

# PLUGGED IN

What's New From Your Utility



- Phone service available soon
- Fibersonic resuming installations
- New Connected Homes Program
- Energy Star rebates extended
- Heat pumps deliver comfort & savings



**Say “hello!”  
to phone service  
from Fibersonic**

## PHONE SERVICE AVAILABLE SOON!

We're excited to announce that Fibersonic will begin offering phone service to connected “fiberhoods.” The service will become available at the end of August for both residential and commercial customers.

If having phone service through your cable company was holding you back, get ready to make the switch!

Residential service is **just \$19.99 monthly** (plus taxes); businesses, please contact us for commercial plan pricing.

### Phone service includes:

- Voicemail
- Caller ID (name & number)
- Call Waiting
- Call Transfer Disconnect
- Call Forwarding
- 3-Way Calling
- Line Hunting (direct calls from your home line to your cell or other number)
- Unlimited local & domestic US calling includes Canada, Dominican Republic, Puerto Rico & more

## Fibersonic installations have resumed!

We want to thank all South Hadley residents for their patience as the COVID-19 outbreak forced us to suspend Fibersonic installations. In resuming installations, we will be following all state guidelines and protocols to keep our staff and residents safe.

The construction schedule for the rest of 2020 includes these “fiberhoods”:

- Pitroff Avenue
- Boynton Avenue
- Berwyn Avenue
- Woodbridge Street
- Silver Street

## Many areas are already connected

We have already completed construction in seven “fiberhoods” and are accepting applications for service.

These connected “fiberhoods” are: Ridge Road, Old Lyman Road, Hollywood Street, Charon Terrace, Crystal Lane, Parkview, and Pine Street.

## A milestone for reliability

SHELD is excited to report a milestone achievement for the South Hadley community and all Fibersonic customers. In May, SHELD, Fibersonic, and the HG&E teams bridged our two networks to improve superior gig-speed internet redundancy for all of South Hadley.

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## Energy Star® Tax Credits Extended

*Reduce your energy costs, be more comfortable,  
and get credits on your federal tax return!*

Credits for residential installation of Energy Star appliances and upgrades have been extended through December 31, 2020.

Eligible items include everything from heating and cooling systems to windows, roofing, and insulation. Visit the SHELD website or [EnergyStar.gov](http://EnergyStar.gov) for details.

*\*Tax credit does not include installations. Please consult a tax professional for more information.*

## Heat Pumps = Comfort + Savings

Rebates up to \$600 are available\* for the purchase of a qualifying Mitsubishi heat pump. Call us or check our website for details.

### What is a heat pump?

Heat pumps are an innovative & efficient way to provide both heating and cooling to your home.

### What makes them special?

Heat pumps are compact, easy to install, and can be used to create separate zones within your home to maximize comfort.

### How efficient are they?

Heat pumps typically use 50% less energy than traditional systems: you may save anywhere from \$250 – \$500 each year!

*\*Mitsubishi is offering customers from select communities special pricing on heat pump purchases. Projects with an installation date of February 1, 2020 or later are eligible. This is a limited time offer through December 31, 2020 or until funds are exhausted.*

## New Savings Program: Connected Homes

SHELD is excited to offer a new program for homes that use certain wifi-connected systems.

If your home includes a wifi-compatible:

- Electric car charger
- Mini-split A/C unit
- Electric hot water heater
- Home battery power supply

...then you may be eligible for this program.

### How It Works

By allowing us to modulate the energy usage of your connected devices during peak hours, we are able to provide you an incentive check or bill credit proportionate to the reduced energy used.

If you have one of these systems and are interested in participating, be sure to visit [www.sheld.org](http://www.sheld.org) to enroll in the program!



## Budget Billing

Budget billing is a helpful way to spread your energy costs throughout the year.

SHELD's budget billing program begins in September. If you would like to join the program or have questions about the program, please contact the SHELD billing department at 413-536-1050.

All currently enrolled budget billing customers will automatically receive a renewal form by mail before the end of August.