

# CURRENT

Chicopee Electric Light Customer Newsletter

Fall 2009

## Prepare to save energy this winter

Fall is the perfect time to prepare your home for the upcoming cold weather. Save energy and money with these tips:

**The Fireplace** Call a professional contractor for a thorough fireplace cleaning and inspection to make sure it is in top condition. Not only will this help keep you safe, it can also save energy. Even a small space around the damper or elsewhere can let cold air rush in and send warm air out. This makes your heating system work harder, which costs you more money.

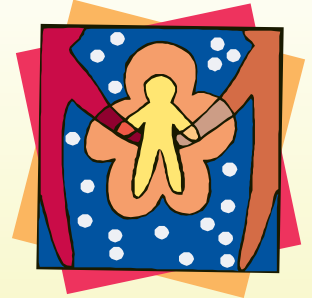
When you decide to use the fireplace, you can turn down your heater or even turn it off. This could save you as much as 8% on heating costs. Just remember to always close the damper when the fireplace is not in use.

**The Furnace** Have a heating professional clean and service your furnace each year to maintain its peak efficiency. If you have a forced-air system, clean or replace any filters. Dirty filters waste energy by making your furnace work harder and use more power. A clean filter will let you breath clean air around your house, and can save some 5% on heating costs. Your furnace's owner's manual will tell you how to clean or replace the filter, or a heating service professional can do it for you.

**The Thermostat** A programmable thermostat will help you save by automatically matching your home's temperature to your schedule. Use it to set your desired room temperature for specific periods of the day. This is a convenient way to make sure the heat is always turned down when the house is empty during the day or when everyone's asleep.

**The Openings** Openings on your doors, windows, joints and sills will let cold air in and the warm air out. Seal these openings with either sealant or weatherstripping.

**Visit [energystar.gov](http://energystar.gov) online for more information about saving energy at home, or see [munihelps.org](http://munihelps.org) for energy programs and services available to Chicopee Electric customers.**



## You can help

You can help your fellow neighbor in need this winter with a contribution to the Chicopee Community Caring Fund.

This nonprofit fund, established in partnership with Valley Opportunity Council, allows all of us as a community to give back to our community. Donations provide aid for individuals and families in Chicopee who, because of financial difficulty, cannot meet their monthly electric utility expenses.

Tough economic times mean that your donation in any amount is needed more than ever this year. To help this worthwhile cause, mail a check **payable to VOC** to:

VOC, c/o Chicopee Electric Light, 725 Front St., Chicopee, MA 01020. Your help will be greatly appreciated.



## It's time for our holiday house decorating contest

Entry forms for Chicopee Electric Light's Annual Holiday House Decorating Contest are now available at the CEL office, 725 Front St., or online at [celd.com](http://celd.com).

Chicopee Electric Light sponsors the contest, which is open to all Chicopee residents. Once again, we will award CEL gift certificates for \$125, \$75 and \$50 to first-, second- and third-place winners, respectively.

The return deadline for entry forms to Chicopee Electric Light is 4 p.m. on Friday, December 11. Judging will take place between December 14 and December 18. All entrants will be notified by phone in advance of the judge's visit. Good luck to all!



## IN BRIEF

### *Financial hardship? Call us.*

We provide Winter Service Protection to qualified customers between November 15 and March 15. If you have a legitimate hardship and cannot afford to pay your entire bill, please call our Customer Service Department at 413-594-2400 to make payment arrangements.

### *Calculate your savings*

Wondering how much electricity your appliances use? Use the energy calculator at [celd.com](http://celd.com) to find out. The link is on our home page.

The calculator estimates how much energy your appliances use, and how they impact your monthly bill. Once you know how much each appliance costs you to run, you'll know where to focus your savings efforts.

### *Holiday closings*

Thursday, November 26 and  
Friday, November 27  
Thanksgiving break

Thursday, December 24  
Closed at noon

Friday, December 25  
Christmas Day

Friday, January 1, 2010  
New Year's Day

## Here's a great holiday gift idea

If you're looking for an unusual and thoughtful holiday gift idea, we've got a simple answer – a gift certificate from Chicopee Electric Light.

From seniors to those just starting out, a CEL gift certificate is sure to be appreciated by all. It's the perfect solution for that hard-to-buy-for person, delivering comfort and convenience at a time of year when budgets are often strained.

Best of all, you can pick up a CEL gift certificate without fighting traffic and holiday crowds. Just drop by our office at 725 Front St. for a certificate in any amount. Certificates are redeemable for CEL electric services, and expire seven years from purchase date.

## Rebate programs make it easier to save

Chicopee Electric Light has two great rebate programs to help our customers make energy-saving improvements:

**Energy Star appliances** Buy certain Energy Star-rated appliances, and you may qualify for a rebate of \$25 to \$100 per appliance. Eligible appliances include clothes washers, refrigerators, freezers, dishwashers, programmable thermostats, window air conditioners and central air conditioners. For complete program details and restrictions before you buy, call 888-333-7525 or visit our website at [celd.com](http://celd.com). A mail-in rebate form is also on our website for download.

**Insulation installation** Whether you are building a new home in Chicopee or have decided to upgrade your existing home insulation, CEL can reimburse you 30% of the installed cost, up to \$300, for qualified installations.

Program guidelines are available online at [celd.com](http://celd.com), or call 888-333-7525. Call the same number for the required pre-installation home energy audit.



General Manager  
Jeffrey R. Cady

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[www.celd.com](http://www.celd.com)

Office Hours:  
Monday–Friday  
8 a.m. to 4:30 p.m.

Main Number  
413-598-8311  
Customer Service Center  
413-594-2400  
Emergency 24 Hour  
413-594-7581