportation expense.....		
5	Telecom.....	13,858	(24,598)
6	Total Maintenance	354,731	(58,496)
7	TOTAL ADMINISTRATIVE AND GENERAL EXPENSES	7,509,384	(397,059)
8	TOTAL ELECTRIC OPERATION AND MAINTENANCE EXPENSES	33,134,828	(1,070,675)

SUMMARY OF ELECTRIC OPERATION AND MAINTENANCE EXPENSES

Line No.	Functional Classification (a)	OPERATION (b)	MAINTENANCE (c)	TOTAL (d)
9	Power Production Expenses			
10	Electric Generation			
11	Steam Power.....	86,937	11,075	98,012
12	Nuclear Power.....	0	0	0
13	Hydraulic Power.....	2,020,620	2,872,317	4,892,936
14	Other Power.....	0	0	0
15	Other Power Supply Expenses.....	10,443,290	0	10,443,290
16	Total Power Production Expenses	12,550,847	2,883,391	15,434,238
17	Transmission Expenses.....	3,594,936	330,227	3,925,163
18	Distribution Expenses.....	2,557,784	2,698,950	5,256,734
19	Customer Accounts Expenses.....	740,504	0	740,504
20	Sales Expenses.....	268,804	0	268,804
21	Administrative and General Expenses.....	7,154,653	354,731	7,509,384
22				
23	TOTAL ELECTRIC OPERATION AND MAINTENANCE EXPENSES	26,867,528	6,267,299	33,134,828

24 Ratio of Operating Expenses to Operating Revenues (carry out decimal two places, (e.g. 0.00%)

Compute by dividing Revenues (acct 400) into the sum of Operation and Maintenance Expenses (Page 42, Line 23 (d), Depreciation (Acct 403) and Amortization (Acct 407), (Page 13)

84.86%

25 Total salaries and wages of electric department for year, including amounts charged to operating expenses, construction and other accounts (Telecom portion of wages is 796,586.85)

8,982,993

26 Total number of employees of electric department at end of year including administrative, operating, maintenance and other employees (including part time employees)

102.0

SALES OF GAS TO ULTIMATE CONSUMERS

Report by account number the M.C.F. sold, the amount derived and the number of customers under each filed schedule or contract. Municipal sales, Contract sales and Unbilled sales may be reported separately in total.

Line No.	Account No.	Schedule (a)	M.C.F. (1000 BTU) (b)	Revenue (c)	Average Revenue per M.C.F. (cents) *(\$0.0000) (d)	Number of Customers (per Bills Rendered)	
						July 31 (e)	December 31 (f)
1	480-00	Residential	816,198	10,042,405	12.3039	9,393	10,186
2	481-01	Commercial	684,464	8,058,584	11.7736	802	1,244
3	481-03	Industrial	503,648	4,254,364	8.4471	28	33
4	481-04	Interruptible	118,632	1,304,948	11.0000	20	33
5	482-01	Municipal	68,333	786,420	11.5087	40	45
6	484-00	Interdepartmental Sales	19,145	103,318	5.3965	21	21
7							
8							
9							
10							
11							
12							
13							
14							
15							
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35							
36							
37							
38							
39							
40							
41	TOTAL SALES TO ULTIMATE CONSUMERS						
42	(Page 43 Line 11)		2,210,420	24,550,038	11.1065	10,304	11,562

GAS OPERATION AND MAINTENANCE EXPENSES

1. Enter in the space provided the operation and maintenance expenses for the year.
 2. If the increases and decreases are not divided from previously reported figures explain in footnote.

Line No.	Account (a)	Amount for Year (b)	Increase or (Decrease) from Preceding Year (c)
1	PRODUCTION EXPENSES		
2	MANUFACTURED GAS PRODUCTION EXPENSES		
3	STEAM PRODUCTION		
4	Operation:		
5	700 Operation supervision and engineering.....		
6	701 Operation Labor.....		
7	702 Boiler Fuel.....	None	None
8	703 Miscellaneous steam expenses.....		
9	704 Steam transferred - Cr.....		
10	Total Operation	0	0
11	Maintenance:		
12	705 Maintenance supervision and engineering.....		
13	706 Maintenance of structures and improvements.....	None	None
14	707 Maintenance of boiler plant equipment.....		
15	708 Maintenance of other steam production plant.....		
16	Total Maintenance	0	0
17	TOTAL STEAM PRODUCTION	0	0
18	MANUFACTURED GAS PRODUCTION		
19	Operation:		
20	710 Operation supervision and engineering.....		
21	Production labor and expenses:		
22	711 Steam Expenses.....		
23	712 Other Power Expenses.....		
24	715 Water gas generating expenses.....		
25	716 Oil gas generating expenses.....		
26	717 Liquefied petroleum gas expenses.....		
27	718 Other process production expenses.....		
28	Gas fuels:		
29	721 Water gas generator fuels.....		
30	722 Fuel for oil gas.....	None	None
31	723 Fuel for liquefied petroleum gas process.....		
32	724 Other gas fuels.....		
33	Gas Raw Materials:		
34	726 Oil for water gas.....		
35	727 Oil for gas.....		
36	728 Liquefied petroleum gas.....		
37	729 Raw materials for other gas processes.....		
38	730 Residuals expenses.....		
39	731 Residuals produced - Cr.....		
40	732 Purification expenses.....		
41	733 Gas mixing expenses.....		
42	734 Duplicate charges - Cr.....		
43	735 Miscellaneous production expenses.....		
44	736 Rents.....		
45	Total Operation	0	0
46	Maintenance:		
47	740 Maintenance supervision and engineering.....		
48	741 Maintenance of structures and improvements.....	None	None
49	742 Maintenance of production equipment.....		
50	Total Maintenance	0	0
51	TOTAL MANUFACTURED GAS PRODUCTION	0	0

GAS OPERATION AND MAINTENANCE EXPENSES - CONTINUED

Line No.	Account (a)	Amount for Year (b)	Increase or (Decrease) from Preceding Year (c)
1	OTHER GAS SUPPLY EXPENSES		
2	Operation:		
3	804 Natural gas city gate purchases.....	12,959,447	661,128
4	805 Other gas purchases.....	1,524,527	880,659
5	806 Exchange gas.....		
6	807 Purchased gas expense.....		
7	810 Gas used for compressor station fuel - Cr.....		
8	811 Gas used for products extraction - Cr.....		
9	812 Gas used for other utility operation - Cr.....	(21,930)	(5,016)
10	813 Other gas supply expenses.....	220,871	(19,537)
11	TOTAL GAS SUPPLY EXPENSES	14,682,914	1,517,234
12	TOTAL PRODUCTION EXPENSES	14,682,914	1,517,234
13	LOCAL STORAGE EXPENSES		
14	Operation:		
15	840 Operation supervision and engineering.....		
16	841 Operation labor and expenses.....		
17	842 Rents.....		
18	Total Operation	0	0
19	Maintenance:		
20	843 Maintenance supervision and engineering.....		
21	844 Maintenance of structures and improvements.....		
22	845 Maintenance of gas holders.....		
23	846 Maintenance of other equipment.....	0	(500)
24	Total Maintenance	0	(500)
25	TOTAL STORAGE EXPENSES	0	(500)
26	TRANSMISSION AND DISTRIBUTION EXPENSES		
27	Operation:		
28	850 Operation supervision and engineering.....	262,152	4,254
29	851 System control and load dispatching.....	205,028	20,123
30	852 Communication system expenses.....	170,798	(8,456)
31	853 Compressor station labor and expenses.....	384,681	76,902
32	855 Fuel and power for compressor station.....		
33	857 Measuring and regulating station expenses.....	84,245	24,568
34	858 Transmission and compression of gas by others.....		
35	874 Mains and services expenses.....		
36	878 Meter and house regulator expenses (incl 10-866-00).....	153,547	(61,385)
37	879 Customer installation expenses.....	511,591	977
38	880 Other expenses (10-814-00 & 163 & 888-02).....	192,207	(453,163)
39	881 Rents.....		
40	Total Operation	1,964,250	(396,180)
41	Maintenance:		
42	885 Maintenance supervision and engineering.....		
43	886 Maintenance of structures and improvements.....		
44	887 Maintenance of mains.....	764,167	331,535
45	888 Maintenance of compressor station equipment.....	214,139	47,411
46	889 Maintenance of measuring and regulating station equipment.....	342	(4,594)
47	892 Maintenance of services.....	360,735	201,815
48	893 Maintenance of meters and house regulators.....	117,788	(14,756)
49	894 Maintenance of other equipment (10-853-01,03).....	80,672	(16,542)
50	Total Maintenance	1,537,842	544,868
51	TOTAL TRANSMISSION AND DISTRIBUTION EXPENSES	3,502,092	148,688

GAS OPERATION AND MAINTENANCE EXPENSES - CONTINUED

Line No.	Account (a)	Amount for Year (b)	Increase or (Decrease) from Preceding Year (c)
1	CUSTOMER ACCOUNTS EXPENSES		
2	Operation:		
3	901 Supervision.....		
4	902 Meter reading expenses.....	74,482	(5,691)
5	903 Customer records and collection expenses.....	185,964	9,963
6	904 Uncollectible accounts.....	582,152	489,143
7	905 Miscellaneous customer accounts expenses.....		
8	TOTAL CUSTOMER ACCOUNTS EXPENSES	842,598	493,415
9	SALES EXPENSES		
10	Operation:		
11	911 Supervision.....		
12	912 Demonstrating and selling expenses.....	20,258	(4,747)
13	913 Advertising expenses.....	6,159	(3,011)
14	916 Miscellaneous sales expenses.....		
15	TOTAL SALES EXPENSES	26,417	(7,758)
16	ADMINISTRATIVE AND GENERAL EXPENSES		
17	Operation:		
18	920 Administrative and general salaries.....	570,063	5,953
19	921 Office supplies and expenses.....	212,496	18,011
20	922 Administrative expenses transferred - Cr.....		
21	923 Outside services employed.....	150,136	(6,697)
22	924 Property insurance.....	98,117	(13,433)
23	925 Injuries and damages.....	130,230	124,467
24	926 Employees pension and benefits.....	1,734,821	(244,632)
25	928 Regulatory commission expenses.....		
26	929 Duplicate charges - Cr.....		
27	930 Miscellaneous general expenses.....	248,260	26,162
28	931 Rents.....		
29	Total Operation	3,144,124	(90,169)
30	Maintenance:		
31	932 Maintenance of general plant.....	111,233	8,499
32	TOTAL ADMINISTRATIVE AND GENERAL EXPENSES	3,255,358	(81,670)
33	TOTAL GAS OPERATION AND MAINTENANCE EXPENSES	22,309,379	2,069,409

SUMMARY OF GAS OPERATION AND MAINTENANCE EXPENSES

Line No.	Functional Classification (a)	OPERATION (b)	MAINTENANCE (c)	TOTAL (d)
34	Steam production.....	0	0	0
35	Manufactured gas production.....	0	0	0
36	Other gas supply expenses.....	14,682,914	0	14,682,914
37	Total Production Expenses	14,682,914	0	14,682,914
38	Local storage expenses.....	0	0	0
39	Transmission and distribution expenses.....	1,964,250	1,537,842	3,502,092
40	Customer accounts expenses.....	842,598	0	842,598
41	Sales Expenses.....	26,417	0	26,417
42	Administrative and General Expenses.....	3,144,124	111,233	3,255,358
43	TOTAL GAS OPERATION AND MAINTENANCE EXPENSES	20,660,303	1,649,076	22,309,379
44	Ratio of Operating Expenses to Operating Revenues (carry out decimal two places, (e.g. 0.00%) Compute by dividing Revenues (acct 400) into the sum of Operation and Maintenance Expenses (Page 47, Line 43 (d), Depreciation (Acct 403) and Amortization (Acct 407), (Page 13)			93.18%
45	Total salaries and wages of gas department for year, including amounts charged to operating expenses, construction and other accounts			3,735,704
46	Total number of employees of gas department at end of year including administrative, operating, maintenance, construction and other employees (including part time employees)			41.0

If gas is purchased or sold at two or more different rates, the amounts at each rate should be shown in the following tables.

SALES FOR RESALE (Account 483)

Line No.	Names of Companies to which Gas is Sold (a)	Where Delivered and Where and How Measured (b)	M.C.F. (1000 BTU) (c)	Rate per M.C.F. (\$0.0000) (d)	Amount (e)
1					0
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13		TOTALS	0	0.0000	0

SALES OF RESIDUALS (Accounts 730, 731)

State the revenues and expenses of the respondent resulting from the sale of residuals.

Line No.	Kind (a)	Revenue (b)	Inventory Cost (c)	Labor, Handling, Selling, Etc. (d)	Total Cost (e)	Net Revenue (f)	Net Revenue (g)
14							
15							
16							
17				NONE			
18							
19							
20							
21	TOTALS	0	0	0	0	0	0

PURCHASED GAS (Accounts 804-806)

Line No.	Name of Companies from which Gas is Purchased (a)	Where Received and Where and How Measured (b)	M.C.F. (1000 BTU) (c)	Rate per M.C.F. (\$0.0000) (d)	Amount (e)
22	Con Ed Energy	TGP Zones 0, 1, 4, 6	1,025,152	3.5897	3,679,998
23	BP Energy	TGP Zones 0, 1, 4, 6	851,092	4.3758	3,724,241
24	Cokinos Energy	TGP Zones 0, 1, 4, 6	255,088	4.0997	1,045,779
25	Total Gas and Power	TGP Zones 0, 1, 4, 6	207,807	3.9793	826,931
26	LNG Supplier Var Charges - all suppliers	Holyoke, MA	110,578	13.7866	1,524,499
27	Berkshire Gas Company	Holyoke, MA	3,000	42.2650	126,795
28	Columbia Gas of MA	Holyoke, MA	1,000	36.8330	36,833
29	Other Supplier and Trans Charge:				
30	LNG Supplier Fix Charges - all suppliers:	Holyoke, MA		5.7700	636,250
31	GDF Suez				
32	UGI Energy Service				
33	Gulf Oil LP				
34	Pipeline Fixed Chgs - Tenn Gas Pipeline				2,721,413
35	Pipeline Var Chgs - Tenn Gas Pipeline				270,318
36	TOTALS		2,453,717	5.9473	14,593,057

TAXES CHARGED DURING YEAR

- 1. This schedule is intended to give the account distribution of total taxes charged to operations and other final accounts during the year.
- 2. Do not include gasoline and other sales taxes which have been charged to accounts to which the material on which the tax was levied was charged. If the actual or estimated amounts of such taxes are known, they should be shown as a footnote and designated whether estimated or actual amounts.
- 3. The aggregate of each kind of tax should be listed under the appropriate heading of "Federal," "State," and "Local" in such manner that the total tax for each State and for all subdivisions can readily be ascertained.
- 4. The accounts to which the taxes charged were distributed should be shown in columns (c) to (h). Show both the utility department and number of account charged. For taxes charged to utility plant show the number of appropriate balance sheet plant account or subaccount.
- 5. For any tax which it was necessary to apportion to more than one utility department or account, state in a footnote the basis or apportioning such tax.
- 6. Do not include in this schedule entries with respect to deferred income taxes, or taxes collected through payroll deductions or otherwise pending transmittal of such taxes to the taxing authority.

Line No.	Kind of Tax (a)	Total Taxes Charged During Year (omit cents) (b)	Distribution of Taxes Charged (omit cents) (Show utility department where applicable and account charged)							
			Electric (Acct. 408, 409) (c)	Gas (Acct. 408,409) (d)	(e)	(f)	(g)	(h)	(i)	(j)
1										
2										
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18										
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20										
21										
22										
23										
24										
25										
26										
27										
28	TOTAL	0	0	0	0	0	0	0	0	0

N/A

OTHER UTILITY OPERATING INCOME (Account 414)

Report below the particulars called for in each column.

Line No.	Property (a)	Amount of Investment (b)	Amount of Revenue (c)	Amount of Operating Expenses (d)	Gain or (Loss) from Operation (e)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13			NONE		
14					
15					
16					
17					
18					
19					
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22					
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24					
25					
26					
27					
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37					
38					
39					
40					
41					
42					
43					
44					
45					
46					
47					
48					
49					
50					
51	TOTALS	0	0	0	0

INCOME FROM MERCHANDISE, JOBBING AND CONTRACT WORK (Account 415)

Report by utility departments the revenues, costs, expenses, and net income from merchandising, jobbing, and contract work during year.

Line No.	Item (a)	Electric Department (c)	Gas Department (d)	Other Utility Department (d)	Total (e)
1	Revenues:				
2	Merchandising sales, less discounts,				
3	allowances and returns.....	822	194,566		195,389
4	Contract Work.....				
5	Commissions.....				
6	Other (List according to major classes).....				
7					
8					
9					
10	Total Revenues	822	194,566	0	195,389
11					
12					
13	Costs and Expenses:				
14	Cost of Sales (List according to Major				
15	classes of cost).....		80,344		80,344
16					
17	Labor				
18	Materials				
19					
20					
21					
22					
23					
24					
25					
26	Sales expenses.....				0
27	Customer accounts expenses.....				0
28	Administrative and general expenses.....				0
29					
30					
31					
32					
33					
34					
35					
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
46					
47	TOTAL COSTS AND EXPENSES	0	80,344	0	80,344
48	Net Profit (or Loss)	822	114,222	0	115,045

SALES FOR RESALE (Account 447)

1. Report sales during year to other electric utilities and to cities or other public authorities for distribution to ultimate consumers.
2. Provide subheadings and classify sales as to (1) Associated Utilities, (2) Nonassociated Utilities, (3) Municipalities, (4) R.E.A. Cooperatives, and (5) Other Public Authorities. For each sale designate statistical classification in column (b), thus: firm power, FP; dump or surplus power, DP; other G,
- and place an "x" in column (c) if sale involves export across a state line.
3. Report separately firm, dump, and other power sold to the same utility. Describe the nature of any sales classified as other power, column (b).
4. If delivery is made at a substation indicate ownership in column (e), thus: respondent owned or leased, RS; customer owned or leased, CS.

Line No.	Sales to (a)	Statistical Classification (b)	Export Across State Line (c)	Point of Delivery (d)	Sub Station (e)	Kw or Kva of Demand (Specify which)		
						(f)	(g)	(h)
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
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34								
35								
36								
37								

N/A

PURCHASED POWER (Account 555) - Continued

(except interchange power)

**** Includes Transmission Charges**

- 4. If receipt of power is at a substation indicate ownership in column (e), thus: respondent owned or leased, RS; seller owned or leased, SS.
- 5. If a fixed number of kilowatts of maximum demand is specified in the power contract as a basis of billing, this number should be shown in column (f). The number of kilowatts of maximum demand to be shown in column (g)

- and (h) should be actual based on monthly readings and should be furnished whether or not used in the determination of demand charges. Show in column (i) type of demand reading (instantaneous, 15, 30, or 60 minutes integrated).
- 6. The number of kilowatt hours purchased should be the quantities shown by the power bills.
- 7. Explain any amount entered in column (n) such as fuel or other adjustments.

Type of Demand Reading (i)	Voltage at Which Delivered (j)	Kilowatt-hours (k)	Cost of Energy (Omit Cents)				Cost per KWH (Cents) (0.0000) (p)	Line No.
			Charges (l)	Energy Charges (m)	Other Charges (n)***	Total (o)		
60 Min.	115kv	13,663,696	113,721	67,224	403,171	584,116	4.2749	1
60 Min.	115kv	258,980	86,860	40,756	4,117	131,733	50.8661	2
60 Min.	115kv	31,480,950	1,831,718	224,987	1,989	2,058,694	6.5395	3
60 Min.	115kv	29,828,930	1,969,735	204,403	26,854	2,200,992	7.3787	4
60 Min.	115kv	1,465,070	319,646	255,840	4,851	580,337	39.6116	5
60 Min.	115kv	20,592,000		910,898		910,898	4.4236	6
60 Min.	115kv	40,800,000		2,403,120		2,403,120	5.8900	7
60 Min.	115kv				8,595	8,595		8
60 Min.	115kv				2,399,308	2,399,308		9
60 Min.	115kv				134,402	134,402		10
60 Min.	115kv				3,547	3,547		11
60 Min.	115kv	19,131,374	188,680	1,912,446		2,101,126	10.9826	12
								13
								14
								15
								16
								17
								18
								19
								20
								21
								22
								23
								24
								25
								26
								27
								28
								29
								30
***includes transmission charges								31
								32
								33
								34
								35
								36
								37
TOTALS		157,221,000	4,510,360	6,019,674	2,986,834	13,516,868	8.5974	

INTERCHANGE POWER (Included in Account 555)

1. Report below the Kilowatt-hours received and delivered during the year and the net charge or credit under interchange power agreements.
2. Provide subheadings and classify interchanges as to (1) Associated Utilities, (2) Nonassociated Utilities, (3) Associated Nonutilities, (4) Other Nonutilities, (5) Municipalities, (6) R.E.A., Cooperatives, and (7) Other Public Authorities. For each interchange across a state line place an "X" in column (b).
3. Particulars of settlements for interchange power shall be furnished in Part B. Details of Settlement for Interchange Power. If settlement for any transaction also includes credit or debit amounts other than for increment generation expenses, show such other component amounts separately, in addition to debit or credit for increment generation expenses, and give a brief explanation of the factors and principles under which such other component amounts were determined. If such settlement represents the net of debits and credits under an interconnection, power pooling, coordination, or other such arrangement, submit a copy of the annual summary of transactions and billings among the parties to the agreement. If the amount of settlement reported in this schedule for any transaction does not represent all of the charges and credits covered by the agreement, furnish in a footnote a description of the other debits and credits and state the amounts and accounts in which such other amounts are included for the year.

A. Summary of Interchange According to Companies and Points of Interchange

Line No.	Name of Company (a)	Interchange Across State Lines (b)	Point of Interchange (c)	Voltage at Which Interchanged (d)	Kilowatt-hours			Amount of Settlement (h)
					Received (e)	Delivered (f)	Net Difference (g)	
1	NEPEX		Holyoke, MA	115kv	377,954,150	395,355,407	(17,401,257)	(652,985)
2	ICAP Sales		Holyoke, MA	115kv			*	280,632
3	NEPOOL GIS Sales		Holyoke, MA	115kv			**	(1,774,027)
4	Aubin Prop (c/o Open Square)		Holyoke, MA	115kv		1,199	(1,199)	58,795
5	Solar Constellation					5,090	(5,090)	267,548
6	Solar Citizens					990	(990)	47,799
7	SWSC (c/o Cobble Mt)***		Westfield, MA	69kv		19,131,374	(19,131,374)	1,022,696
8	*Capacity Demand - kW only							
9	**Renewable Certificate - MWh only							
10	***This Purchased Power generation's costs are netted in a Miscellaneous Income Account 0040-CM-421-421-00-4							
11								
12				TOTALS	377,954,150	414,494,060	(36,539,910)	(749,542)

B. Details of Settlement for Interchange Power

Line No.	Name of Company (i)	Explanation (j)	Amount (k)
13	NEPEX	Nepool Expenses	502,211
14	NEPEX	NEPEX Interchange	(874,564)
15	Excelon Generation Co LLC	Private Utility Interchange	(1,243,725)
16	Fitchburg Gas & Electric Co	Private Utility Interchange	(702)
17	Energy Americal LLC	Private Utility Interchange	(537,600)
18	Skystream Markets		7
19	Kleinschmidt Associates		5,816
20	Aubin Properties (c/o Open Square)	Non Utility Generator	58,795
21	Solar Constellation	Non Utility Generator	267,548
22	Solar Citizens	Non Utility Generator	47,799
23	SWSC (c/o Cobble Mt)***	Non Utility Generator	1,024,873
24			
25			
26			
27			
28			
29		TOTALS	(749,542)

ELECTRIC ENERGY ACCOUNT

Report below the information called for concerning the disposition of electric energy generated, purchased, and interchanged during the year.

Line No.	Item (a)	Kilowatt-hours (b)
1	SOURCES OF ENERGY	
2	Generation (excluding station use):	
3	Steam.....	0
4	Nuclear.....	
5	Hydro.....	246,827,859
6	Other.....	
	Total Generation	246,827,859
8	Purchases.....	157,221,000
9	In (gross)	
10	Interchanges..... Out (gross)	
11	Net (Kwh).....	(36,539,910)
12	Received.....	
13	Transmission for/by others (wheeling)..... Delivered.....	
14	Net (kwh).....	
15	TOTAL	367,508,949
16	DISPOSITION OF ENERGY	
17	Sales to ultimate consumers (including interdepartmental sales).....	356,023,957
18	Sales for resale.....	0
19	Energy furnished without charge.....	
20	Energy used by the company (excluding station use).....	3,441,939
21	Electric department only.....	
22	Energy losses:	
23	Transmission and conversion losses.....	
24	Distribution losses.....	
25	Unaccounted for losses.....	
26	Total Energy Losses	8,043,053
27	Energy losses as percent of total on line 15..... 2.19%	
28	TOTAL	367,508,949

MONTHLY PEAKS AND OUTPUT

- Report hereunder the information called for pertaining to simultaneous peaks established monthly (in kilowatts) and monthly output (in kilowatt-hours) for the combined sources of electric energy of respondent.
- Monthly peak col. (b) should be respondent's maximum Kw load as measured by the sum of its coincidental net generation and purchases plus or minus net interchange, minus temp. deliveries (not interchange) of emergency power to another system. Monthly peak including such emergency deliveries should be shown in a footnote with a brief explanation as to the nature of the emergency.
- State type of monthly peak reading (instantaneous 15, 30, or 60 minutes integrated.)
- Monthly output should be the sum of respondent's net generation and purchases plus or minus net interchange and plus or minus net transmission or wheeling. Total for the year should agree with line 15 above.
- If the respondent has two or more power systems not physically connected, the information called for below should be furnished for each system.

Line No.	Month (a)	MONTHLY PEAK					Monthly Output (kwh) (See Inst 4) (g)	
		Kilowatts (b)	Day of Week (c)	Day of Month (d)	Hour (e)	Type of Reading (f)		
29	January	61,928	Wed	22	18:00	60 Min	34,991,845	
30	February	58,338	Tues	18	12:00	60 Min	30,910,273	
31	March	56,072	Mon	3	19:00	60 Min	32,146,467	
32	April	48,937	Wed	16	11:00	60 Min	26,899,215	
33	May	52,632	Tues	27	15:00	60 Min	27,087,419	
34	June	62,209	Mon	30	15:00	60 Min	30,372,786	
35	July	70,805	Wed	2	15:00	60 Min	34,875,275	
36	August	66,217	Wed	27	17:00	60 Min	32,264,141	
37	September	69,141	Tues	2	16:00	60 Min	29,355,268	
38	October	52,384	Thur	16	12:00	60 Min	27,931,428	
39	November	53,370	Tues	18	18:00	60 Min	28,950,949	
40	December	57,646	Mon	8	18:00	60 Min	31,723,883	
41	TOTAL							367,508,949

GENERATING STATION STATISTICS (Large Stations) -- Continued
(Except Nuclear, See Instruction 10)

547 as shown on Line 24.
 8. The items under cost of plant and production expenses represents accounts or combinations of accounts prescribed by the Uniform System of Accounts. Production expenses, however, do not include Purchased Power, System Control and Load Dispatching, and Other Expenses.
 9. If any plant is equipped with combinations of steam, hydro, internal combustion engine or gas turbine equipment, each should be reported as a separate plant. However, if a gas turbine unit functions in a combined

operation with a conventional steam unit, the gas turbine should be included with the steam station.
 10. If the respondent operates a nuclear power generating station submit: (a) a brief explanatory statement concerning accounting for the cost of power generated including any attribution of excess costs to research and development expenses; (b) a brief explanation of the fuel accounting specifying the accounting methods and types of cost units used with respect to the various components of the fuel cost, and (c) such additional information as may be informative concerning the type of plant, kind of fuel used, and other physical and operating characteristics of the plant.

Plant (e)	Plant (f)	Plant (g)	Plant (h)	Plant (i)	Plant (j)	Line No.
						1
						2
						3
						4
						5
						6
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						40

STEAM GENERATING STATIONS

1. Report the information called for concerning generating stations and equipment at the end of year.
2. Exclude from this schedule, plant, the book cost of which is included in Account 121, Nonutility Property.
3. Designate any generating station or portion thereof for which the respondent is not the sole owner. If such property is leased from another company, give the name of

lessor, date and term of lease, and annual rent. For any generating station, other than a leased station or portion thereof for which the respondent is not the sole owner but which the respondent operates or shares in the operation of, furnish a succinct statement explaining the arrangement and giving particulars as to such matters as percent ownership by respondent, name of co-owner, basis of sharing output,

Line No.	Name of Station (a)	Location of Station (b)	Number and Year Installed (c)	Boilers			
				Kind of Fuel and Method of Firing (d)	Rated Pressure in lbs. (e)	Rated Steam Temperature* (f)	Rated Max. Continuous M lbs. Steam per Hour (g)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15				N/A			
16							
17							
18							
19							
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21							
22							
23							
24							
25							
26							
27							
28							
29							

STEAM GENERATING STATIONS -- Continued

expenses or revenues, and how expenses and/or revenues are accounted for and accounts affected. Specify if lessor, co-owner, or other party is an associated company.
 4. Designate any generating station or portion thereof leased to another company and give name or lesse, date and term of lease and annual rent and how determined. Specify whether lessee is an associated company.

5. Designate any plant or equipment owned, not operated, and not leased to another company. If such plant or equipment was not operated within the past year explain whether it has been retired in the books of account or what disposition of the plant or equipment and its book cost are contemplated.

Turbine-Generators*

Year Installed (h)	Type+ (l)	Steam Pressure at Throttle p.s.i.g. (j)	R.P.M. (k)	Name Plate Rating in Kilowatts		Hydrogen Pressure++		Power Factor (p)	Voltage K.v.+++ (q)	Station Capacity Maximum Name Plate Rating++++ (r)	Line No.
				At Minimum Hydrogen Pressure (l)	At Maximum Hydrogen Pressure (m)	Min. (n)	Max. (o)				
											1
											2
											3
											4
											5
											6
											7
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											26
											27
											28
											29
				TOTALS							

N/A

HYDROELECTRIC GENERATING STATIONS

1. Report the information called for concerning generating stations and equipment at end of year. Show associated prime movers and generators on the same line.
2. Exclude from this schedule, plant, the book cost of which is included in Account 121, Nonutility Property.
3. Designate any generating station or portion thereof for which the respondent is not the sole owner. If such

property is leased from another company give name of lessor, date and term of lease, and annual rent. For any generating station, other than a leased station, or portion thereof, for which the respondent is not the sole owner but which the respondent operates or shares in the operation of, furnish a succinct statement explaining the arrangement and giving particulars as to such matters as

Line No.	Name of Station (a)	Location of Station (b)	Name of Stream (c)	Water Wheels			
				Attended or Unattended (d)	Type of Unit* (e)	Year Installed (f)	Gross Static Head with Pond Full (g)
1	#1 Holyoke/Cabot	Electric Station	Connecticut River	Unattended			
2	Unit #1	Cabot Street	via Canal System		Vertical Francis	1923	19 Ft.
3	Unit #2				Vertical Francis	1923	16 Ft.
4	Unit #3				Vertical Kaplan	1938	18 Ft.
5	Unit #4				Vertical Kaplan	1938	18 Ft.
6							
7	#2 Holyoke/Cabot	Sargeant Street	Connecticut River	Unattended	Vertical Kaplan	1938	18 Ft.
8			via Canal System				
9							
10	#3 Holyoke/Cabot	Race Street	Connecticut River	Unattended	Vertical Kaplan	1940	12.5 Ft.
11			via Canal System				
12							
13	#4 Holyoke/Cabot	Cabot Street	Connecticut River	Unattended	Vertical Morgan Smith	1955	18 Ft.
14	Unit #1		via Canal System				
15	Unit #2						
16							
17	Hadley Falls	Gatehouse Road	Connecticut River	Attended			
18	Unit #1				Vertical Kaplan	1954	50 Ft.
19	Unit #2				Fixed Propeller	1984	50 Ft.
20							
21	Beebe Holbrook	Dwight Street	Connecticut River	Unattended			
22	Unit #1		via Canal System		Vertical Francis	1948	20 Ft.
23	Unit #2				Vertical Francis	1948	20 Ft.
24							
25	Boatlock	Gatehouse Road	Connecticut River	Unattended			
26	Unit #1		via Canal System		Vertical Kaplan	2010	20 Ft.
27	Unit #2				Vertical Francis	1924	20 Ft.
28	Unit #3				Vertical Francis	1924	20 Ft.
29							
30	Skinner	Appleton Street	Connecticut River	Unattended	Vertical Francis	1924	20 Ft.
31			via Canal System				
32							
33	Chemical	South Water Street	Connecticut River	Unattended			
34	Unit #1		via Canal System		Vertical Kaplan	1935	22 Ft.
35	Unit #2				Vertical Kaplan	1935	22 Ft.
36							
37	Riverside 4-7	Water Street	Connecticut River	Unattended			
38	Unit #1		via Canal System		Horizontal Francis	1921	33 Ft.
39	Unit #2				Horizontal Francis	1921	33 Ft.
40	Unit #3				Vertical Francis	1921	33 Ft.
41							
42	Riverside 8	Water Street	Connecticut River	Unattended	Vertical Francis	1931	33 Ft.
43			via Canal System				
44							

* Horizontal or vertical. Also indicate type of runner -- Francis (F), fixed propeller (FP), automatically adjustable propeller (AP), impulse (I).

HYDROELECTRIC GENERATING STATIONS

1. Report the information called for concerning generating stations and equipment at end of year. Show associated prime movers and generators on the same line.
2. Exclude from this schedule, plant, the book cost of which is included in Account 121, Nonutility Property.
3. Designate any generating station or portion thereof for which the respondent is not the sole owner. If such

property is leased from another company give name of lessor, date and term of lease, and annual rent. For any generating station, other than a leased station, or portion thereof, for which the respondent is not the sole owner but which the respondent operates or shares in the operation of, furnish a succinct statement explaining the arrangement and giving particulars as to such matters as

Line No.	Name of Station (a)	Location of Station (b)	Name of Stream (c)	Water Wheels			
				Attended or Unattended (d)	Type of Unit* (e)	Year Installed (f)	Gross Static Head with Pond Full (g)
1	#5 Hydro (Valley)	Valley Mill Road	Connecticut River via Canal System	Unattended	Vertical Kaplan	1994	26.3 Ft.
2							
3							
4	Albion:						
5	Unit #D	Water Street	Connecticut River via Canal System	Unattended	Vertical Francis	1928	30 Ft.
6	Unit #A				Vertical Francis	1954	30 Ft.
7							
8	Nonotuck	Water Street	Connecticut River via Canal System	Unattended	Vertical Francis	1965	30 Ft.
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21	Note: 1) Albion units are separate stations, combined here by common building						
22							
23	2) Albion & Nonotuck comprise asset Harris Energy						
24							
25							
26							
27							
28							
29							
30							
31							
32							
33							
34							
35							

* Horizontal or vertical. Also indicate type of runner -- Francis (F), fixed propeller (FP), automatically adjustable propeller (AP), Impulse (I).

HYDROELECTRIC GENERATING STATIONS -- Continued

percent of ownership by respondent, name of co-owner, basis of sharing output, expenses, or revenues, and how expenses and/or revenues are accounted for and accounts affected. Specify if lessor, co-owner, or other party is an associated company.

Specify whether lessee is an associated company.
 5. Designate any plant or equipment owned, not operated, and not leased to another company. If such plant or equipment was not operated within the past year explain whether it has been retired in the books of account or what disposition of the plant or equipment and its book cost are contemplated.

4. Designate any generating station or portion thereof leased to another company and give name of lessee, date and term of lease and annual rent and how determined.

Water Wheels -- Continued					Generators				Total Installed Generating Capacity in Kilowatts (name place ratings) (q)	Line No.
Design Head (h)	R.P.M. (l)	Maximum hp. Capacity of Unit at Design Head (j)	Year Installed (k)	Voltage (l)	Phase (m)	Frequency or d.c. (n)	Name Plate Rating of Unit in Kilowatts (o)	Number of Units in Station (p)		
27'	277	1060 HP	1994	4,800	3	60 cy	790	1	790	1
										2
										3
										4
26'	180	580 BHP	1928	600	3	60 cy	395	2	676	5
23.7'	225	365 BHP	1954	600	3	60 cy	281			6
										7
32'	150	580 BHP	1965	600	3	60 cy	492	1	492	8
										9
										10
										11
										12
										13
										14
										15
										16
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										31
										32
										33
										34
						TOTALS	52,004	26	52,004	35

COMBUSTION ENGINE AND OTHER GENERATING STATIONS
(except nuclear stations)

- | | |
|---|---|
| <p>1. Report the information called for concerning generating stations and equipment at end of year. Show associated prime movers and generators on the same line.</p> <p>2. Exclude from this schedule, plant, the book cost of which is included in Account 121, Nonutility Property.</p> <p>3. Designate any generating station or portion thereof for which the respondent is not the sole owner. If such</p> | <p>property is leased from another company, give name of lessor, date and term of lease, and annual rent. For any generating station, other than a leased station, or portion thereof, for which the respondent operates or shares in the operation of, furnish a succinct statement explaining the arrangement and giving particulars as to such matters as percent owner-</p> |
|---|---|

Line No.	Name of Station (a)	Location of Station (b)	Prime Movers				
			Diesel or Other Type Engine (c)	Name of Maker (d)	Year Installed (e)	2 or 4 Cycle (f)	Belted or Direct Connected (g)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15				N/A			
16							
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COMBUSTION ENGINE AND OTHER GENERATING STATIONS -- Continued
(except nuclear stations)

ship by respondent, name of co-owner, basis of sharing output, expenses, or revenues, and how expenses and/or revenues are accounted for and accounts affected. Specify if lessor, co-owner, or other party is an associated company.
4. Designate any generating station or portion thereof leases to another company and give name of lessee, date and term of lease and annual rent and how determined.

Specify whether lessee is an associated company.
5. Designate any plant or equipment owned, not operated and not leased to another company. If such plant or equipment was not operated within the past year, explain whether it has been retired in the books of account or what disposition of the plant or equipment and its book cost are contemplated.

Prime Movers -- Continued		Generators						Total Installed Generating Capacity in Kilowatts (name plate ratings) (p)	Line No.
Rated hp. of Unit (h)	Total Rated hp. of Station Prime Movers (i)	Year Installed (j)	Voltage (k)	Phase (l)	Frequency or d.c. (m)	Name Plate Rating of Unit in Kilowatts (n)	Number of Units in Station (o)		
								1	
								2	
								3	
								4	
								5	
								6	
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								36	
						TOTALS		37	

GENERATING STATION STATISTICS (Small Stations)

1. Small generating stations, for the purpose of this schedule, are steam and hydro stations of less than 2,500 KW* and other stations of less than 500 KW* installed capacity (name plate ratings). (*10,000 KW and 2,500 KW, respectively, if annual electric operating revenues of respondent are \$25,000,000 or more)
2. Designate any plant leased from others, operated under a license from the Federal Power Commission, or operated as a joint facility, and give a concise statement of the facts in a footnote.
3. List plants appropriately under subheadings for steam, hydro, nuclear internal combustion engine and gas turbine stations. For nuclear, see instruction 10 page 59.
4. Specify if total plant capacity is reported in kva instead of kilowatts.
5. If peak demand for 60 minutes is not available, give that which is available, specifying period.
6. If any plant is equipped with combustions of steam, hydro, internal combustion engine or gas turbine equipment, each should be reported as a separate plant. However, if the exhaust heat from the gas turbine is utilized in a steam turbine regenerative feed water cycle, report as one plant.

Line No.	Name of Plant (a)	Year Const. (b)	Installed Capacity Name Plate Rating - KW (c)	Peak Demand KW (60 Min.) (d)	Net Generation Excluding Station Use (e)	Cost of Plant (Omit Cents) (f)	Plant Cost Per KW Inst. Capacity (g)	Production Expenses Exclusive of Depreciation and Taxes (Omit Cents)			Kind of Fuel (k)	Fuel Cost Per KWH Net Generation (Cents) (0.0000) (l)		
								Labor (h)	Fuel (i)	Other (j)				
1	Holy/Cabot 1-4*	1923	3,147	3,147	9,134,540	1,277,287	406	113,411		153,218	Hydro	2.9189		
2	Beebe Holbrook	1948	586	586	716,590	378,456	646	18,654		20,952	Hydro	5.5269		
3	Chemical	1935	1,600	1,600	3,602,070	804,218	503	45,563		48,905	Hydro	2.6226		
4	Skinner	1924	280	280	1,248,300	378,456	1,352	17,982		19,037	Hydro	2.9656		
5	Boatlock	1924	3,094	3,094	12,058,500	3,264,179	1,055	160,011		255,575	Hydro	3.4464		
6	Riverside 4-7	1921	3,435	3,535	12,677,240	3,950,130	1,150	174,030		221,770	Hydro	3.1221		
7	Riverside 8	1931	4,500	4,500	20,756,010	3,950,130	878	174,030		221,770	Hydro	1.9069		
8	Harris Energy*	varies	2,262	2,262	-	0	0	0		3,981	Hydro	-		
9	Valley Hydro	1994	790	720	3,414,779	662,297	838	6,291		3,770	Hydro	0.2946		
10														
11														
12														
13														
14														
15														
16														
17														
18														
19														
20														
21														
22														
23														
24														
25														
26														
27														
28														
29														
30														
31														
32														
33														
34														
35														
36														
37														
38														
39			TOTALS			63,608,029		14,665,152		709,970		948,978		2.6081

* These facilities are comprised of more than one plant, however combined herewith for ease of reporting.
 Holyoke/Cabot 1-4 includes Holyoke 1, Holyoke 2, Holyoke 3, and Holyoke 4 plants.
 Harris Energy includes Albion A, Albion D, and Nonotuck plants.

TRANSMISSION LINE STATISTICS

Report information concerning transmission lines as indicated below.

Line No.	Designation		Operating Voltage (c)	Type of Supporting Structure (d)	Length (Pole Miles)		Number of Circuits (g)	Size of Conductor and Material (h)
	From (a)	To (b)			On Structures of Line Designated (e)	On Structures of Another Line (f)		
1	WMECO Fairmont	HGE	115 KV	Steel Pole	0.03 miles		1	795 KCM ACSR
2	North Canal	North Canal						
3	TAP	Substation						
4								
5	WMECO	HGE	115 KV	Wood and Steel Pole	5.23 miles		1	795 KCM ACSR
6	Southampton	Ingleside						
7	TAP	Substation						
8								
9	HGE	HGE	115 KV	Wood and Steel Pole	3.14 miles		1	795 KCM ACSR
10	Ingleside	Holyoke						
11	Substation	Substation						
12								
13	HGE	HGE	115 KV	Wood and Steel Pole	0.85 miles		1	795 KCM ACSR
14	North Canal	Holyoke						
15	Substation	Substation						
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30								
31								
32								
33								
34								
35								
36								
37								
38								
39								
40								
41								
42								
43								
44				TOTALS	9.25 miles		4	

* Where other than 60 cycle, 3 phase, so indicate.

SUBSTATIONS

1. Report below the information called for concerning substations of the respondent as of the end of the year.

2. Substations which serve but one industrial or street railway customer should not be listed hereunder.

3. Substations with capacities of less than 5000 kva, except those serving customers with energy for resale, may be grouped according to functional character, but the number of such substations must be shown.

4. Indicate in column (b) the functional character of each substation, designating whether transmission or distribution and whether attended or unattended.

5. Show in columns (i), (j), and (k) special equipment such as rotary converters, rectifiers, condensers, etc. and auxiliary equipment for increasing capacity.

6. Designate substations or major items of equipment leased from others, jointly owned with others, or operated otherwise than by reason of sole ownership by the respondent.

For any substation or equipment operated under lease, give name of lessor, date and period of lease and annual rent.

For any substation or equipment operated other than by reason of sole ownership or lease, give name of co-owner or other party, explain basis of sharing expenses of other accounting between the parties and state amounts and accounts affected in respondent's books of account. Specify in each case whether lessor, co-owner, or other party is an associated company.

Line No.	Name and Location of Substation (a)	Character of Substation (b)	VOLTAGE			Capacity of Substation in Kva (in Service) (f)	Number Of Trans-formers in Service (g)	Number of Spare Trans-formers (h)	Conversion Apparatus and Special Equipment		
			Primary (c)	Secondary (d)	Tertiary (e)				Type of Equipment (i)	Number Of Units (j)	Total Capacity (k)
1	Highland Substation	Outdoor	13,800				2				
2	Dwight & Northampton Street	Distribution		4,800		9,374	@				
3	Holyoke, MA 01040	Unattended		13,800	-		4,687	1			
4											
5											
6											
7											
8											
9	Walnut Substation	Outdoor	13,800				2				
10	Walnut Street	Distribution		4,800		9,374	@				
11	Holyoke, MA 01040	Unattended		13,800	-		4,687	1			
12											
13	West Holyoke Substation	Outdoor	13,800				2				
14	Homestead Avenue	Distribution		4,800			@				
15	Holyoke, MA 01040	Unattended		13,800	-	8,400	4,200	1			
16											
17	Holyoke Substation	Transmission	115,000				2				
18	102 Cabot Street (rear)	Distribution		13,800			@				
19	Holyoke, MA 01040				-	50,000	15/20/25	0			
20											
21	Ingleside Substation	Transmission	115,000				1 @ 18/24/30				
22	320 Whitney Avenue	Distribution		13,800			2 @ 15/20/25				
23	Holyoke, MA 01040	Unattended			-	80,000		0			
24											
25	Mt. Tom Substation	Outdoor	13,800				3				
26	Mt. Park Access Road	Distribution		4,800			@				
27	Holyoke, MA 01040	Unattended			-	5,751	1,917	0			
28											
29	North Canal Substation	Transmission	115,000				2 @				
30	50 Water Street	Distribution		34,500	13,800		60,000				
31	Holyoke, MA 01040	Unattended				180,000	2 @	0			
32							30,000				
33											
34											
35											
36											
37					TOTALS	342,899		18	3		0

column (f) - adjusted all ratings to reflect higher forced cooling

CONDUIT, UNDERGROUND CABLE AND SUBMARINE CABLE -- (Distribution System)

Report below the information called for concerning conduit, underground cable, and submarine cable at end of year.

Line No.	Designation of Underground Distribution System (a)	Miles of Conduit (All Sizes and Types) (b)	Underground Cable		Submarine Cable	
			Miles* (c)	Operating Voltage (d)	Feet* (e)	Operating Voltage (f)
1	Steel	48.897				
2	Steel Conduit (encased)	1.437				
3	Non-Metallic Duct	93.689				
4	Non-Metallic Duct (encased)	83.676				
5						
6						
7						
8						
9						
10	Total - Beginning		379.217	13.8KV/7.9KV 4.8KV/600V 480V/277 240/208/120		
11						
12						
13						
14						
15	Net Primary Installed		1.254	13.8/7.9/4.8KV		
16						
17	Net Secondary Installed		1.492	600/480/277 240/208/120		
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
31						
32						
33						
34	TOTALS	227.699	381.963			

*Indicate number of conductors per cable.

RECORD OF SENDOUT FOR THE YEAR IN MCF
BASED ON 1000 BTU PER CUBIC FOOT

Line No.	Item	Total	January	February	March	April	May
1	<u>Gas Made</u>						
2	Propane - Air Gas	0.0	0.0	0.0	0.0	0.0	0.0
3	LNG Gas	110,578.0	43,896.0	23,606.0	13,980.0	3,814.0	4,897.0
4	Gas						
5	Gas						
6	TOTAL	110,578.0	43,896.0	23,606.0	13,980.0	3,814.0	4,897.0
7							
8	<u>Gas Purchased</u>						
9	Natural G-6	2,056,832.5	295,657.1	237,574.5	306,841.4	169,511.7	94,967.4
10	Other - Storage	172,550.0	66,168.0	85,803.0	20,579.0	0.0	0.0
11	TOTAL	2,229,382.5	361,825.1	323,377.5	327,420.4	169,511.7	94,967.4
12	TOTAL MADE AND						
13	PURCHASED	2,339,960.5	405,721.1	346,983.5	341,400.4	173,325.7	99,864.4
14	Net change in Holder Gas	0.0	0.0	0.0	0.0	0.0	0.0
15	TOTAL SEND OUT	2,339,960.5	405,721.1	346,983.5	341,400.4	173,325.7	99,864.4
16							
17							
18							
19	Gas Sold (Firm)	2,139,067.2	350,602.6	340,756.0	315,848.7	211,163.5	119,712.4
	Gas Sold (Interr.)	122,442.8	15,834.4	11,116.8	21,807.7	10,649.6	5,331.6
	Electric Station Use	0.0	0.0	0.0	0.0	0.0	0.0
20	Gas Used by Company	19,145.4	4,507.5	4,173.1	2,669.9	1,357.2	579.3
	Sale for Resale	0.0	0.0	0.0	0.0	0.0	0.0
21	Gas Accounted For	2,280,655.4	370,944.5	356,045.9	340,326.3	223,170.3	125,623.3
22	Gas Unaccounted For	59,305.1	34,776.6	(9,062.4)	1,074.1	(49,844.6)	(25,758.9)
23	% Unaccounted For (0.00%)	2.53	8.57	(2.61)	0.31	(28.76)	(25.79)
24							
25							
26							
27	<u>Sendout in 24 Hours in Mcf</u>						
28	Maximum - Mcf	17,615.0	17,615.0	15,656.0	15,765.0	8,575.0	4,259.0
29	Maximum Date	1/3/2014	1/3/2014	2/28/2014	3/3/2014	4/16/2014	5/4/2014
30	Minimum - Mcf	1,794.0	7,977.0	8,542.0	7,130.0	3,230.0	2,316.0
31	Minimum Date	7/12/2014	1/11/2014	2/22/2014	3/11/2014	4/14/2014	5/25/2014
32							
33							
34							
35	S.O. BTU	1,033	1,032	1,031	1,031	1,032	1,034
	S.O. Sp. Gr.	0.59	0.59	0.59	0.59	0.59	0.59
	Annual weighted average BTU content of gas sold: 1,033 BTU per Cubic Foot						

GAS GENERATING PLANT

Line No.	General Description - Location, Size, Type, etc.	No. of Sets	24 Hour Cap. (MCF)
1	A) Liquefied Natural Gas Satellite Plant with four (4)		
2	55,000 gallon cryogenic storage tanks and one (1)		15,000
3	750 mcf/hr vaporizer located at Mueller Road.		
4			
5			
6			
7			
8			
9			
10			
11			
12			
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14			
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17			
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30			
31			
32			
33			
34			
35			
36			
37			
38			
39			
40			
41			
42			
43			
44			
45		TOTAL	15,000

BOILERS

Line No.	Location	Kind of Fuel and Method of Firing	Rated Pressure in Lbs.	Rated Steam Temp.	Number	Output Rating M. Lbs. Steam Per Hour
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12			NONE			
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						

SCRUBBERS, CONDENSERS AND EXHAUSTERS - 24 HOUR CAPACITY (MCF)

Line No.		Kind of Gas	Total Capacity
25			
26			
27			
28	Scrubbers		
29			
30			
31			
32			
33			
34	Condensers	NONE	
35			
36			
37			
38			
39	Exhausters		
40			
41			

PURIFIERS

Line No.	Location	Kind of Gas Purified	Kind of Purifying Material	Estimated 24 Hour Capacity
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12		NONE		
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				

HOLDERS (Including Relief Holders) - Indicate Relief Holders by the letters R.H.

Line No.	Location	Type of Tank	Dimensions		No. of Lifts	Number	Working Capacity
			Diameter	Height			
25							
26							
27							
28							
29							
30							
31							
32			NONE				
33							
34							
35							
36							
37							
38							
39							
40							
41							

TRANSMISSION AND DISTRIBUTION MAINS

Report by size, for all mains and lines, the information called for below for cast iron, welded, wrought iron and steel mains.
Sub-Totals should be shown for each type.

Line No.	Diameter	Total Length in Feet at Beginning of Year	Added During Year	Taken Up During Year	Abandoned But Not Removed During Year	Total Length in Feet at End of Year
1	<u>Cast Iron</u>					
2	1 1/4"	0				0
3	1 1/2"	0				0
4	2"	180				180
5	2 1/2"	357				357
6	3"	22,106			2,583	19,523
7	4"	97,996			447	97,549
8	6"	92,710			561	92,149
9	8"	49,189			13	49,176
10	12"	29,305				29,305
11	16"	9,875				9,875
12						
13	Sub-Total	301,718	0	0	3,604	298,114
14	<u>Welded Steel</u>					
15	2"	113,672				113,672
16	3"	618				618
17	4"	86,856			1,288	85,568
18	6"	135,043			240	134,803
19	8"	106,466	700			107,166
20	10"	12,217				12,217
21	12"	57,864				57,864
22	14"	3,278				3,278
23	16"	1,133				1,133
24						
25	Sub-Total	517,147	700	0	1,528	516,319
26	<u>Wrought Iron</u>					
27	1 1/4"	0				0
28	1 1/2"	128				128
29	2"	292				292
30	2 1/2"	968				968
31	3"	318				318
32	4"	0				0
33						
34	Sub-Total	1,706	0	0	0	1,706
35	<u>Plastic Main</u>					
36	2"	57,033	4,598			61,631
37	4"	32,219	4,447			36,666
38	6"	28,906	240			29,146
39	8"	32,725	321			33,046
40						
41	Sub-Total	150,883	9,606	0	0	160,489
42						
43	TOTALS	971,454	10,306	0	5,132	976,628

Normal Operating Pressure-Mains and Lines-Maximum...80 PSIG Minimum...7 inches W.C.
Normal Operating Pressure-Services -Maximum...80 PSIG Minimum...7 inches W.C.

GAS DISTRIBUTION SERVICES, HOUSE GOVERNORS AND METERS

Report below the information called for concerning Distribution Services, House Governors and Meters.

Line No.	Item	Gas Services	House Regulators	Meters
1	Number at beginning of year.....	7,771	3,022	14,375
2	Additions during year:			
3	Purchases.....		134	430
4	Installed.....	380		
5	Associated with Plant acquired.....			
6	TOTAL ADDITIONS	380	134	430
7	Reductions during year.....			
8	Retirements.....	254	26	562
9	Associated with Plant sold.....			
10	TOTAL REDUCTIONS	254	26	562
11	NUMBER AT END OF YEAR	7,897	3,130	14,243
12	In Stock.....			1,999
13	On Customers' Premises - Inactive.....			682
14	On Customers' Premises - Active.....			11,541
15	In Company Use.....			21
16	NUMBER AT END OF YEAR			14,243
17	Number of Meters Tested by State Inspectors During Year.....			1,445

RATE SCHEDULE INFORMATION

1. Attach copies of all Filed Rates for General Consumers.
2. Show below the changes in rate schedules during year and the estimated increase or decrease in annual revenue predicted on the previous year's operations.

Date Effective	M.D.P.U. Number	Rate Schedule	Estimated Effect on Annual Revenues	
			Increase	Decrease
SEE ATTACHED				

HOLYOKE GAS AND ELECTRIC DEPARTMENT
RATES AS OF DECEMBER 31, 2014

MDPU No			Effective	Replaces
104G	Interruptible Gas Service Schedule No 2	G2	06/15/85	102G
105G	Interruptible Gas Service Schedule No 6	G6	06/15/85	103G
118G	Gas Schedule "A"	GR	02/13/03	106G
127G	Gas Schedule "A"	GR	05/01/14	118G
119G	Gas Schedule "GB-1" Small General Service	B1	02/13/03	107G
128G	Gas Schedule "GB-1" Small General Service	B1	05/01/14	119G
120G	Gas Schedule "GB-2" Medium General Service	B2	02/13/03	108G
121G	Gas Schedule "GB-3" Large General Service	B3	02/13/03	109G
122G	Gas Schedule "GB-4" Industrial Contract Gas Service		02/13/03	111G
130G	Gas Schedule "GB-4" Industrial Contract Gas Service		05/01/14	122G
123G	Gas Schedule "AG-1" Small General Service Agriculture	F1	02/13/03	115G
129G	Gas Schedule "AG-1" Small General Service Agriculture	F1	05/01/14	123G
124G	Gas Schedule "AG-2" Medium General Service Agriculture	F2	02/13/03	116G
125G	Gas Schedule "AG-3" Large General Service Agriculture	F3	02/13/03	117G
126G	Firm Gas Transportation Rate		02/13/03	113G
214G	Standard Purchased Gas Adjustment Schedule		11/01/08	114G
130E	Hydroelectric Power Reduction Clause		09/01/85	
140E	Standard Purchased Power Adjustment Clause		12/01/85	93E
188E	Meterbase Surge Protection		01/01/14	161E
168E	Schedule 3 Electric Rate - Large Industrial II Contract Schedule (2014 Rates)		08/01/03	
171G/E/S	Economic Development Discount		09/10/03	150GE
191G/E	Economic Development Discount		06/04/14	171GES
172E	Standby Facilities Clause		10/09/03	158E
192E	Standby Facilities Clause		06/04/14	172E
178E	Residential Electric Schedule		08/12/09	166E
180E	Off-Street/Contract Lighting		08/12/09	175E
189E	Off-Street/Contract Lighting		01/09/14	180E
181E	Street & Traffic Lighting		08/12/09	176E
182E	General Service Electric Schedule		01/11/11	177E
183E	Large General Service Contract Schedule (2014 Rates)		07/12/11	
184E	Small Industrial Schedule		08/10/11	179E
185E	Distributed Generation Purchased Power Clause		11/10/12	
186E	Power Wheeling Service		12/10/12	
187E	Large Industrial Contract Schedule (2014 Rates)		10/01/12	170E
193G/E	Rules and Regulations		06/04/14	08/08/08 version

**INTERRUPTIBLE
GAS SERVICE SCHEDULE - NO. 2**

AVAILABILITY

Interruptible gas service is available under this schedule for boiler use to Commercial and Industrial customers using No. 2 fuel oil who are located adjacent to the Department's existing distribution mains, which mains have adequate capacity so that gas delivered hereunder will not impair service to other customers.

Gas supplied hereunder shall be separately metered and used only in such equipment as approved by the Department. In no case shall the gas be used interchangeably with that supplied under any other rate schedule of the Department. Reference is made to the "dual fuel" provisions contained herein.

CHARACTER OF SERVICE

An interruptible supply of gas containing not less than 1,000 BTU cubic foot.

RATE - APPLIED MONTHLY

All gas purchased under this schedule at a rate computed as follows:

Rate \$/CCF = No.2 Oil Price x GAS BTU+A
OIL BTUx42 -

Where:

No. 2 Oil Price:Low posting 2.2% sulphur at New Haven Harbor per Journal of Commerce.
\$/barrel.

Gas BTU:Average heat value of natural gas delivered BTU/CCF.

Oil BTU:140,000 BTU/Gallon

A:Adjustment such that rate would be above volume
(Commodity + Dekatherm) cost of gas supplied. \$/CCF

NOTICE OF PRICE CHANGE

Notice of price change will be provided by telephone 12 hours in advance of change confirmed promptly in writing.

MINIMUM CHARGE

The minimum charge will be \$500 per year.

DISCOUNT

Discount does not apply to this schedule.

INTERRUPTION OF SERVICE

Gas supplied hereunder is subject to interruption at any time upon twelve (12) hours notice to the customer who shall discontinue entirely the use of gas until notified by the Department that it is again available. The determination of the necessity for interrupting gas service shall be made

Con't

Con't

solely by the Department in each instance and shall be final and binding. The interruption of gas service shall not be the basis for claims or damages, if any, sustained by the customer by reason of such interruption.

NON-COMPLIANCE WITH NOTICE TO DISCONTINUE USE

If the customer fails to discontinue the use of gas after receiving notice to do so from the Department, the bill for gas subsequently used shall be at the rate of \$15.00 per mcf. However, if such failure to discontinue is due to the customer's dual fuel equipment being temporarily inoperable, the Department at its option, may bill the customer for gas subsequently used during the emergency at the rate of \$7.50 per mcf, provided service to other customers is not impaired and provided also that the customer proceeds as expeditiously as possible to repair his dual fuel equipment.

DUAL FUEL EQUIPMENT

The customer shall install and maintain in usable condition dual fuel burning equipment and keep on hand an adequate supply of alternate fuel use when gas service is interrupted.

TERM OF CONTRACT

The term of contract under this schedule shall be for an initial period of at least one year, at the expiration of which initial period it shall automatically renew itself for like one year periods thereafter unless terminated by either party giving to the other notice in writing 30 days prior to the expiration of any supply year. The basic period of interruptible supply under this schedule is from April 1st to November 1st.

TERMS AND CONDITIONS

Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

**INTERRUPTIBLE
GAS SERVICE SCHEDULE - NO. 6**

AVAILABILITY

Interruptible gas service is available under this schedule for boiler use to Commercial and Industrial customers using No.6 fuel oil who are located adjacent to the Department's existing distribution mains, which mains have adequate capacity so that gas delivered hereunder will not impair service to other customers.

Gas supplied hereunder shall be separately metered and used only in such equipment as approved by the Department. In no case shall the gas be used interchangeably with that supplied under any other rate schedule of the Department. Reference is made to the "dual fuel" provisions contained herein.

CHARACTER OF SERVICE

An interruptible supply of gas containing not less than 1,000 BTU cubic foot.

RATE - APPLIED MONTHLY

All gas purchased under this schedule at a rate computed as follows:

Rate \$/CCF = No.6 Oil Price x GAS BTU+A
OIL BTUx42 -

Where:

No. 6 Oil Price:Low posting 2.2% sulpher at New Haven Harbor per Journal of Commerce.
\$/barrel.

Gas BTU:Average heat value of natural gas delivered BTU/CCF.

Oil BTU:150,000 BTU/Gallon

A:Adjustment such that rate would be above volume
(Commodity + Dekatherm) cost of gas supplied. \$/CCF

NOTICE OF PRICE CHANGE

Notice of price change will be provided by telephone 12 hours in advance of change confirmed promptly in writing.

MINIMUM CHARGE

The minimum charge will be \$500 per year.

DISCOUNT

Discount does not apply to this schedule.

INTERRUPTION OF SERVICE

Gas supplied hereunder is subject to interruption at any time upon twelve (12) hours notice to the customer who shall discontinue entirely the use of gas until notified by the Department that it is again available. The determination of the necessity for interrupting gas service shall be made

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solely by the Department in each instance and shall be final and binding. The interruption of gas service shall not be the basis for claims or damages, if any, sustained by the customer by reason of such interruption.

NON-COMPLIANCE WITH NOTICE TO DISCONTINUE USE

If the customer fails to discontinue the use of gas after receiving notice to do so from the Department, the bill for gas subsequently used shall be at the rate of \$15.00 per mcf. However, if such failure to discontinue is due to the customer's dual fuel equipment being temporarily inoperable, the Department at its option, may bill the customer for gas subsequently used during the emergency at the rate of \$7.50 per mcf, provided service to other customers is not impaired and provided also that the customer proceeds as expeditiously as possible to repair his dual fuel equipment.

DUAL FUEL EQUIPMENT

The customer shall install and maintain in usable condition dual fuel burning equipment and keep on hand an adequate supply of alternate fuel use when gas service is interrupted.

TERM OF CONTRACT

The term of contract under this schedule shall be for an initial period of at least one year, at the expiration of which initial period it shall automatically renew itself for like one year periods thereafter unless terminated by either party giving to the other notice in writing 30 days prior to the expiration of any supply year. The basic period of interruptible supply under this schedule is from April 1st to November 1st.

TERMS AND CONDITIONS

Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed June 15, 1985

CITY OF HOLYOKE

Effective June 15, 1985

GAS & ELECTRIC DEPARTMENT

GAS SCHEDULE "A"

AVAILABILITY

Service under this schedule is available for all residential purposes in an individual private dwelling or an individual apartment. In the case of a multiple dwelling in which the energy is measured by a master meter, each step of the rate shall be multiplied by the number of apartments.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$6.00
First 40 ccf @ \$1.017 per ccf
All Over 40 ccf @ \$.767 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation - ccf

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed January 13, 2003

Effective February 13, 2003

GAS SCHEDULE "A"

AVAILABILITY

Service under this schedule is available for all residential purposes in an individual private dwelling or an individual apartment. In the case of a multiple dwelling in which the energy is measured by a master meter, each step of the rate shall be multiplied by the number of apartments.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$6.00

First 40 ccf @ \$1.049 per ccf

All Over 40 ccf @ \$.787 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation - ccf

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed April 18, 2014

Effective May 1, 2014

**GAS SCHEDULE "GB - 1"
SMALL GENERAL SERVICE**

AVAILABILITY

Service under this schedule is available for commercial and industrial customers and municipal buildings having an annual usage of less than 5,000 ccf.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$10.00

First 200 ccf @ \$.917 per ccf

Excess 200 ccf @ \$.837 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation ccf.

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed January 13, 2003

Effective February 13, 2003

**GAS SCHEDULE "GB - 1"
SMALL GENERAL SERVICE**

AVAILABILITY

Service under this schedule is available for commercial and industrial customers and municipal buildings having an annual usage of less than 5,000 ccf.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$10.00

First 200 ccf @ \$.936 per ccf

Excess 200 ccf @ \$.853 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation ccf.

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed April 18, 2014

Effective May 1, 2014

**GAS SCHEDULE "GB - 2"
MEDIUM GENERAL SERVICE**

AVAILABILITY

Service under this schedule is available for commercial and industrial customers and municipal buildings having an annual usage greater than 5,000 ccf and less than 40,000 ccf.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$20.00

First 600 ccf @ \$.867 per ccf

Excess 600 ccf @ \$.817 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation ccf.

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed January 13, 2003

Effective February 13, 2003

GAS SCHEDULE "GB - 3"
LARGE GENERAL SERVICE

AVAILABILITY

Service under this schedule is available for commercial and industrial customers and municipal buildings having an annual usage greater than 40,000 ccf.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$60.00
First 10,000 ccf @ \$.837 per ccf
Excess 10,000 ccf @ \$.787 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation ccf.

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed January 13, 2003

Effective February 13, 2003

**GAS SCHEDULE "GB - 4"
INDUSTRIAL CONTRACT GAS SERVICE**

AVAILABILITY

Service under this schedule is available for industrial customers primarily engaged in manufacturing who have executed a long term contract and who have an annual usage greater than 100,000 ccf.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$90.00
First 10,000 ccf @ \$.65 per ccf
Excess 10,000 ccf @ \$.50 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation ccf.

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed January 13, 2003

Effective February 13, 2003

**GAS SCHEDULE "GB - 4"
INDUSTRIAL CONTRACT GAS SERVICE**

AVAILABILITY

Service under this schedule is available for industrial customers primarily engaged in manufacturing who have executed a long term contract and who have an annual usage greater than 100,000 ccf.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$90.00
First 10,000 ccf @ \$.66 per ccf
Excess 10,000 ccf @ \$.504 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation ccf.

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

| Filed April -13, 2014

Effective May 1, 2014

**GAS SCHEDULE "AG - 1"
SMALL GENERAL SERVICE AGRICULTURE**

AVAILABILITY

Service under this schedule is available to persons or corporations engaged in the business of agriculture or farming having an annual usage of less than 5,000 ccf.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$9.00

First 200 ccf @ \$.825 per ccf

Excess 200 ccf @ \$.753 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation ccf.

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This contract is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed January 13, 2003

Effective February 13, 2003

GAS SCHEDULE "AG - 1"
SMALL GENERAL SERVICE AGRICULTURE

AVAILABILITY

Service under this schedule is available to persons or corporations engaged in the business of agriculture or farming having an annual usage of less than 5,000 ccf.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$9.00

First 200 ccf @ \$.848 per ccf

Excess 200 ccf @ \$.775 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation ccf.

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This contract is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed April 18, 2014

Effective May 1, 2014

GAS SCHEDULE "AG - 2"
MEDIUM GENERAL SERVICE AGRICULTURE

AVAILABILITY

Service under this schedule is available to persons or corporations engaged in the business of agriculture or farming having an annual usage greater than 5,000 and less than 40,000 ccf.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$18.00
First 10,000 ccf @ \$.780 per ccf
Excess 10,000 ccf @ \$.735 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation ccf.

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This contract is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed January 13, 2003

Effective February 13, 2003

**GAS SCHEDULE "AG - 3"
LARGE GENERAL SERVICE AGRICULTURE**

AVAILABILITY

Service under this schedule is available to persons or corporations engaged in the business of agriculture or farming having an annual usage greater than 40,000 ccf.

CHARACTER OF SERVICE

A continuous supply of gas not less than 1,000 BTU per cubic foot.

RATE - APPLIED MONTHLY

Customer Charge \$54.00
First 10,000 ccf @ \$.753 per ccf
Excess 10,000 ccf @ \$.708 per ccf

Definition of the gas unit for purposes of this schedule is one hundred cubic feet - abbreviation ccf.

MINIMUM CHARGE

Customer charge per month.

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED GAS ADJUSTMENT

There shall be an adjustment in rate due to cost of gas as provided in the Department's Standard Purchased Gas Adjustment Schedule in effect from time to time.

TERMS AND CONDITIONS

This contract is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed January 13, 2003

Effective February 13, 2003

FIRM GAS TRANSPORTATION RATE

AVAILABILITY

1. This tariff is applicable to all gas purchased by a customer from a third party producer or marketer. The gas must be delivered to the Department's distribution system via an interstate pipeline. Once the gas has been received by the Department, the Department will transport the gas to the Customer's premises on a firm basis. This service is only available to those customers, which execute a 12-month contract for the service provided herein. This service is applicable only to customers, which transport in excess of 40,000 ccf/year.
2. Optional standby sales service is also offered under this rate. Customers opting not to purchase standby service shall have no right or claim to gas provided by the Department.
3. Daily and monthly balancing service is a part of this tariff and is mandatory to all customers on this tariff.
4. As a requirement of the balancing services, the Department requires all transportation customers to have a real time metering. The customer shall be responsible for and make direct arrangements for transmitting information to the Mueller Road Control Center via telephone lines or other approved methods. The customer shall be responsible for the cost of the equipment necessary to transmit the real time metering information along with the cost of the telephone service. The telemetering equipment shall conform to the specifications of the Holyoke Gas & Electric Department.

CHARACTER OF SERVICE

1. This service provides for the firm transportation of third party gas delivered to the Department on behalf of a customer. Under this service, the Department will deliver such gas as received by the third party to the customer's meter. This transportation service is firm only to the extent that the third party gas is delivered to the Department.

CONTRACT REQUIREMENTS

1. The customer shall execute a Service Agreement with the Department, which specifies the Maximum Daily Quantities of gas to be transported.
2. Maximum Daily Quantity: After consulting with the customer, the Department will assign a Maximum Daily Delivery Quantity (MDQ). The MDQ is defined as the maximum customer nomination for delivery of gas per day or the highest daily demand actually taken per day. The MDQ will remain in effect for the 12-month period following the execution of the transportation contract between the Department and the Customer. In the event that the customer exceeds this MDQ on any given day during any 12-month period, the Customer shall be considered to have immediately increased the MDQ to the actual maximum level consumed and such increased MDQ shall remain in effect for the next subsequent 12 months.

Rates and Charges for Firm Transportation Service

The Department will meter the customer's volumes at only one location, specifically at the gas service entrance. In the event that there are multiple service entrances at one location, all meters located at these entrances shall be considered as individual transportation customers and shall conform to the requirements of the tariff. A prompt payment discount of 10% will be allowed on the current gross bills provided the bill is paid in full within 15 days of the bill.

Customer Charge

The customer charge for Firm Transportation service shall be \$66.00 per month per meter.

Gas Supply Realignment Charge

The GSR Surcharge will be \$.216/ccf/day of MDQ. This surcharge will expire once the pipeline terminates the charge to the Department for the Gas Supply Realignment Charge.

Environmental Charge

This charge is for the costs incurred for the environmental cleanup of the manufactured gas plant located in the City of Holyoke as mandated by the Federal and State regulatory agencies. This charge will remain in place until the remediation process of this site has been completed or until such time that all expenses for the site have been recovered. This charge will change from year to year, depending upon the costs the Department has budgeted.

Energy Charge

This charge is for the costs incurred by the Department for transporting gas through its Distribution system.

3. The monthly rates and charges are as follows:

Customer Charge:\$66.00
Energy Charge:\$0.026/ccf
Demand Charge:\$1.75/ccf/day of MDQ
GSR Charge:\$.216/ccf/day of MDQ
Environmental Charge:\$.067/ccf

For example, the charge for a customer electing an MDQ of 150 ccf/day and who uses 2,200 ccf in a month would be charged as follows:

Customer Charge:\$66.00
Energy Charge:\$57.20 (\$.026/ccf*2,200 ccf)
Demand Charge:\$262.50 (\$1.75/ccf/day*150 ccf/day)
GSR Surcharge:\$32.40 (\$.216/ccf/day*150 ccf/day)
Environmental Charge:\$147.40 (\$.067/ccf*2200 ccf)
Total: \$565.50
Less 10% Prompt
Payment:\$56.55
Total (Net)\$508.95

This amount does not include the cost of gas received from a third party for the transportation customer.

Receipt and Delivery

4. The customer shall be responsible for securing delivery of Customer-owned gas to the Department's system at the Department's designated receipt point(s).

5. The receipt point shall be at a pipeline city gate station as specified in the contract and assigned by the Department.

6. The Department shall retain 3% of volumes delivered to the city gate for a lost and unaccounted adjustment and the Department shall only be obligated to deliver 97% of volumes received.

LOAD BALANCING

1. **Character of Service:** The Department agrees to provide customer with daily and monthly balancing services within the parameters outlined in paragraph 5. The Department agrees to use its gas resources, including but not limited to storage and standby service, to accept Customer's daily over deliveries and to provide Customer with gas to compensate for daily under deliveries.

2. **Customer Nominations and Gas Deliveries:** Customer shall be responsible for promptly advising the Department of its daily nomination of gas intended to be received by the Department on behalf of Customer. Customer shall be responsible for promptly providing the Department with pipeline daily confirmation reports reflecting the actual amount of gas delivered to the Department each day on behalf of Customer. Daily nominations must be received by 10:00 a.m. one day prior to the date that a change in the daily nomination is intended to become effective. If no third party gas arrives on behalf of the transportation customer, the customer will be off line and receive no gas, unless the customer has signed for the optional standby service. In the event that those customers who did not sign up for the standby service has its deliveries interrupted it will be notified to go off line. If the customer, after notification does not go off line, all volumes taken will be charged at \$2.50 per ccf. If the Department's ability to deliver gas to non-transportation customers is impaired by the transportation customer's actions, the Department reserves the right to shut off the gas supply at the main.

3. **Determination of Daily Imbalances:** Customer's daily imbalance shall be equal to the difference between the amount of gas nominated by the customer and confirmed by the Department each day, and customer's actual volumes, (adjusted for losses), as determined from daily meter readings at customer's facility. A daily **under delivery** shall be deemed to occur whenever daily deliveries on behalf of Customer are less than Customer's actual nomination, (adjusted for losses), as determined from daily meter readings at Customer's facility. A daily **over delivery** shall be deemed to occur whenever deliveries on behalf of Customer are more than Customer's actual nomination, (adjusted for losses), as determined from daily meter readings at Customer's facility.

4. **Determination of Monthly Imbalances:** Customer's monthly imbalances shall be equal to the difference between the total volume of gas nominated by the Customer each month and confirmed by the Department, and Customer's actual transportation volumes (adjusted for losses) as determined from meter readings at Customer's facility.

5. **Charge for Imbalances:** The Department's rate for daily imbalances is as follows:

A daily surcharge of \$.04836/ccf will apply to all volumes in excess of 110% or less than 90% of their daily nominated quantity unless an Operational Flow Order (OFO) is in effect from the pipeline company. In this case, the balancing charge will be \$2.50/ccf. These charges shall be in addition, not in lieu of, other transportation charges. Prompt Payment discount does not apply to imbalance charges.

The charge of imbalances does not apply when the customer's total deliveries are interrupted and not received at the gate station. As outlined under Customer Nominations and Gas Deliveries, if a customer, who does not have standby service, and does not go off line when notified of this condition, all volumes taken by customer will be charged at \$2.50 per ccf. If the Department's ability to deliver gas to non-transportation customers is impaired by the transportation customer's actions, the Department reserves the right to shut off the gas supply at the main.

Charge for Monthly Imbalances: customers must cash out their cumulative monthly imbalances. At the end of each calendar month the Department shall determine the cumulative monthly imbalances as determined in item 4 above. For cumulative monthly over deliveries, the Department will cash out such over deliveries based on the schedule.

Monthly Excess Deliveries

0-10%	100% Index
10%-15%	115%
15%-20%	130%
20%-25%	140%
25%+	150%

The Customer will buy the volumes associated with the monthly over deliveries from the Department at the above index price depending upon the tier in which the over deliveries fall. For cumulative under deliveries, the Department will cash out such under deliveries based on the following schedule:

Monthly Under Deliveries to the Customer's Meter

0-10%	100% Index
10%-15%	85%
15%-20%	70%
20%-25%	60%
25%+	50%

The customer will sell the volumes associated with the monthly under deliveries to the Department at the above index price depending upon the tier in which the under deliveries fall.

The index price shall be 28% of the Texas (Zone 0) index plus 72% of the Louisiana (Zone 1) index for spot prices published in Inside FERC's Gas Market Report for on-shore and offshore gas delivered into the Tennessee Gas Pipeline system. The Report is published by McGraw Hill, Inc., 1221 Avenue of the Americas, New York, New York, 10020. The Index will be computed as the simple average of the Louisiana (Zone 1) and Texas (Zone 0) prices.

STANDBY SALES SERVICE

1. This service is optional. This service is available for the winter and summer periods. For customers opting for this service, the standby sales is a firm service under which the Company agrees to provide firm gas sales service to the Customer, in the event their gas is not delivered to the city gate station or, in the event of force majeure from the pipeline. In the event of a force majeure from the pipeline, this service will be on a best efforts basis.
2. Customers electing such service must identify a portion, up to 100% of their MDQ as their Maximum Daily Standby Quantity (MDSQ) for each season, 10 working days prior to start of the season.
3. The standby rate is as follows: \$3.08/ccf/day

This rate is based upon the winter period MDSQ. The winter period is defined as the period commencing November 1 and ending April 30. The summer period is defined as the period commencing May 1 and ending October 31. The cost of purchased gas under the stand by service shall be defined as the total rolled in cost of natural gas delivered to the Department, including Liquefied Natural Gas, Propane Air, and storage gas for the month in which the service is used plus 15%.

The standby charge will be assessed on a monthly basis per six-month period by season. For example, a customer who has a winter MDSQ of 150 ccf/day will be charged each month (\$3.08/ccf/day*150 ccf/day) or \$462.00 plus the cost of gas as defined in paragraph 3 above. A prompt payment discount of 10% will be applied to this service, provided the bill is paid in full within 15 days of date of bill.

4. A penalty charge of \$1.66/ccf will be assessed on each volume of gas taken by the customer under Standby sales service, which exceeds their MDSQ. If the Department's ability to deliver gas to non-transportation customers is impaired by the transportation customer's actions, the Department reserves the right to shut off the gas supply at the main.

FORCE MAJEURE

1. If the Department is rendered unable to wholly or in part, carry out its obligation under this agreement because of force majeure, the obligations of the Department shall be suspended until

Filed January 13, 2003

CITY OF HOLYOKE
GAS & ELECTRIC DEPARTMENT

Effective February 13, 2003

such time as the cause for suspension has been remedied using the existing practices of the gas distribution industry.

2. If the Customer is rendered unable to wholly or in part, carry out its obligations under these provisions because of force majeure, the obligations of the Customer, other than the obligation to make all payments hereunder, shall be suspended until such time as the cause for suspension has been remedied.

3. Definition Force Majeure: The term "force majeure" as employed herein shall include acts of God, strikes, lockouts, wars, riots, insurrections, epidemics, landslides, lightning, earthquakes, fires, storms, floods, washouts, arrests and restraints of rulers and people, interruptions by government or court orders, civil disturbances, explosions, and any other cause whether of the kind herein defined or otherwise, not within the control of the party claiming suspension and which, by the exercise of reasonable foresight, such party is unable to avoid and, by the exercise of due diligence, such party is unable to overcome.

Summary of Firm Gas Transportation Charges

Mandatory

Customer Charge \$66 per month
Energy Charge \$0.026/ccf
Demand Charge \$1.75/ccf/day of MDQ
GSR Charge \$0.216/ccf/day of MDQ
Environmental Charge \$.067/ccf

Volumes taken after supplier \$2.50/ccf
Interruption & no standby

Daily Load Balancing

Daily volumes in excess of 110% of daily nomination\$.04836/ccf
Daily volumes less than 90% of daily nomination\$.04836/ccf

Daily volumes taken during OFO\$2.50/ccf

Monthly Over Deliveries to the Customer's Meter

0-10%	100% Index
10%-15%	115%
15%-20%	130%
20%-25%	140%
25%+	150%

The customer will buy the volumes associated with the monthly over deliveries from the Department at the above index price depending upon the tier in which the over deliveries fall. For cumulative under deliveries, the Department will cash out such under deliveries based on the following schedule:

Monthly Under Deliveries to the Customer's Meter

0-10%	100% Index
10%-15%	85%
15%-20%	70%
20%-25%	60%
25%+	50%

The customer will sell the volumes associated with the monthly under deliveries to the Department at the above index price depending upon the tier in which the under deliveries fall.

Standby Service

Demand \$3.08/ccf/day

Daily volumes taken over the customer's max daily standby quantity, \$1.66/ccf/day

**STANDARD PURCHASED GAS
ADJUSTMENT SCHEDULE**

AVAILABILITY

This service is applicable to the firm gas rate schedules of the Department.

PURCHASED GAS ADJUSTMENT

This schedule establishes the procedure to be followed, for adjusting, on a monthly basis, the Department's firm gas rate schedules in order to track, on a periodic basis, the changes in the cost of purchased gas.

The purchased gas adjustment charge may be increased or decreased, whenever the cost of purchased gas varies above or below the base cost of ~~\$0.425-375~~ per CCF. The purchased gas adjustment is a function of the total pipeline and supplemental gas costs, less gas costs for the Department use and non-firm sales, less refunds from suppliers, plus or minus the cumulative total in the purchased gas account, all divided by the firm gas sales. The resultant purchased gas adjustment minus the embedded cost of ~~\$0.425-375~~ per CCF, establishes the new purchased gas adjustment.

The monthly bill share be increased or decreased by multiplying the total volume billed each month by the purchased gas adjustment, calculated as follows:

$$PGA = \frac{Cg - Cd - Cr + Ca}{FS} - Cb \quad [\$ / CCF]$$

- Cg: Total pipeline and supplemental costs for all gases purchased.
- Cd: Cost of gas for Department use and non-firm sales.
- Cr: Refunds received from suppliers, both pipeline and supplemental.
- Ca: Cumulative total in purchased gas account.
- Cb: Base cost of gas (~~\$0.425-375~~ per CCF).

Filed October 1, 2008

Effective November 1, 2008

**HYDROELECTRIC POWER
REDUCTION CLAUSE**

AVAILABILITY

This clause is applicable to Department electric rate schedules which provide service to residential customers only.

HYDROPOWER ADJUSTMENT

The cost per KWH for all energy will be adjusted downward due to the savings in power costs resulting from the purchase by the Department of hydroelectric power from the Niagara and St.Lawrence projects. The savings in cost per KWH will be determined by computing the savings in power costs including production, fuel and transmission costs and dividing by the concurrent KWH sold for residential purposes. The credit applied will be adjusted upward or downward from time to time such that the savings in power costs will accrue entirely to the Department's residential customers.

DISCOUNT

No discount applies.

Filed August 15, 1985

Effective September 1, 1985

**STANDARD PURCHASED POWER
ADJUSTMENT CLAUSE**

AVAILABILITY

This clause is applicable to all electric rate schedules.

PURCHASED POWER ADJUSTMENT

The cost per KWH for all energy will be adjusted upward or downward for changes in fuel and purchased power costs above or below the base amount of \$.065 per KWH. When the total cost of fuel and purchased power varies above or below the above base cost a charge or credit per KWH will be applied to all energy sold such that the cost or credit will be recovered or returned over time.

DISCOUNT

No discount applies.

Filed November 19, 1985

Effective December 1, 1985

METERBASE SURGE PROTECTION

AVAILABILITY

This service is available to most residential and commercial customers who have single phase electric service.

RATE-APPLIED MONTHLY

Meterbase Surge Protection \$4.25

DISCOUNT

No discount applies to meter base surge protection devices.

TERMS AND CONDITIONS

The above monthly rate for the meter base surge protection devices includes the cost of all material and labor.

This contract shall be for be in effect on the date the equipment is installed and will continue for a minimum term of forty-two (42) months from date of installation and is cancelable on thirty (30) days notice. If a device is used for less than forty-two (42) months, the customer will pay a \$50 removal fee. There shall be no removal charge if agreement is canceled after the initial forty-two (42) month period.

Service is governed by the "Surge Protection Agreement" of the Holyoke Gas & Electric Department.

POINT OF USE OPTIONAL SERVICE

A warranty registration card will be required to be filled out by the customer upon the purchase of a point-of-use device and the City of Holyoke Gas & Electric Department will not be responsible for warranties and guarantees of the point-of-use device. Massachusetts State Sales Tax will be added to the cost of the point-of-use devices at the time of billing.

Filed: October 2, 2013

Effective: January 1, 2014

SCHEDULE 3- ELECTRIC RATE (Effective date: July 1, 2003 through June 30, 2018)

LARGE INDUSTRIAL II CONTRACT SCHEDULE

AVAILABILITY

Service under this schedule is available to industrial users who are primarily engaged in manufacturing who have executed a long term contract, have a minimum monthly demand of 2000 KW and a minimum monthly consumption of 1,500,000 kWh per month.

RATE – APPLIED MONTHLY (2014 Rates)

Customer Charge	\$500.00			
	Billed Rate	Billed Rate	Effective*	Effective*
	Consumption	Demand	Effective*	Effective*
	<u>\$/kWh</u>	<u>\$/kW</u>	<u>Demand, \$/kWh</u>	<u>All-in, \$/kWh</u>
Energy Charge:	0.04406	9.97	0.01689	0.06095
Transmission Charge:	0.00152	2.30	0.00389	0.00542
Distribution Fixed:	0.00406	0.00	0.00000	0.00406
Distribution Variable:	0.00241	3.95	0.00669	0.00910

*For illustrative purposes only, assumes 82% load factor, 720 hours per month

DEMAND

The demand charge will be the highest thirty-minute average demand during the Department’s on-peak hours for the billing period.

POWER FACTOR CHARGE

An additional charge of \$.001 per kWh will be added to bills in any month where a power factor of 85% is not maintained.

ANNUAL ENERGY CHARGE ADJUSTMENT

Each January 1, beginning in 2004, the Electric Energy Charge will be adjusted by multiplying the current year Energy Charge by the ratio of the immediately preceding year’s WPU-054 as published by the Bureau of Labor Statistics divided by the second preceding year’s WPU-054 index. Formula: New Electric Energy Charge=Effective Electric Energy Charge *(A/B), where A=immediately preceding year’s WPU-054 and B=second preceding year’s WPU-054.

ANNUAL DISTRIBUTION VARIABLE CHARGE ADJUSTMENT

Each January 1, beginning in 2004, the variable component of the distribution rate will be adjusted and a new Distribution Variable Charge will be calculated, by multiplying the current variable distribution charge by the ratio of the immediately preceding year CPI (All cities/all items, non seasonally adjusted) divided by the second preceding year CPI (All cities/all items, non seasonally adjusted). Formula: New Dist. Var. Charge=Effective Dist. Var. Charge *(A/B) where A=immediately preceding year’s CPI and B=second preceding year’s CPI.

TERMS AND CONDITIONS

Capacity and distribution components will be billed based on demand and consumption. Values for the components illustrated above reflect demand components for an 82% load factor.

Filed July 1, 2003

Effective August 1, 2003

ECONOMIC DEVELOPMENT DISCOUNT

AVAILABILITY

Service under this schedule is available for customers who meet Department requirements per Terms and Conditions. Discounts as follows will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

DISCOUNT

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
Gas & Electric	10%	10%	10%
Steam **	50%	50%	50%

**Steam discounts are applied to base rate and minimum charges only; not to fuel or gas surcharges.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts", the "Economic Development Discount Program", and the "Residential Economic Development Terms & Agreements".

Filed August 10, 2003

Effective September 10, 2003

ECONOMIC DEVELOPMENT DISCOUNT

AVAILABILITY

Service under this schedule is available for Holyoke customers who meet Department requirements per Terms and Conditions. Discounts as follows will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

DISCOUNT

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
Gas & Electric	10%	10%	10%

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts", the "Economic Development Discount Program", and the "First Time Homebuyer Terms & Agreements". No discounts shall apply to Renewable Energy Charge, Assistance provided under Energy Conservation Program, any charges or fees not specifically included within the applicable gas and/or electric rate schedule(s), and any special services rate schedule (i.e. contract lighting, surge protection, ..).

Filed April 16, 2014

Effective June 4, 2014

STANDBY FACILITIES CLAUSE

AVAILABILITY

This clause will be applicable to all electric rate schedules where customer receives backup or supplemental service from the Department due to the customer's use of on-site generation ("Generation Charge") or receipt of redundant facilities ("Wires Charge"). Charges under this clause are in addition to other applicable rate schedules.

GENERATION CHARGE

A Generation Charge shall be applied to all partial requirements customers who self-generate all, or a portion of, the customer's electrical power service requirements on a regular basis. This Generation Charge is intended to provide the customer with a backup supply of power when the customer's generating facilities are not in operation or are operating at less than full rated capability. Customers who have generation capabilities for emergency purposes only (run less than 5% of time) shall not be accessed this generation charge, however are still required to file data with Department.

Facilities Charge: \$ 3.35 per nameplate kW/month
Existing Hydro resources shall receive a \$1.30 credit per nameplate kW/month or as otherwise amended based on applicable Water Use Agreements.

Service taken under this rate shall be electrically separated from the customer's generating facilities or provided with sufficient protective devices to prohibit such facilities from causing disturbances on the Department's system consistent with the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts." The Department reserves the right to conduct audits for verification, to place appropriate metering within customer facilities, and to refuse service to facilities where the Department reasonably determines that the protection provided is inadequate.

WIRES CHARGE

A Wires Charge shall be applied to customers who receive redundant facilities from the Department. This Wires Charge is intended to provide the customer with increased reliability of service and/or restoration time by having additional facilities supplied to customer. Wires only charges include primary and/or secondary facilities provided in duplicate to customer, while complete backup facilities includes a redundant backup source provided by a second transformer at customer's location.

Facilities Charge: Wires only, not live \$ 4.56/month
 Wires only, energized \$ 13.23/month
 Complete backup facilities [(a*730*b)+c]*1.08/month

**Mass. DTE No. 172E
Cancels MDPU No. 158E**

Formula description of complete backup facilities charge:

a = Average No Load Losses in kW of Backup Transformer Size

730 = Average # Hrs / Month

b = \$ (0.065 + Purchase Power Adjustment Rate) * 0.9 per kWh

c = Capital cost component = \$(Transformer Cost + Pad + Ground Grid Cost) * 0.03
(depreciation per year) / 12 (#
Months in year)

1.08 = Miscellaneous cost multiplier

Note: a and c shall change from time to time reflective of actual costs & revised loss information.

DISCOUNT

No prompt payment discount applies. Interest will accrue at 1.5 percent per month on the unpaid balance.

TERMS AND CONDITIONS

Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed August 15, 2003

Effective October 9, 2003

STANDBY FACILITIES CLAUSE

AVAILABILITY

This clause will be applicable to all electric rate schedules where customer receives backup or supplemental service from the Department due to the customer's use of on-site generation ("Generation Charge") or receipt of redundant facilities ("Wires Charge"). Charges under this clause are in addition to other applicable rate schedules.

GENERATION CHARGE

A Generation Charge shall be applied to all partial requirements customers who self-generate all, or a portion of, the customer's electrical power service requirements on a regular basis. This Generation Charge is intended to provide the customer with a backup supply of power when the customer's generating facilities are not in operation or are operating at less than full rated capability. Customers who have generation capabilities for emergency purposes only (run less than 5% of time) shall not be accessed this generation charge, however are still required to file data with Department.

Facilities Charge: \$ 3.35 per nameplate kW/month
Existing Hydro resources shall receive a \$1.30 credit per nameplate kW/month or as otherwise amended based on applicable Water Use Agreements.

Service taken under this rate shall be electrically separated from the customer's generating facilities or provided with sufficient protective devices to prohibit such facilities from causing disturbances on the Department's system consistent with the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts." The Department reserves the right to conduct audits for verification, to place appropriate metering within customer facilities, and to refuse service to facilities where the Department reasonably determines that the protection provided is inadequate.

Qualified Distributed Generation (DG) Facilities will not be subject to a Standby Facilities Generation Charge as set forth in "Distributed Generation Purchased Power Clause".

WIRES CHARGE

A Wires Charge shall be applied to customers who receive redundant facilities from the Department. This Wires Charge is intended to provide the customer with increased reliability of service and/or restoration time by having additional facilities supplied to customer. Redundant Cabling charges include primary and/or secondary facilities provided in duplicate to customer, while Complete Backup Facilities includes a redundant backup source provided by a second transformer at customer's location. Line construction, if any, is subject to the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Facilities Charge:	Redundant Cabling	\$ 13.23/month
	Complete Backup Facilities	
	- From Same Substation	\$ 0.165/kVA/month
	- From Different Substations	\$ 0.270//kVA/month
	(kVA equals ½ of the total nameplate capacity of transformers serving customer)	

DISCOUNT

No prompt payment discount applies. Interest will accrue at 1.5 percent per month on the unpaid balance.

TERMS AND CONDITIONS

Service is governed by the “Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts.”

Filed April 16, 2014

Effective June 4, 2014

**RESIDENTIAL
ELECTRIC SCHEDULE**

AVAILABILITY

Service under this schedule is available for all residential purposes in an individual private dwelling or an individual apartment.

RATE - APPLIED MONTHLY

Customer Charge \$4.46 per meter

All kWh at \$0.1044 per kWh

Renewable Energy Charge at \$0.00050 per kWh (Not subject to any discounts.)

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill.

PURCHASED POWER ADJUSTMENT

There shall be an adjustment in rate due to cost of power as provided in the Department's Standard Purchased Power Adjustment Clause in effect from time to time.

HYDROPOWER REDUCTION

There shall be a reduction in rate due to power purchased from the Niagara hydroelectric projects provided in the Department's Hydroelectric Power Reduction Clause in effect from time to time. This reduction in rate may be further increased based on Department's owned hydroelectric facilities, at the discretion of the Department from time to time

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed August 12, 2009

Effective August 12, 2009

OFF-STREET/CONTRACT LIGHTING

AVAILABILITY

This service is available for general area lighting and security purposes only.

RATE-APPLIED MONTHLY

High Pressure Sodium Lamps	Monthly kWh	
100 W Roadway or Area	51.48	\$ 8.50
150 W Roadway	72.72	\$11.25
250 W Roadway	114.48	\$15.50
250 W Flood	114.48	\$17.00
400 W Roadway	172.80	\$22.75
400 W Flood	172.80	\$23.75
1000 W Flood	424.80	\$51.50

Renewable Energy Charge at \$0.00050 per kWh (Not subject to any discounts.)

Deluxe "White" High Pressure Sodium Lamps

Additional \$2.50 charge to the above listed rates.

Not Available in 1000 W size.

Pole Charge

Wood Pole \$ 3.75

Non-Wood Pole \$11.00

The above pole charge will be applied to the foregoing lamp charges where the Department is requested to furnish a suitable pole, for the sole purpose of supporting a light fixture. If at a future date the pole is used for any purpose approved by the Department in addition to supporting a light fixture hereunder, the pole charge will be terminated.

DISCOUNT

No discount applies to off-street & contract lighting.

TERMS AND CONDITIONS

The above rate include the cost of overhead wires, light fixture, lamp, a control of the time of use, normal labor, and electricity. All repairs shall be made during normal working hours within 3 business days after notification from customer. Easements or right-of-entry releases, if required, will be provided at no cost to the Department.

The above rates do not include an underground supply, anchor guy, control switch, or a special light fixture requested by the customer. The cost of material and labor for anything other than a normal construction will be paid for by the customer.

This contract shall be for one (1) year and then cancelable on thirty (30) days notice subject to, if a pole was required, a termination charge equal to \$450 for a wood pole or original installed cost of a non-wood pole less the total accumulated monthly pole rental charges received to date shall apply. If a light fixture is to be used for a period of less than one (1) year, then a \$60.00 fee will apply.

Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts", in effect from time to time, where not inconsistent with any specific provisions hereof.

Filed August 12, 2009

Effective August 12, 2009

CITY OF HOLYOKE
GAS & ELECTRIC DEPARTMENT

OFF-STREET/CONTRACT LIGHTING

AVAILABILITY

This service is available for general area lighting and security purposes only.

RATE-APPLIED MONTHLY

Light Type	Monthly kWh	
60 W Area LED	21.58	\$ 8.00
49 W Roadway LED	17.56	\$ 7.00
92 W Roadway LED	33.25	\$10.00
183 W Roadway LED	65.80	\$17.00
250 W Flood HPS	114.48	\$19.00
400 W Flood HPS	172.80	\$26.00
1000 W Flood HPS <i>Only Existing, No New</i>	424.80	\$52.00

HPS = High Pressure Sodium (yellow); LED = Light Emitting Diode (white, higher efficiency)

Renewable Energy Charge at \$0.00050 per kWh (Not subject to any discounts.)

Deluxe "White" High Pressure Sodium Lamps

Additional \$2.50 charge to the HPS Flood above listed rates (Not available in 1000W size.)

Pole Charge

Wood Pole	\$ 3.75
Non-Wood Pole	\$12.00

The above pole charge will be applied to the foregoing lamp charges where the Department is requested to furnish a suitable pole, for the sole purpose of supporting a light fixture. If at a future date the pole is used for any purpose approved by the Department in addition to supporting a light fixture hereunder, the pole charge will be terminated.

DISCOUNT

No discount applies to off-street & contract lighting.

TERMS AND CONDITIONS

The above rate include the cost of overhead wires, light fixture, lamp, a control of the time of use, normal labor, and electricity. All repairs shall be made during normal working hours within 3 business days after notification from customer. Easements or right-of-entry releases, if required, will be provided at no cost to the Department.

The above rates do not include an underground supply, anchor guy, control switch, or a special light fixture requested by the customer. The cost of material and labor for anything other than a normal construction will be paid for by the customer.

This contract shall be for one (1) year and then cancelable on thirty (30) days notice subject to, if a pole was required, a termination charge equal to \$450 for a wood pole or original installed cost of a non-wood pole less the total accumulated monthly pole rental charges received to date shall apply. If a light fixture is to be used for a period of less than one (1) year, then a \$60.00 fee will apply.

Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts", in effect from time to time, where not inconsistent with any specific provisions hereof.

Filed December 12, 2013

Effective January 9, 2014

CITY OF HOLYOKE
GAS & ELECTRIC DEPARTMENT

STREET & TRAFFIC LIGHTING

AVAILABILITY

Service under this rate schedule is available monthly for all municipal street lighting and traffic signal purposes in the City of Holyoke.

RATE-APPLIED MONTHLY

The monthly energy consumption billed for street lighting consists of three components: Multiple Street Lights, Unmetered Traffic Signals, and Decorative Street Lighting. The kWh contribution of each of the these components represents the monthly total kWh consumption billed at the applicable \$/kWh rate which is determined for each annual period from July through June of the following year per Massachusetts General Laws Chapter 164, Section 58.

Renewable Energy Charge at \$0.00050 per kWh (Not subject to any discounts.)

Other monthly charges that are billed to the City of Holyoke include, but are not limited to, the following: Daylight Savings Time (DST) Charge, Maintenance Charge, Deluxe HPS Charge, and Turn On/Off Charge.

The kWh contribution calculations, procedures, and details on monthly charges are in accordance with Department Policy #DB-1 entitled "Street & Traffic Light Billing", in effect from time to time.

DISCOUNT

No discount applies to street & traffic lighting.

TERMS AND CONDITIONS

Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts", in effect from time to time, where not inconsistent with any specific provisions hereof.

**GENERAL SERVICE
ELECTRIC SCHEDULE**

AVAILABILITY

Service under this schedule is available for commercial, industrial, municipal and multiple apartment dwelling customers for both light and power.

RATE - APPLIED MONTHLY

Customer Charge: \$4.46 per meter

First 200 Hrs. Times Demand

First	3,000 kWh at .1181 per kWh
Next	12,000 kWh at .1096 per kWh
Next	85,000 kWh at .1033 per kWh
All over	100,000 kWh at .0949 per kWh

Next 200 Hrs. Times Demand (100 KW Minimum) at .0878 per kWh

All over 400 Hrs. Times Demand (100 KW Minimum) at .0728 per kWh

Renewable Energy Charge at \$0.00050 per kWh (Not subject to any discounts.)

AGRICULTURE/FARMING

Persons or corporations engaged in the business of agriculture or farming shall receive a discount of 10% from the rates shown above (prior to the prompt payment discount).

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill and provided that no discount will be allowed to customers having a power factor less than 85%.

PURCHASED POWER ADJUSTMENT

There shall be an adjustment in rate due to cost of power as provided in the Department's Standard Purchased Power Adjustment Clause in effect from time to time.

BACK-UP POWER

Customers who have on-site generation to meet some of their own load requirements shall be subject to a facilities charge as provided in the Department's Standby Facilities Clause in effect from time to time.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed December 23, 2010

Effective January 11, 2011

LARGE GENERAL SERVICE CONTRACT SCHEDULE

AVAILABILITY

Service under this schedule is available to all commercial and industrial customers who have executed a long term contract, having a minimum monthly demand of 2,000 kW and a minimum monthly consumption of 1,000,000 kWh.

BASE RATE - APPLIED MONTHLY (2014 Rates)

Customer Charge \$550.00

	Consumption	Demand
	<u>\$/kWh</u>	<u>\$/kW</u>
Energy Charge	0.05740	12.05
Distribution	0.00635	4.38
Transmission	0.00472	8.46
Renewable Energy	0.00050	

DEMAND

The demand charge will be the highest thirty-minute average demand during the billing period.

DISCOUNT

A prompt payment discount of 10% applies for payments received within 15 days of billing, provided power factor is not less than 95%. No discount applies to the Renewable Energy charge.

ANNUAL ENERGY CHARGE ADJUSTMENT

Each January, beginning in 2012, the Energy Charge will be adjusted by multiplying the current year Energy Charge by the ratio of the immediately preceding year's WPU-054 as published by the Bureau of Labor Statistics divided by the second preceding year's WPU-054 index. Formula: New Energy Charge=Effective Energy Charge *(A/B), where A=immediately preceding year's WPU-054 and B=second preceding year's WPU-054, applied to each of the consumption and demand respective components.

<i>Historical WPU-054 (A/B) of Formula</i>	
<i>Year</i>	<i>WPU-054 Calculation</i>
<i>2003</i>	<i>0.9877</i>
<i>2004</i>	<i>1.0314</i>
<i>2005</i>	<i>1.0156</i>
<i>2006</i>	<i>1.0475</i>
<i>2007</i>	<i>1.0786</i>
<i>2008</i>	<i>1.0352</i>
<i>2009</i>	<i>1.0508</i>
<i>2010</i>	<i>1.0239</i>
<i>2011</i>	<i>1.0261</i>
<i>2012</i>	<i>1.0233</i>
<i>2013</i>	<i>1.0079</i>
<i>2014</i>	<i>1.0152</i>

ANNUAL DISTRIBUTION ADJUSTMENT

Each January, beginning in 2012, the Distribution charge will be adjusted, by multiplying the current year Distribution charge by the ratio of the immediately preceding year's CPI (All cities/all items, non seasonally adjusted) as published by the Bureau of Labor Statistics divided by the second preceding year's CPI (All cities/all items, non seasonally adjusted). Formula: New Distribution=Effective Distribution *(A/B) where A=immediately preceding year's CPI and B=second preceding year's CPI, applied to each of the consumption and demand respective components.

<i>Historical CPI (A/B) of Formula</i>	
<i>Year</i>	<i>CPI Calculation</i>
<i>2003</i>	<i>1.01581</i>
<i>2004</i>	<i>1.02279</i>
<i>2005</i>	<i>1.02663</i>
<i>2006</i>	<i>1.03388</i>
<i>2007</i>	<i>1.03226</i>
<i>2008</i>	<i>1.02848</i>
<i>2009</i>	<i>1.03840</i>
<i>2010</i>	<i>0.99644</i>
<i>2011</i>	<i>1.01640</i>
<i>2012</i>	<i>1.03157</i>
<i>2013</i>	<i>1.02069</i>
<i>2014</i>	<i>1.01465</i>

ANNUAL TRANSMISSION ADJUSTMENT

Each January, beginning in 2012, the Transmission charge will be adjusted by multiplying the current year Transmission charge by the ratio of the immediately preceding year's HG&E transmission expenses as reported under FERC account numbers 560 through 574 as of the release date of the WPU-054 and CPI indices noted above divided by the second preceding year's HG&E transmission expenses. Formula: New Transmission=Effective Transmission *(A/B), where A=immediately preceding year's HG&E Transmission Expenses and B=second preceding year's HG&E Transmission Expenses, applied to each of the consumption and demand respective components.

TERMS AND CONDITIONS

Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts". Adjustments are based on preliminary indices and/or costs as of release dates in January each year.

A Renewable Energy charge established by the State Legislature shall be accessed which allows customer's participation in the Massachusetts Renewable Energy Trust. Current rate level which has remained unchanged since January 1, 2003 is shown.

Filed June 13, 2011

Effective July 12, 2011

SMALL INDUSTRIAL SCHEDULE

AVAILABILITY

Service under this schedule is available to small industrial users who are primarily engaged in manufacturing subject to meeting the following two conditions:

- 1) monthly demand of less than 115 kW or monthly consumption of less than 40,000 kWh; and
- 2) monthly consumption of greater than 2,000 kWh.

RATE - APPLIED MONTHLY

Customer Charge \$20.00 per meter.

Energy Charge First 3000 kWh at \$.10820/kWh
Next 12,000 kWh at \$.10009/kWh
All over 15,000 kWh at \$.08548/kWh

Renewable Energy Charge at \$0.00050 per kWh (Not subject to any discounts.)

DISCOUNT

A discount of 10% will be allowed on current gross bills provided the bill, including any arrearage, is paid in full within fifteen (15) days of date of bill and provided that no discount will be allowed to customers having a power factor less than 85%.

PURCHASED POWER ADJUSTMENT

There shall be an adjustment in rate due to cost of power as provided in the Department's Standard Purchased Power Adjustment Clause in effect from time to time.

BACK-UP POWER

Customers who have on-site generation to meet some of their own load requirements shall be subject to a facilities charge as provided in the Department's Standby Facilities Clause in effect from time to time.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts."

Filed June 22, 2011

Effective August 10, 2011

DISTRIBUTED GENERATION PURCHASED POWER CLAUSE

AVAILABILITY

This clause is applicable to all electric rate schedules. Qualifying distributed generation (DG) systems hereinafter called "Facility" or "Facilities" include, but are not limited to: Photovoltaics, Wind, Hydroelectric, Biomass, Fuel Cells, Combined Heat and Power (CHP), and Municipal Solid Waste with generation facilities rated 500 kW or less. Any DG system rated greater than 500 kW needs to be contracted through Department under a separate written agreement. If customer proposes a different DG system than specifically stated above, then customer must provide written request to Department which will conduct a 30 day review to determine if such DG system is qualified or not under this clause.

RATE - APPLIED MONTHLY

A \$2.00 monthly customer charge for the qualifying Facility meter shall be provided.

All monthly kWh produced by the Facility will be credited to the customer on their monthly invoice. The amount of credit due to customer includes a Wholesale Energy Rate applicable to the Facility type installed at customer site. The applicable Wholesale Energy Rate, specific to Facility types installed and/or requested within Department's service territory, will be posted and updated at Department discretion from time to time on its website as warranted. All other rates and charges in effect are not included in the credit amount.

Total credit due customer = (Monthly kWh produced by qualifying Facility) x (Wholesale Energy Rate in effect for applicable Facility type) - \$2.00 monthly customer charge

There is no minimum amount on a monthly bill. Credit is based solely on kWh produced by the Facility. Payment to the customer will first be applied to any outstanding bills. If credit is greater than customer's bill, then the additional credit balance will be applied to the next monthly invoice.

As a further incentive to the Department's increase in carbon-free resources, qualifying Facilities will not be subject to a Standby Facilities Generation Charge. Additionally, photovoltaic (solar) projects will be eligible for applicable On-Peak Wholesale Energy Rate that is a higher credit than the monthly average applicable rate.

TERMS AND CONDITIONS

This rate is subject to termination at any time upon notice to the Department. Service is governed by the "Rules and Regulations" and the "Distribution Generation Policy" of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts, as in effect from time to time. The Department may impose additional Terms and Conditions, as it deems necessary, in its sole discretion, for the protection of its distribution system, service territory, or its customers. Failure of the Facility to comply with any of the referenced terms and conditions may result in disconnection of the Facility from the Department's system.

Filed October 10, 2012

Effective November 10, 2012

POWER WHEELING SERVICE

AVAILABILITY

This clause is applicable to any customer with generating facilities (Facility) for the purpose of wheeling (carrying) power to the 115 kV transmission system (Delivery Point), which is through and beyond the Department's applicable distribution and substation facilities. This is for customers who desire to sell any or all generation either into the wholesale market or to others via the interconnected power grid. The Department prohibits the selling of any generation to any other customer within the Department's service territory, with exception of separate agreements that can be executed between customer and Department. Capacity requested for, and any subsequent six (6) month advanced notice increase request, are contingent upon availability and at the discretion of the Department.

RATE - APPLIED MONTHLY

\$ 4.26 per kilowatt of contracted capacity

It is intended that the above rate will be updated annually based on applicable cost variations to Department's distribution, substation, metering, and loss components as applicable to wheeling such power from customer's site to the Delivery Point.

There is no discount to the above rate. All bills shall be payable upon receipt. All bills unpaid after thirty (30) days will be subject to an interest charge of 1.5% per month on unpaid balance.

TERMS AND CONDITIONS

Customer will contract for a fixed monthly capacity reservation for a minimum period of three (3) years. Contract will continue on an annual basis thereafter. Contracted capacity shall equal the billable kilowatts of wheeled capacity irrespective of whether or not any energy was actually transported by HG&E and whether or not such actual wheeled capacity was at or below the contracted amount. Inadvertent excess and uncontracted capacity requirements (actual wheeled capacity above contracted amount) placed on the Department's system shall be billed at ten (10) times the above rate for such excess. The excess will continue to be billed at ten (10) times the above rate, until such time as the excess condition is removed or until contracted with the Department.

Connection to the Department's system shall be at customer expense, including any costs associated with metering and communications that allow for the Department to have real-time access to generator's status and performance. The Department shall determine the exact location of point of interconnection and Delivery Point.

Service is governed by the "Rules and Regulations" and the "Distribution Generation Policy" of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts, as in effect from time to time. The Department may impose additional Terms and Conditions, as it deems necessary, in its sole discretion, for the protection of its distribution system, service territory, or its customers. Failure of the Facility to comply with any of the referenced terms and conditions may result in disconnection of the Facility from the Department's system.

Filed November 7, 2012

Effective December 10, 2012

LARGE INDUSTRIAL CONTRACT SCHEDULE

AVAILABILITY

Service under this schedule is available to industrial users who are primarily engaged in manufacturing who have executed a long term contract, having a minimum monthly demand of 115 kW and a minimum monthly consumption of 40,000 kWh.

BASE RATE - APPLIED MONTHLY (2014 RATE)

Customer Charge \$286.00

	Consumption	Demand
	<u>\$/kWh</u>	<u>\$/kW</u>
Energy Charge	0.06701	3.26
Distribution:	0.01144	3.79
Transmission:	0.01445	
Renewable Energy	0.00050	

DEMAND

The demand charge will be the highest thirty-minute average demand during the billing period.

DISCOUNT

A prompt payment discount of 10% applies for payments received within 15 days of billing, provided power factor is not less than 85%. No discount applies to the Renewable Energy charge.

BASE RATE ADJUSTMENTS

The base rates shown above will be adjusted annually, beginning in 2013, per sections 1.5, 1.6, 1.7 and 1.8 of this Agreement.

TERMS AND CONDITIONS

Bills are due and payable 30 days after date of billing. Service is governed by the "Rules and Regulations of the Holyoke Gas & Electric Department, City of Holyoke, Massachusetts".

Filed September 1, 2012

Effective October 1, 2012



HOLYOKE GAS & ELECTRIC
RULES AND REGULATIONS

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Overview

These Rules and Regulations are applicable to and made a part of all service classifications. This applies to all customers, or potential customers, requiring electric and/or gas service within the franchise area of The City of Holyoke Gas and Electric Department, hereinafter referred to as HG&E. Any terms and conditions that are inconsistent with any specific provisions of any service classification shall not apply.

Section One: Customer Service

Start, Stop, or Move Service

1. Start Service:

- a. Activate an existing electric or natural gas service: If your new location previously received electric or natural gas service from HG&E and already has a meter, visit our Main Office during normal business hours. New customers will need to supply two valid forms of identification, including a government issued form of photo identification (see Application for Service). You also will be required to sign an application form. A deposit may be required based on available credit information.
- b. Install a new service: See Gas Section (Page 12) or Electric Section (Page 17).

2. Stop Service:

- a. Terminating service is as easy as giving HG&E Customer Service a call at (413) 536-9300 or visiting the Main Office. We do require 24 hour notice to terminate service. Please note that only the customer of record can terminate service. We will verify your personal information prior to terminating any account. Customers are responsible for all power furnished until we have been notified to terminate service and we have been provided access to the meters.
- b. HG&E reserves the right to refuse or discontinue service under the following conditions, and in accordance with and subject to applicable statutes, and duly adopted regulations of the Department of Public Utilities of the Commonwealth of Massachusetts, as in effect from time to time:
 - i. if any bills for service or for charges in contracts for the extension of service are in arrears where equitable payment arrangements cannot be made for such arrearages
 - ii. if the customer fails to comply with the ordinances or regulations of duly constituted authorities or of the National Board of Fire Underwriters, or fails to supply at their expense proper certificates of compliance with such ordinances or regulations at HG&E's request
 - iii. if prior indebtedness of a customer for the same class of service at the same or another location is not paid in full before service is established, or equitable payment arrangements are not established
 - iv. if a former customer who is indebted to the company attempts by fraud to obtain service, until such time as payment or equitable payment arrangement is made for all money said customer owes HG&E

- v. if a successor to a customer subject to a contract for the extension of service refuses to pay the amount required thereunder
 - vi. if HG&E determines that an unsafe operating condition exists or develops
 - c. HG&E, upon reasonable notice, may discontinue service for the following reasons:
 - i. for any purpose of making permanent or temporary repairs, changes, or improvements in any part of its system
 - ii. for compliance in good faith with any government order or directive
 - iii. any of the following acts or omissions on the part of the customer:
 - 1. Non-payment of a valid bill for service furnished at a present or previous location
 - 2. Tampering with any facility of HG&E
 - 3. Customer moves from the premise, unless customer requests that service be continued
 - 4. Service is provided to others (sub-metering)
 - 5. Failure to provide payment as provided for in these terms and conditions
 - 6. Connecting and operating equipment in a manner so as to produce disturbing effects on the service of HG&E or other customers
 - 7. The customer’s installation poses a hazard to life or property
 - 8. Customer refuses reasonable access to HG&E’s employees
3. Move Service: If you will be moving from one location to a new location within HG&E’s service territory, please visit the Main Office. Customers will need to supply two valid forms of identification, including a government issued form of photo identification (see Application for Service).

Application for Service

Application for service must be made either in person at the Main Office of HG&E, 99 Suffolk Street, Holyoke, MA, or electronically to the electronic address designated on the application. Service will be initiated, in most cases, within 48 hours after receipt of all information required.

Applicants for service must present the following:

- 1. Complete application for service.
- 2. Payment for any previous account balances. Please note you may be responsible for unpaid liens.
- 3. Two (2) forms of valid identification, one being a photo.
 - a. State Identification Card
 - b. Social Security Card
 - c. Driver’s License
 - d. Passport
 - e. Birth Certificate
- 4. A deposit may be required after a review of all available credit information.
- 5. Evidence of authority:

- a. Residential Rental Property: applicants must provide a lease or rental agreement.
- b. Homeowners: purchase and sale agreement.
- c. Commercial Property: depending on how the account is set up, applicants must provide any one of the following,
 - i. For accounts where the application is signed by the individual whose name appears on the deed, the applicant must provide a copy of the deed.
 - ii. For accounts where the application is a Doing Business As (DBA), the applicant must provide a Business Certificate or Certificate of Occupancy.
 - iii. For accounts where the application is a Limited Liability Corporation (LLC) or Incorporated (Inc), the applicant must provide a Certificate of Organization.

In the absence of a customer of record at any address, if a person begins to use service without first notifying HG&E, in person, and allowing it to read the meter, such person will be considered a customer and held financially responsible for the amount due for service from the date on which the previous customer terminated service or the date on which such person first began to take service, whichever is later. HG&E will calculate this amount based on reasonable verification of the date on which such person became a customer. Once HG&E finds use by a non-customer, HG&E will terminate service until the new customer completes an application and pays for such calculated use. HG&E reserves the right to refuse service, at any location, to an applicant who is indebted to HG&E for any service furnished to such applicant. However, HG&E shall commence service if the applicant has agreed to a reasonable payment plan.

The customer, having entire control of equipment beyond the meter, is responsible for any leakage, waste, or theft of gas or electric which may occur after it has left the meter. In situations where metered supply is not exclusive to a tenant, the tenant's landlord will be the customer of record under this section.

When a customer applies for service, HG&E will give the customer a description of the rates available and will provide the customer details on the most applicable rate available based on the customer's description of the service characteristics. If HG&E is subsequently notified by a customer of a change of the customer's service characteristics, the most applicable rate will be given to that customer. However, responsibility for selecting the most applicable rate remains the sole responsibility of the customer, subject to the provisions of the Schedule of Rates. HG&E will not be liable for any claim that service provided to any customer might have been less expensive or more advantageous to such customer if supplied under a different rate. Unless specifically stated to the contrary, all rates are based on the supply of service to the customer throughout the twelve (12) months of the year and are not subject to change more than once in a twelve (12) month period.

Authorized Personnel

Service to any customer shall not be turned on or off by anyone other than an authorized agent of HG&E. This applies to all classes of service, including residential, commercial, and industrial.

HG&E employees or agents authorized to enter upon a customer's premise are provided with identification cards, which will be shown upon request. Customers are advised not to admit to their premises anyone claiming to represent HG&E, unless they can produce a proper identification card.

Deposits & Fees

Any required deposit shall be determined in accordance with regulations set forth by the Massachusetts Department of Public Utilities (DPU) and Massachusetts General Laws, Charter 164, Section 58A and may be equivalent to the total of the three (3) highest estimated billings for a twelve (12) month period.

Deposits shall be held on an account until the account is terminated and will then be refunded to the customer of record. Deposits retained for more than six (6) months will accrue interest per Massachusetts General Laws, Chapter 164, Section 58A.

A fee of \$30.00 per meter will be charged all customer classes for the initiation of service. This charge can be paid while filling out an application at HG&E's Main Office or may be placed on the first bill, depending on the wishes of the customer.

A fee of \$25.00 will be charged to any customer after a first returned check for insufficient funds. There is no charge for the first offense. This charge also applies to Auto Pay customers. Auto Pay customers will be removed from Auto Pay after a second offense.

1. Residential: A deposit on residential accounts is required and based on available credit information. Residential customers whose service has been disconnected a second time for non-payment of their bill will be required to pay a deposit. Non-heating customers are required to pay \$75 and heating customers are required to pay \$150. This is not a one-time occurrence but every time a second shut off occurs. All deposits must be paid by cash or money order.
2. Commercial: Deposits on commercial accounts will be required unless the customer opts to enroll in an automatic payment arrangement (Auto Pay); however, any default on an Auto Pay shall require a deposit to continue service.

Meter Reading

1. Estimated Billing: A reading obtained from either a HG&E remote meter reading system or from a physical visit from an HG&E representative is considered an actual read. HG&E shall obtain a physical meter reading from an HG&E representative at least once every three (3) years. If HG&E is unable to read the meter when scheduled for any reason, or if the meter for any reason fails to register the correct amount of gas and/or electricity supplied or the correct demand of any customer for a period of time, HG&E shall make a reasonable estimate of the consumption of gas and/or electricity during those months when the meter is not read, based on available data, and such estimated bills shall be payable as rendered.
2. Access to Meters: A properly identified and authorized representative of HG&E shall have the right to gain access at all reasonable times and intervals for the purpose of reading, installing, examining, testing, repairing, replacing, or removing HG&E meters, meter reading devices, wires, or other electrical equipment and appliances, or of discontinuing service, in accordance with Mass General Law Chapter 164, Section 116, Mass DPU regulations, and HG&E policy, and the customer shall not prevent or hinder HG&E's access.

3. Accuracy of Meter: HG&E shall maintain the accuracy of all metering equipment pursuant hereto by regular testing and calibration in accordance with recognized standards. Any meter which does not vary more than 2% above or below the recognized comparative standard shall be considered accurate. After a thorough investigation by HG&E, a customer may request HG&E to test the accuracy of any of its metering equipment installed upon the customer’s premises. HG&E may, at its option, and with proper notification to the customer, assess a \$25 fee per meter test if the meter is found to be accurate. If the meter does not register accurately, no fee will be assessed to the customer and any appropriate adjustment/rebilling shall be made.

This fee applies to all electric meters and only to gas meters up to a capacity of 1000 cubic feet per hour. Meters larger than 1000 cubic feet per hour will be assessed a fee equal to the crew time required to exchange the meter and relight all affected equipment.

4. Pulse Output: A customer may request pulse outputs from a gas or electric meter by submitting a completed Application for Meter Pulse Output. HG&E is not responsible for any false or misinterpreted pulse readings by the customer. Also, since not all locations are capable of providing pulses, the cost to provide pulses, including any necessary instrumentation, labor and materials will be at the expense of the customer. HG&E reserves the right to terminate the pulse outputs at any time at their sole discretion.

For more information see Gas Metering (Page 15) or Electric Metering (Page 20).

5. Remote Metering Opt-Out Program: This service is available for any customer who requests an alternative meter that does not have wireless communication.

A one-time installation fee will be applied to the customer due to the services required to replace the existing metering. This will include: i) the removal of the existing meter, ii) procurement, testing, and installation of the alternative meter, iii) spare inventory, and iv) all back-office functions required. Any meter(s), electric or gas, that are located inside a dwelling (or otherwise inaccessible as determined by HG&E) shall be moved to a suitable outside location agreeable to HG&E at full cost to the customer.

The first meter to be replaced is \$29/month and \$4.50/month for each additional meter. There will be an additional charge to a customer bill to support the administrative, labor, and maintenance costs of manual meter reading. If a customer participates in HG&E’s Auto Pay, then the frequency of the meter reads can be reduced from twelve to four per year and the aforementioned rates would occur just four times per year but spread out over a full annual period.

Billing

Unless otherwise specified in the service classifications, rates and charges are based on monthly cycle billing. HG&E will schedule meters to be read and billed on a monthly basis.



All bills are due when rendered and payable within 45 days at the Main Office, at any authorized collector, or online at www.hged.com. If payment is received by HG&E, together with any arrearage, within fifteen (15) days of rendering, a ten percent (10%) prompt payment discount shall apply as well as any special discounts given for any reason.

Bills shall be deemed rendered and any other notices duly given when delivered to the customer personally or when mailed to the customer at the premises supplied, or at the last known address of the customer or when left at either of such places.

If and whenever the customer is in arrears of any bill due HG&E, or in case of violation of any terms and conditions under which service and/or material is supplied to the customer, HG&E may shut off the supply of electric and/or gas and may enter the customer’s premises and remove the meters, piping, cabling, and other materials which have been installed at HG&E’s expense.

In the event that service has been shut off due to nonpayment, the following charges will apply:

1. If the service is terminated, one of the following charges plus the overdue balance must be paid, in cash or money order only, prior to service restoration:

\$25.00	If the service is restored, Monday through Friday, 8:30 AM to 3:45 PM.
\$50.00	If the service is restored by the Service Department after 3:45 PM during the week or anytime on Saturday or Sunday.

Additional charge(s) may apply:

\$25.00	If the service is not shut off, but we made a trip to customer.
\$10.00	Trip charge if we have to make more than one trip.

2. If an outside gas or electric crew terminates service, a fee of **\$150.00** will be required prior to restoration for the shut off.

If a check is returned on a pending shut off notice, only cash or a money order will be accepted to restore service.

Residential customers having three (3) personal checks returned for insufficient funds in one (1) year must make payment with cash, bank check, or money order for one (1) full year. Customers on Auto Pay will be removed from Auto Pay after three (3) returned payments.

Commercial customers having two (2) business checks returned for insufficient funds in one (1) year must make payment with cash, bank check, or money order for one (1) full year. Customers on Auto Pay will be removed from Auto Pay after two (2) returned payments and must pay a deposit to continue service.

Limitations of Liability

There are no warranties regarding service including those involving merchantability and fitness for a particular purpose, or arising out of a course of dealing or usage of trade. The sale is made “as is”.

Nothing in these Rules and Regulations shall be construed as placing upon HG&E any responsibility for the condition, maintenance, or safety of a customer’s appliances, pipes, electric main and service cabling, or other equipment; and HG&E shall not be responsible for any loss or damage resulting from defects, failures, or malfunctions in or originating in any pipes, appliances, electric main and service cabling, or other equipment which is not owned by HG&E. HG&E shall not be responsible for damage to persons or property arising from the use of gas and/or electricity and the presence of gas or electricity or HG&E’s equipment on the premises of the customer.

Notwithstanding any other provisions of this or any other rule and regulation:

1. It is the responsibility of the customer to protect themselves, any third parties, and any property from the use, misuse, and/or availability of electric and/or gas on their premises and from the consequences of the use, misuse, and/or availability of electric and/or gas on their premises.
2. It is the responsibility of customers to provide, install, use, inspect, and maintain suitable safety and protective devices to guard themselves, life, and property from any defect, failure, or malfunction in or originating in any pipes, appliances, electric main and service cabling, or other equipment which is not owned by HG&E; and to protect themselves, life, and property from the consequences of any defect, failure, or malfunction in or originating in any pipes, appliances, electric main and service cabling, or other equipment which is not owned by HG&E.

By accepting service from HG&E and paying the current rates, the customer agrees that HG&E shall not be liable in any direct or indirect manner for any interruption, reduction, abnormal pressure or voltage, discontinuance or reversal of HG&E’s service, due to causes beyond its immediate control, whether caused by fire, explosion, flood, weather conditions, accident, labor difficulties, conditions of fuel supply, the acts of any public authority, reduction in pressure or voltage, selected interruptions or black-outs, or failure to receive any gas and/or electricity for which in any manner it has contracted, or due to the operation in accordance with good utility practice of an emergency interruption and/or load reduction program by HG&E or one with whom HG&E has contracted for the supply of gas and/or electricity or inability for any other reason to maintain uninterrupted and continuous service; provided, however, that if HG&E is unable to supply gas and/or electricity for a continuous period of forty-eight (48) hours or more to firm service customers, that upon written request of the customer, charges, if any, shall be suspended for the remaining duration of such interruption.

The customer also agrees that HG&E shall not be liable for damages or injuries to the customer or any third person resulting from the use of services or the presence of HG&E’s meters or appurtenances upon the customer’s premises. The customer further agrees that HG&E shall not be liable for any damage to customer’s equipment due to any cause.

These Rules and Regulations are severable. Any holding by a Court of competent jurisdiction that a word, phrase, or portion of these Rules and Regulations are unenforceable shall not affect the enforcement of the remainder of these Rules and Regulations. These Rules and Regulations shall be enforceable to the fullest extent of the law.

Incentive & Discount Programs

Energy Conservation Program

1. Residential: This program is available to residential class customers who own their own home and wish to install or upgrade gas fired boilers, furnaces, conversion burners, hot water heaters, and/or central air conditioning as well as solar thermal or solar generation. Other energy conservation or efficiency measures may also be considered under this program provided an energy audit is performed prior to submitting an application or such energy audit is waived by HG&E upon review at the request of customer. The program provides assistance granted at 0% interest up to \$5,000 for an owner occupied single family unit and \$10,000 for an owner occupied multi-family unit up to \$5,000/unit. The length of the program is sixty (60) months. For assistance less than \$2,000, the maximum period for payback will be thirty-six (36) months. Solar generation projects are eligible for assistance at 0% up to \$10,000 with a length of the program at one hundred twenty (120) months. Applicants are required to pay a \$100 administrative fee to participate in the program. Assistance is provided for products installed no more than ninety (90) days before the receipt of application and work completed within twelve (12) months of application. Program benefits do not apply to new home or building construction. If a customer participates in the Energy Conservation Program, they are still eligible for other HG&E incentive programs such as First Time Home Buyer incentive and Energy Star rebates. Siding, roof replacements, and on-site electric generation (other than solar) are not covered under this program.

2. Commercial/Industrial: This program is available to commercial and industrial class utility customers and to owners of non-owner occupied residential investment properties who wish to install or upgrade gas fired boilers, furnaces, conversion burners, hot water heaters, and/or central air conditioning as well as solar thermal or solar generation. Other energy conservation or efficiency measures may also be considered under this program provided an energy audit is performed prior to submitting an application. The program provides assistance granted at 0% interest up to \$20,000 for a non-owner occupied multi-family investment property up to \$2,500/unit. Requests for installation of energy efficient lighting or manufacturing equipment are handled on a case-by-case basis. The length of the program is on average sixty (60) months, however will be customized in length to be reflective of payback periods anticipated for such program work. Solar generation projects are eligible for assistance at 0% up to \$10,000 with a length of the program at one hundred twenty (120) months. Applicants are required to pay a \$100 administrative fee to participate in the program. Assistance is provided for products installed no more than ninety (90) days before the receipt of application and work completed within twelve (12) months of application. If a customer participates in the Energy Conservation Program, they are still eligible for other HG&E incentive programs, including the Economic Development Discount. Siding, roof replacements, and on-site electric generation (other than solar) are not covered under this program.

In order to apply for this program, the customer must complete the program application and submit it to HG&E Customer Service with the following information:

1. Copy of recorded Deed clearly showing the book #, page # & date recorded

2. Written proposal signed by the contractor performing the work indicating the equipment being installed meets the energy efficiency terms of the program
3. A copy of an energy audit performed by HG&E’s energy audit vendor, if applicable

If the customer is approved, this information is used to produce a contract between HG&E and the customer which details the terms and conditions and provides HG&E with a municipal lien to secure payment. Once the work has been completed, the customer must submit all receipts, invoices, window labels or proof of Energy Star rating with U-factor, and proof of installation form as applicable before a check is processed. The payment will appear as a separate line item on the customer’s bill.

Economic Development Discount Program

1. **First Time Homebuyer (Residential):** This program is available to residential customers who are new to Holyoke (Southampton residents are not included in the program). Discounts on gas and/or electric services, in addition to the 10% prompt payment discount, are offered at 10% for each of the first three (3) years. This program is governed by the “First Time Homebuyer Terms & Agreements”, which is amended from time to time.
2. **Economic Development Discount (Commercial):** This program is available to all commercial/industrial customer classes who are new to Holyoke (Southampton businesses are not included in the program). Discounts on gas and/or electric services, in addition to the 10% prompt payment discount, are offered at 10% for each of the first three (3) years. The term of this contract is ten (10) years during which time the customer agrees to purchase all energy requirements, as applicable, from HG&E. Also, non-residential customer classes are eligible to reapply for another three (3) year term of discounts on expanded portions of their energy load. These programs are governed by the “Economic Development Discount Program” which is amended from time to time.

Section Two: Gas

Classifications of Service

Where a question arises as to which classification applies, HG&E will decide on the basis of its regulations. There are three (3) types of gas service classified by HG&E:

1. **Firm Gas Service:** Under this service, HG&E undertakes to supply, when available, the full requirement of the customer to the limit of the capacity of the installed service.
2. **Interruptible Service:** The amount of gas available at any time for customers under this classification is the portion of the total amount of natural gas, if any, available under HG&E's existing contract demand quantity, in excess of the amount of natural gas required to meet the demand of HG&E's firm gas customers. HG&E may curtail gas being supplied hereunder whenever the available supply of gas is insufficient to supply all of HG&E's requirements. HG&E will endeavor to give customers advance notice whenever a curtailment is required and the customer shall curtail the use of gas at the time and to the extent requested by HG&E. HG&E shall not be liable for any loss of production or for any damages whatsoever by reason of any such curtailment or because of the lack of advance notice.

Service under this schedule is not available for firm, standby, or supplementary purposes or space heating service or to any type of business or for any use where, in the opinion of HG&E, it is not feasible or safe to interrupt the deliveries of gas because of the customer's apparatus or equipment.

Such interruption will normally occur during the five (5) month winter period from November 1st thru March 31st of each year. However, the right of HG&E to interrupt service under this schedule shall not be limited to said period.

In the event that a customer fails to discontinue use of gas under this schedule after notification by HG&E or uses gas during the five (5) month winter period between November 1st and March 31st without specific authorization by HG&E, then all gas consumed shall be paid for by the customer at the rate prescribed in the formal Rate Schedule.

3. **Firm Transportation Service:**
 - a. This service is applicable to all gas purchased by a customer from a third party producer or marketer. The gas must be delivered to HG&E's distribution system via an interstate pipeline. Once HG&E has received the gas, HG&E will transport the gas to the customer's premises on a firm basis. This service is only available to those customers that execute a 12-month contract for the service provided herein.
 - b. Optional standby sales service is also offered under this rate. Customers opting not to purchase standby service shall have no right or claim to gas provided by HG&E.
 - c. Daily and monthly balancing service is a part of this tariff and is mandatory to all customers on this tariff.

- d. As a provision for the balancing services, HG&E requires all transportation customers to have real time metering. The customer shall be responsible for and make direct arrangements for transmitting information to the Mueller Road Control Center via telephone lines or direct communication mediums such as copper or fiber. The customer shall be responsible for the cost of the equipment necessary to transmit the real time metering information along with the cost of the communication service. The telemetering equipment shall conform to the specifications of HG&E.
- e. This service provides for the firm transportation of third party gas delivered to HG&E on behalf of a customer. Under this service, HG&E will deliver such gas as received by the third party to the customer's burner tip. This transportation service is firm only to the extent that the third party gas is delivered to HG&E. This service is applicable only to customers which transport more than 40,000 ccf/year.

Installations

Before laying gas lines on any premises, the customer, or a tenant, may be required to obtain and file with HG&E, permission from the owner including an easement, if necessary, to lay the gas line and perform the installation.

Due to the unusual expense of excavating for gas line installation in frozen ground, rock, or other reason causing more than ordinary difficulty, HG&E will make a special agreement with the owners as to the price of the gas line installation.

HG&E shall apply for any necessary street permits and shall not be required to supply service until a reasonable time after such permits are granted. For all other necessary permits, the customer shall obtain rights at their expense.

- 1. Extension of Mains: HG&E may extend an existing gas main to serve a new customer if HG&E finds that the expense of such extension is warranted. Whenever the estimated income from a customer does not warrant the necessary expense of making service available to an applicant, HG&E will require a minimum monthly payment over a stipulated period of time, cash payment, or both, in order for HG&E to be assured of repayment for the investment necessary to supply such service.
- 2. Temporary Service: HG&E does not provide for temporary gas service. (In this connection, interruptible service is not to be construed as temporary service.)
- 3. New Gas Line: HG&E will install the first one hundred (100) feet of gas lines up to an outside riser or the first fitting inside the building, at no charge to the customer, if the indicated revenue for space heating or water heating is sufficient, in HG&E's opinion, for repayment of the investment necessary to supply such service. Otherwise, the customer shall pay to HG&E the expenses of installing the service from the property line to the building at the rate listed in Section 4 on the Application for New Gas Service.

HG&E reserves the right to determine the point of gas line entrances and the location of its equipment on the customer’s premises. The customer is required to provide, maintain, and protect without cost to HG&E, suitable space for HG&E’s equipment, which is required to be readily accessible to HG&E employees, safe from injury or damage, protected from the elements, and from access by any unauthorized person.

4. **Building Piping (New):** The customer shall provide, at their own expense, all gas piping inside the building. All piping upstream of the gas meter will be done in accordance with 49 CFR 190 - 199 & CMR 220 by a qualified installer approved by HG&E and working under the HG&E’s direction. HG&E, at its option, may install the piping upstream of the meter and bill the property owner for such work according to paragraphs 1 and 3 of this Section. All piping downstream of the meter shall be done in accordance with the “Massachusetts Fuel Gas and Plumbing Code” (248CMR 1.00 - 7.00) by a “Qualified Installer” as defined in 248CMR 2.04 (2)(a) and 248CMR 4.00 of the Massachusetts code.

HG&E shall either install the buried service line and leave provisions for a meter, meter bar, regulator bracket, or bank header, or, at its discretion, require customer piping be installed and inspected by the local authority prior to service installation. In such case, the building piping shall be extended by the customer to a point designated by HG&E and the customer shall be responsible for the final connection(s) from the meter outlet(s) to the customer pipe(s). HG&E or its authorized agent shall install all buried service lines.

HG&E may refuse gas service to any customer when, in the opinion of HG&E, the building piping does not meet the minimum standards prescribed by 49 CFR 190 - 199, CMR 220 and the “Massachusetts Code For Installation of Gas Appliances and Gas Piping.” These regulations shall apply to any customer regardless of whether said customer is the owner of the building or a tenant. HG&E may also discontinue gas service at any premises if the owner of said premises allows the internal piping and/or the appliances served to fall into a state of disrepair so that the continuance of gas service is no longer considered by HG&E to be safe.

5. **Repair or Replacement of Gas Service Lines and Interior Piping:** Any existing buried gas line or portion thereof found by HG&E to be no longer serviceable shall be replaced up to, at furthest, the connection to an outside meter or to the first interior fitting in the case of inside meters, at the expense of the HG&E. The replacement or repair of lines downstream from an outside meter-less riser, buried inter-wall or floor bend, or first interior fitting shall be performed at the expense of the property owner. Where practical, HG&E will repair inside leaks downstream of the meter at the expense of the property owner. Upon repair, HG&E shall determine if further work is required and provide cost estimates to the property owner for completing such work provided the work does not require a Gas Fitters license. If, in the opinion of HG&E, the interior piping upstream of a meter or bank of meters is no longer serviceable, HG&E shall provide an estimate to relocate the meters outside of the building or to an interior location that is as close as practical to the service entrance. Whenever possible, the property owner will be given ample time to accept the estimate and have piping installed to the new meters or to make arrangements for other fuel sources. If, in the opinion of HG&E, the existing interior building piping

either upstream or downstream of the meter or bank of meters cannot be safely repaired or an immediate hazard exists, the gas will be shut off and the owner will be notified.

6. **Resale of Gas:** All gas furnished by HG&E shall be used on the premises to which it is delivered. The customer shall not sell, assign, or otherwise directly or indirectly dispose of it to others, except through its inclusion in a fixed rent.

7. **Service Upgrade:** Customers upgrading equipment on their gas service must inform HG&E of the proposed changes. An existing gas line found to be too small for the proposed additional load will be replaced and the customer will pay for the cost of the upgrade unless the indicated increased revenue is sufficient, in HG&E’s opinion, for repayment of the investment necessary to supply such upgrade.

A minimum charge of \$300 or the actual cost of the upgrade will be charged for service line upgrades required for the installation of a stand-by generator.

Gas Metering

Gas meters shall be furnished and installed by HG&E at locations designated by HG&E. HG&E shall determine the type and size of the meter. Meters shall be so located as to permit ease of reading, maintenance, and accessibility. Keys shall be required from the property owner where meters are located in a secure location. If keys are not submitted to HG&E within a reasonable timeframe, HG&E reserve the right to enter the secure location and bill the property owner as required.

The customer must permit regular access to meters for the purpose of reading at reasonable hours of the day. The owner of any building that undergoes a substantial rehabilitation or heating system replacement shall re-pipe all appliances or living unit feed pipes to a new meter or bank of meters located as close as practical to the service entrance.

All meters and other materials and appliances installed in the customer’s premises at the expense of HG&E are to be and remain the property of HG&E and may be removed by HG&E whenever service is discontinued for any reasons.

Gas meters are required to be replaced every seven (7) years as stated in Mass General Laws, Chapter 164, Section 115A. HG&E will make every effort to accommodate customers’ availability when attempting to replace a gas meter.

Customer Gas Equipment

No customer shall be allowed to connect or operate appliances if, in the judgment of HG&E, the use of such appliance or equipment will result in a lowering of the quality of service to a nearby customer.

No new or replacement appliance shall be connected which, in the opinion of HG&E or its agents, is not properly equipped with approved safety devices in good working order, as prescribed by a nationally recognized testing

agency, such as the American Gas Association or Laboratories and Underwriters' Laboratories, Inc., or if the equipment does not comply with the "Massachusetts Code for Installation of Gas Appliances and Gas Piping".

Existing equipment that, in the opinion of HG&E or its agents, is not properly equipped with approved safety devices in good working order, as prescribed by a nationally recognized testing agency, such as the American Gas Association or Underwriters' Laboratories, Inc., or if the equipment does not comply with the "Massachusetts Code for Installation of Gas Appliances and Gas Piping" shall be turned off by HG&E in order to prevent their operation until such time they can be operated safely.

Gas Appliance Repair Policy

HG&E services and repairs the following appliances for a fee at the customer's premises:

Boilers (Gas)	Hot Water Heaters (Gas/Electric)
Furnaces (Gas/Electric)	Ranges (Gas/Electric)
Clothes Dryers (Gas/Electric)	Room Space Heaters (Gas)
Gas Fired Incinerators (Gas)	Unit Heaters (Gas)

HG&E also services commercial and industrial gas-fired equipment except gas-fired pilots for oil burning furnaces. HG&E charges for the labor, parts, and materials used in the repair of customer equipment and appliances according to the approved service fee schedule.

Sale of Appliances

HG&E does not sell gas appliances but does cooperate with local appliance dealers on customer information in the sale and use of gas appliances.

Gas Leaks

Any gas leaks or suspected gas leaks should be immediately reported to HG&E. Upon receiving a complaint of a gas leak, service representative will be dispatched to investigate.

HG&E's 24-hour emergency number is (413) 536-9300.

Section Three: Electric

Classifications of Electric Service

All services, temporary or permanent, including such services disconnected for any reason for at least six (6) months, must be inspected and approved by the local wiring inspector before HG&E will connect such services to its system. HG&E will determine whether a service is to be supplied overhead or underground and the exact location of the service entrance and metering. HG&E, at its discretion, may reimburse a customer for relocating any backyard, alleyway, or inaccessible service to the street. A Request for Service form must be submitted before any service can be reviewed by engineering. No service will be energized without receiving a properly completed Request for Service form. Any and all plans for service must be approved by HG&E prior to final design and construction. Any construction performed prior to obtaining HG&E approval is subject to revision. As required, appropriate easements must be obtained prior to installation of new facilities. A written cost estimate, sufficient to justify all expenses to be charged to a customer, shall be provided to the customer upon request.

1. **Temporary:** Temporary service is a service that will not continue for a sufficient period of time to justify a permanent service. For such service, the customer's electrician must provide a means of attachment for wires to install a fused switch, meter socket, and driven ground according to the NEC.

Temporary construction requiring more than a 125-foot extension of low voltage conductor or the installation of conduits, poles, high voltage lines, or transformers shall be at the customer's expense. Temporary service extensions, which are to be used later for permanent service, shall not be charged to the customer except insofar as the customer is otherwise liable as part of his permanent service.

Energy consumed shall be billed at the appropriate rate. A temporary service shall be disconnected as soon as possible. An installation charge of \$150.00 shall be required for each temporary service required and must be paid prior to connection.

2. **Permanent – Overhead:** Overhead service will be installed to only one (1) point on any building at no cost to the customer, subject to distance and height limitations. HG&E will determine the point of attachment of its wires to any structure. This point of attachment must be located such that the clearances specified in Article 230-24 of the National Electrical Safety Code (NEC), as amended from time to time, can be maintained. HG&E will maintain the service to such point of attachment and assumes no responsibility beyond it.

An overhead service, which is more than 125 feet from an existing electric pole, may require the installation of a pole. This pole will be installed by HG&E at no cost. Additional poles and facilities beyond this pole will be at the customer's expense. Extensions of distribution facilities installed by HG&E at the customer's expense because of distance limitations shall become the property of HG&E when connected to its lines and HG&E shall maintain them. Replacement of those poles and facilities

beyond 125 feet may be at the customer's expense depending on annual energy revenues and other factors determined appropriate by HG&E.

3. Permanent – Underground: Underground service will be installed to only one (1) point of entry on any building. HG&E will determine this point of entry and maintain all services to such point of entry, except as elsewhere stated, and assume no responsibility beyond it.

An underground residential service conductor extension that is more than 125 feet from an existing electric junction point shall be at the customer's expense except as otherwise stated. Extensions of distribution facilities installed by HG&E at the customer's expense because of distance limitations shall become the property of HG&E when connected to its lines and HG&E shall maintain them.

Commercial and industrial customers are responsible for the installation of their underground service to a location designated by HG&E.

The customer must provide a trench no less than 24" deep for secondaries and 30" deep for primaries from the service entrance to a HG&E designated electric pole or underground junction point. If it is necessary, HG&E will dig the trench and bill the customer as required.

The customer is to install HG&E approved conduit for all secondary conductors on private property. HG&E will designate the size and number of conduits including spares that is required. The following serves as a guide to these minimum requirements; however, the customer must contact HG&E prior to commencement of work. A total of two (2) four (4) inch minimum electrical grade schedule 40 PVC conduit is required. Where services are accessible to vehicle traffic, HG&E will make the determination on whether to use steel, schedule 80 PVC, or schedule 40 PVC encased in concrete for conduit installations. When service is to a pole, the customer must provide conduit for primary and/or secondary conductors from the meter box and/or transformer to a point ten (10) feet up the pole. Exposed conduit and sweep of a minimum twenty-four (24) inch radius at the pole shall be schedule 80 PVC. Exposed conduit and sweep of a minimum twenty-four (24) inch at the meter shall be schedule 40 PVC with a slip joint except when the meter is located in a vehicle accessible area where schedule 80 PVC shall then be required.

At the interchange between HG&E's and customer's conductors, HG&E will make the secondary connections at HG&E's expense and will supply the connectors where the service size does not exceed 4/0 copper or aluminum. Multiple or larger connectors, when required, shall be provided by the customer and installed by HG&E. The customer shall leave sufficient length of cable for HG&E to make proper connections in the transformer. In no case shall conductors of 350 MCM or larger have less than a thirty-six (36) inch lead, and smaller conductors shall have no less than an eighteen (18) inch lead. The customer will be responsible for the placing of holes for the conduit entrance in the foundation, sealing of conduits where they enter the building, maintaining and repairing such conduit entrance area, and, depending on the particular location, the customer may be required to install any conduit and cabling through the building entrance and inside the building.

When, with HG&E’s approval, service conductors terminate in a main switch, the customer shall provide the connectors and pay for all materials and labor that is required more than three (3) feet inside the building.

The following general rules apply where the service requires an individual transformer. Special circumstances may require HG&E at its discretion to modify the requirements of each party.

- a. The customer will supply all primary conduits, manholes/handholes, and other underground structures on private property per HG&E specifications.
- b. The customer will supply a transformer pad (vault) and ground grid constructed to HG&E specifications.
- c. The customer will provide all trenching, conduit, and restoration on private property.
- d. For all services greater than 400 A, the customer will supply all secondary services, including conductors, conduit, and connectors, from HG&E mains to the customer’s service entrance. When only one (1) customer is served from a transformer, the customer’s service begins at the transformer secondary terminals. These services are the property of the customer and are not maintained by HG&E.
- e. The customer will supply excavation for manholes, where required.
- f. HG&E will supply the primary conductors.
- g. HG&E will supply the transformer(s).

It is important that HG&E be notified of service requirements as early as possible due to long delivery times in obtaining certain materials necessary to supply service to large customers.

Underground distribution will be installed in all new residential subdivisions. It will be the responsibility of the developer and/or property owner to provide adequate lot line and grade markers and obtain proper easements required to receive electric service. The developer and/or property owner shall also pay for the installed cost of the infrastructure which shall include an adequate amount of street lighting as determined by HG&E. Underground lines cannot be installed until the site is sub-graded to within six (6) inches of finished grade and water and sewer utilities are installed. Plot plans must be submitted to HG&E prior to construction for electrical layout and design. No service will be provided without HG&E approval.

4. **Emergency:** Emergency backup service will be provided only under unusual circumstances; such as where it is necessary for public health or safety. When the customer specifically requests such service, the customer shall be responsible for the entire cost of providing this service and thereafter for applicable monthly costs under the Standby Facilities Clause. HG&E will not guarantee to dedicate this emergency service to the customer and it may not always be possible to provide such service.
5. **Relocation or Covering:** Whenever electric lines, including any and all overhead or underground facilities, must be relocated or covered for the convenience of the customer and such relocation or

covering involves more than one (1) hour of labor or it involves materials not normally carried on a line truck, HG&E shall bill the customer actual cost of the material and any labor beyond one (1) hour. Any lost or damaged material shall be billed to the customer.

6. Protection of HG&E Equipment: The customer shall furnish and maintain, at no cost to HG&E, the necessary space, housing, fencing, barriers, and foundations for the protection of the equipment to be installed upon the customer’s premises, whether such equipment is furnished by the customer or HG&E. If the customer refuses, HG&E may at its option charge the customer for furnishing and maintaining the necessary protection of the equipment. Such space, housing, fencing, barriers, and foundations shall be in conformity with applicable laws and regulations and subject to HG&E specifications and approval.

Voltage

Standard single-phase three wire secondary services are supplied at either 120/240 volts or 120/208 volts depending on location and character of load. Standard three-phase four wire secondary services include 208Y/120 volt or 480Y/277 volt. HG&E decides which voltage is available depending upon the location.

Six hundred volt service will not be supplied to new locations or to locations where service at this voltage has previously been removed. HG&E reserves the right to discontinue 600 volt service by supplying transformers to the customer to allow the customer to convert a standard voltage to 600 volts.

Three-phase, three wire, delta services (240, 480, or 600 volts) are no longer offered. Any changes or additions to existing delta services shall only be made with the approval of HG&E.

Primary service can be supplied at 13.8 kV or 34.5 kV as available and at the discretion of HG&E.

In accordance with the National Electric Code (NEC) and Massachusetts Electrical Code (MEC), as amended from time to time, there shall be only one (1) service of any one (1) voltage to each building except by special permission of the local wiring inspector. More than one (1) voltage characteristic may be supplied to each building at the discretion of HG&E. Firewalls meeting applicable safety code requirements shall be considered to separate buildings.

Electric Metering

1. Installation: Electric meters will be furnished and installed by HG&E at locations to be designated by HG&E. HG&E shall determine the sizes, types, and quantities of meters. HG&E may at any time change any meter previously installed. The customer shall be responsible for furnishing and installing, as directed, the appropriate meter socket(s). Meter sockets shall be placed outside when a service is changed or upgraded unless otherwise approved by HG&E. The customer shall also be responsible for providing an instrument transformer enclosure of the approved type when required. Mounting of instrument transformers are performed by the electrical contractor; wiring by HG&E.

Should a customer request a new meter or request that a communication device be attached to the existing meter, HG&E shall provide, install, test, and maintain the meter and/or communication device.

The requested meter and/or communication device must meet HG&E's requirements. The customer shall bear the cost of providing and installing the meter and/or communication device. Upon installation, the meter and/or communication device shall become the property of the HG&E and be maintained by HG&E. HG&E shall bill the customer upon installation.

Wherever primary metering is employed, HG&E will allow a 2% discount on consumption to compensate for losses. If transformers are owned by the customer, HG&E allows a 1% discount in addition to the 10% prompt payment discount on the monthly bill. The primary metering and transformer discounts do not apply to the Large General Service rate schedule, as this rate is provided at primary not secondary voltage. With the exception of those customers grandfathered by previous contracts, HG&E will assume no responsibility beyond the metering point; therefore, the customer must also own the transformers needed to step voltage down to the utilization voltage(s). HG&E reserves the right to hold a customer responsible for a primary metered service once an existing electric account has changed names. Primary metering is not normally used for loads under 1000 kVA.

All transformer rated secondary metered services shall be installed as "cold sequence" (main disconnect is ahead of the meter) and all self-contained secondary metered services shall be installed as "hot sequence" (meter is ahead of the main disconnect) unless otherwise allowed by HG&E.

In multiple dwellings, meter sockets shall be permanently marked before the meter is set to identify the apartment, area, or load to be measured by each meter.

Detailed information on any individual installation can be obtained from the HG&E Meter Department. Meters may not be removed and/or the seal broken without prior permission. If done so, the customer may be subject to labor and material charges associated with installing new meters and/or seals as well as estimated billing for any usage not recorded and possible criminal charges for meter tampering.

2. Location: Electric meters shall be located to provide, and continue to provide, ease of reading, maintenance, and accessibility. Meters will not be allowed in locations where, in the opinion of HG&E, they are likely to be damaged and/or difficult to read and/or inaccessible. Keys shall be required from the property owner where meters are located in a secure location. If keys are not submitted to HG&E within a reasonable timeframe, HG&E reserves the right to enter the secure location and bill the property owner as required. Unless unusual circumstances exist, meters will be located outdoors. The top of these meters shall not be more than six (6) feet from ground level and the bottom of the meter not less than three (3) feet from ground level unless approved otherwise by HG&E.
3. Sub-Metering & Check Metering: The resale of electricity furnished by HG&E, based on the registration of customer owned metering devices, is defined as sub-metering and is not permitted. A customer may monitor his own usage through the use of approved meters, computers, or other metering devices. Such metering is defined as check metering.

4. **Diversion & Meter Tampering:** When HG&E discontinues the supply of electricity, it may seal such service and meter switch by padlocking or it may replace the plug-type fuses with blank or “dummy” fuses to prevent the continued supply of electricity. If a customer receives unmetered service as a result of any tampering with the meter or other HG&E equipment, HG&E shall take appropriate action including, but not limited to, making changes in the meter or other equipment and rebilling the customer. The customer may be held responsible to HG&E for any use of electricity that occurs beyond the point of the meter installation. A customer may also be subject to criminal and civil penalties pursuant to the Massachusetts General Laws, Chapter 164 and applicable DPU regulations for tampering with this equipment.
5. **Demand/Reactive Usage Requirement:** HG&E determines when a reactive reading shall be obtained for the purpose of determining power factor and when a demand reading shall be obtained for either billing and/or engineering purposes. At a minimum, all accounts with regular monthly average consumption over 15,000 kWh shall have both.
6. **Power Factor Clause:** A customer must maintain a minimum average power factor of 85% for any given month unless otherwise stated within a customer’s rate schedule (i.e., Large General Service is 95% level). Power factor shall be reviewed from both a lagging and leading perspective from unity. Should a customer fail to maintain the applicable power factor, no 10% prompt payment discount will be allowed for that month. If a customer agrees to take prompt corrective action to correct the problem, the discount will be allowed for a maximum of four (4) consecutive months including the month of the original occurrence to allow time for the customer to correct the problem. If the customer does not agree to take corrective action or if the four (4) months have elapsed from the time of the original occurrence, the discount will be allowed only when actually earned. A customer will not be granted another grace period until twenty-four (24) months have passed since the end of the previous grace period unless the customer is a new account holder for that electric service. Customers with kVARh metering who are making a significant change in their load are expected to assess, in advance, the needed correction. HG&E may allow “reasonable time” during testing or commissioning period to avoid problems that can arise during this time. Also, HG&E may, upon case by case review, allow a discount when the applicable power factor is not maintained during a maximum six (6) month period of either ramp up or winding down of a customer’s operations.
7. **Communications:** For large accounts above 100 kW, HG&E may require customers, at their expense, to provide a direct communications medium such as copper or fiber to access meters remotely.

Customer Electric Equipment & Wiring

Wiring installed on the customer’s premise must conform to all applicable requirements of HG&E and the NEC as amended by the MEC. Wiring shall be inspected and approved by the Holyoke Wiring Inspector or applicable inspector when outside Holyoke, acceptable to HG&E, prior to connection of new service.

No customer shall be allowed to connect or operate equipment, including electric generators, if such equipment results in lowering the quality of service supplied to nearby customers or causes safety problems on HG&E lines.

In cases of this type, HG&E may disapprove the use of the equipment or may designate the conditions or times when it may or may not be used. These instructions shall be followed strictly or the service may be discontinued.

The responsibility of HG&E normally ends at the point of attachment of the customer's dwelling. HG&E assumes no responsibility for damage caused by the customer's equipment. HG&E shall permit electrical contractors, licensed by the State of Massachusetts, to cut and reconnect 120/240 volt, three-wire single phase overhead residential services of 400 amps or less at the weatherhead in order to expedite work requested by customers. Failure to follow the procedures provided herein may result in additional corrective work and expense for the electrical contractors including any corrective work performed by HG&E. Electrical contractors shall be responsible for obtaining the appropriate permits from the local wiring inspector.

Homeowners are not authorized to cut and reconnect electric services. An electrical contractor must hold an E or A license issued by the State of Massachusetts or work in the capacity of an Electrical Apprentice under the direct supervision of a licensed electrician of an E or A license. Under this condition, physical work may be performed; however, the permit must be obtained by the licensee who is responsible for the work at the location.

The electrical contractor, its employees, and those under its control shall perform all work as independent contractors and shall not be deemed to be employees or agents of HG&E for any purpose. HG&E shall not be liable for direct, indirect, or consequential damages of any kind whether resulting from injuries to persons or property or otherwise arising out of an electrical contractor's work.

Where conditions require transformers to be on private property, the customer shall, if requested, provide and maintain a suitable vault, pad, or structure.

The customer shall maintain and operate its electrical equipment and appliances so as not to endanger or interfere with the service of HG&E. The customer shall utilize the electrical power under these Rules and Regulations such that the current in any ungrounded conductor shall not at any time vary more than 5% from the current in each of the other ungrounded conductors when measured at the place of delivery per IEEE 519. Voltage harmonic levels shall not exceed 5% on a regular basis with only rare conditions when this value is exceeded.

Motors

All motors over ½ horsepower (H.P.) operating on single-phase services must be connected for 240 volts. Motors of 3 H.P. and above shall be three-phase except in a network voltage area where 5 H.P. single-phase motors may be allowed. Exceptions to these conditions require HG&E approval prior to installation or use. HG&E reserves the right to require reduced voltage or reduced load starting to be installed on customer equipment when it deems necessary.

Before purchasing special equipment or before making substantial changes in load, the customer should consult with HG&E representatives. The capacity of existing service and the voltage and phase of available service

should be determined prior to the purchase of new equipment. HG&E will provide information on available service when requested.

Chapter 25 of the Revised Ordinances of the City of Holyoke and NEC, as amended by the MEC, further regulates electrical wiring.

The customer shall obtain approval from HG&E prior to connecting any motor larger than indicated below:

- a. 3 H.P. for single phase, secondary service up to 600 volts.
- b. 15 H.P. for three phase, secondary service up to 600 volts.
- c. 75 H.P. for three phase, primary service of either 13.8 kV or 34.5 kV.

Contract Lighting

Contract lighting is available for a period of not less than one (1) year under a filed rate schedule. In the event of vandalism, HG&E reserves the right to remove any light fixture from service or, upon request from the customer, replace any damaged fixture(s) beyond the standard rate provided within the filed rate schedule by purchasing a vandal-proof lens or other remediation at actual cost.

Surge Protection

Surge protection is available for a period of not less than one (1) year under a filed rate schedule. In the event of vandalism and/or tampering, HG&E reserves the right to remove any surge protection device from service.

Connection Charges – New Service

- 1. Residential
 - a. If a major extension of main primary voltage lines is required then:
 - i. Connection charge of \$1,000 per lot for single residential units.
 - ii. Connection charge of \$300 per residential unit for multiple residential units.
 - b. For service on existing primary and secondary lines then:
 - i. No connection charge for single residential service.
 - ii. No connection charge for multiple residential units up to and including two (2) per lot.
 - iii. Connection charge of \$300 per residential unit for all residential units when there are three (3) or more per lot.
- 2. Commercial/Industrial: A connection charge of \$15 per kVA based on the size of the main service breaker(s) shall apply to any new electrical service to a new building.
- 3. Implementation: Payment for the above will be based on approved plans submitted to the appropriate local authorities and must be made to HG&E before construction service is installed by HG&E.
- 4. Waiver: Connection charges may be waived in lieu of taking Special Programs in effect from time to time.

Alternate Electric Energy Sources

1. **Non-Parallel Generation (Standby or Emergency):** When a customer installs emergency generation, an adequately sized double-throw disconnecting device must be provided by the customer to open all ungrounded conductors from the normal supply before connection is made to the emergency supply, in accordance with the requirements of the NEC, as amended by the MEC.
2. **Parallel Generation:** Subject to certain requirements, HG&E will permit parallel operation of generating equipment with the system. In general, automatic synchronizing must be provided by the customer together with the automatic prevention of any feed into HG&E de-energized system. The customer must contact HG&E early in the planning process and receive written approval. Standby Facility charges may apply. See Distributed Generation Interconnection Policy & Application and Distributed Generation Purchase Power Clause for specific rates, terms, and conditions.
3. **Uninterruptible Power Supply:** HG&E will not own, install, or operate any UPS equipment. A customer installation must provide automatic prevention of any feed into HG&E system. The customer must contact HG&E early in the planning process and receive written permission.

Power Outages & Concerns

All power outages or suspected electric concerns should be immediately reported to HG&E. Upon receiving concerns, an HG&E representative will be dispatched to investigate.

HG&E's 24-hour emergency number is (413) 536-9300.

EXTRACTS FROM CHAPTER 164 OF THE GENERAL LAWS AS AMENDED

Section 56. The Mayor of a city, or the selectmen or municipal light board, if any, of a town acquiring a gas or electric plant shall appoint a manager of municipal lighting who shall, under the direction and control of the mayor, selectmen or municipal light board, if any, and subject to this chapter, have full charge of the operation and management of the plant, the manufacture and distribution of gas or electricity, the purchase of supplies, the employment of agents and servants, the method, time, price, quantity and quality of the supply, the collection of bills, and the keeping of accounts. His compensation and term of office shall be fixed in cities by the city council and in towns by the selectmen or municipal light board, if any; and, before entering upon the performance of his official duties, he shall give bond to the city or town for the faithful performance thereof in a sum and form and with sureties to the satisfaction of the mayor, selectmen or municipal light board, if any, and shall, at the end of each municipal year, render to them such detailed statement of his doings and of the business and financial matters in his charge as the department may prescribe. All moneys payable to or received by the city, town, manager or municipal light board in connection with the operation of the plant, for the sale of gas or electricity or otherwise shall be paid to the city or town treasurer. All accounts render to or kept in the gas or electric plant of any city shall be subject to the inspection of the city auditor or officer having similar duties, and in towns they shall be subject to the inspection of the city auditor or officer having similar duties, and in towns they shall be subject to the inspection of the selectmen. The auditor or officer having similar duties, or the selectmen may require any person presenting for settlement an account or claim against such plant to make oath before him or them, in such form as he or they may prescribe, as to the accuracy of such account or claim. The willful making of a false oath shall be punishable as perjury. The auditor or officer having similar duties in cities, and the selectmen in towns, shall approve the payment of all bills or payrolls of such plants before they are paid by the treasurer, and may disallow and refuse to approve for payment, in whole or in part, any claim as fraudulent, unlawful or excessive; and in that case the auditor or officer having duties, or the selectmen shall file with the city or town treasurer a written statement of the reasons for the refusal; and the treasurer shall not pay any claim or bill so disallowed. This section shall not abridge the powers conferred on town accountants by section fifty-five to sixty-one, inclusive, of chapter forty-one. The manager shall at any time, when required by the mayor, selectmen, municipal light board, if any, or department, make a statement to such officers of his doings, business, receipts, disbursements, balances, and of the indebtedness of the town in his department.

Section 57. At the beginning of each fiscal year, the manager of municipal lighting shall furnish to the mayor, selectmen or municipal light board, if any, an estimate of the income from sales of gas and electricity to private consumers during the ensuing fiscal year, and of the expense of the plant during said year, meaning the gross expenses of operation, maintenance and repair, the interest on the bonds, notes or certificates of indebtedness issued to pay for the plant, an amount for depreciation equal to three percent of the cost of the plant exclusive of land and any water power appurtenant thereto, or such smaller or larger amount as the department may approve, the requirements of the sinking fund or debt incurred for the plant, and the loss, if any, in the operation of the plant during the preceding year, and of the costs, as defined in section 58, of the gas and electricity to be used by the town as above defined and estimated. By cost of the plant is intended the total amount expended on the plant to the beginning of the fiscal year for the purpose of establishing, purchasing, extending or enlarging the same. By loss in operation is intended the difference between the actual income from private consumers plus the appropriations for maintenance for the preceding fiscal year and the actual expense of the plant, reckoned as above, for that year in case such expenses exceeded the amount of such income and appropriation. The income from sales and the money appropriated as aforesaid shall be used to pay the annual expense of the plant, defined as above, for the fiscal year, except that no part of the sum therein included for depreciation shall be used for any other purpose than renewals in excess of ordinary repairs, extensions, reconstruction, enlargements and additions. The surplus, if any, of said annual allowances for depreciation after making the above payments shall be kept as a separate fund and used for renewals other than ordinary repairs, extensions, reconstructions, enlargements and additions in succeeding years; and no debt shall be incurred under section forty for extension, reconstruction or enlargements of the plant in excess of the amount needed therefore in addition to the amount then on hand in said depreciation fund. Said depreciation fund shall be kept and managed by the town treasurer as a separate fund, subject to appropriation by the city council or selectmen or municipal light board, if any for the foregoing purpose. So much of said fund as the department may from time to time approve may also be used to pay notes, bonds or certificates of indebtedness issued to pay for the cost of reconstruction or renewals in excess of ordinary repairs, when such notes, bonds or certificates of indebtedness become due. All appropriations for the plant shall be either for the annual expenses defined, as above, or for extensions, reconstruction, enlargements or additions; and no appropriation shall be used for any purpose other than that stated in the vote making the same. No bonds, notes or certificates of indebtedness shall be issued by a town for the annual expenses as defined in this section.

Section 63. A town manufacturing or selling gas or electricity for lighting shall keep records of its work and doings at its manufacturing station, and in respect to its distributing plant, as may be required by the department. It shall install and maintain apparatus, satisfactory to the department, for the measurement and recording of the output of gas and electricity, and shall sell the same by meter to private consumers when required by the department, and, if required by it, shall measure all gas or electricity consumed by the town. The books, accounts and returns shall be made and kept in a form prescribed by the department, and the accounts shall be closed annually on the last day of the fiscal year of such town, and a balance sheet of that date shall be taken there from and included in the return to the department. The mayor, selectmen or municipal light board and manager shall, at any time, on request, submit said books and accounts to the inspection of the department and furnish any statement or information required by it relative to the condition, management and operation of said business. The department shall, in its annual report, describe the operation of the several municipal plants with such detail as may be necessary to disclose the financial condition and results of each plant; and shall state what towns, if any, operating a plant have failed to comply with this chapter, and what towns, if any, are selling gas and electricity with the approval of the department at less than cost. The mayor, or selectmen, or municipal light board, if any, shall annually, on or before such date as the department fixes, make a return to the department, for the preceding fiscal year, signed and sworn to by the mayor, or by a majority of the selectmen or municipal light board, if any, and by the manager, stating the financial condition of said business, the amount of authorized and existing indebtedness, a statement of income and expenses in such detail as the department may require, and a list of its salaried officers and the salary paid to each. The mayor, the selectmen or the municipal light board may direct any additional returns to be made at such time and in such detail as he or they may order. Any officer of a town manufacturing or selling gas or electricity for lighting who being required by this section to make an annual return to the department neglects to make such annual return shall for the first fifteen days or portion thereof during which such neglect continue, forfeit five dollars a day; for the second fifteen days or any portion thereof, ten dollars a day; and for each day thereafter not more than fifteen dollars a day. Any such officer who unreasonably refused or neglects to make such a return shall, in addition thereto, forfeit not more than five hundred dollars. If a return is defective or appears to be erroneous, the department shall notify the officer to amend it within fifteen days. Any such officer who neglects to amend said return within the time specified to do so, shall forfeit fifteen dollars for each day during which such neglect continues. All forfeitures incurred under this section may be recovered by and information in equity brought in the supreme judicial court by the attorney general, at the relation of the department, and when so recovered shall be paid to the commonwealth.

Section 69. The supreme judicial court for the county where the town is situated shall have jurisdiction on petition of the department or of twenty taxable inhabitants of the town to compel the fixing of prices by the town in compliance with sections fifty-seven and fifty-eight, to prevent any town from purchasing, operating or selling a gas or electric plant in violation of any provision of this chapter, and generally to enforce compliance with the terms and provisions thereof relative to the manufacture or distribution of gas or electricity by a town.