



WG+E
WESTFIELD GAS + ELECTRIC
whip city fiber

Town of Chester



Whip City Fiber

July 27, 2026



18,709 Electric Services

19,093 Whip City Fiber Customers

10,963 Gas Services

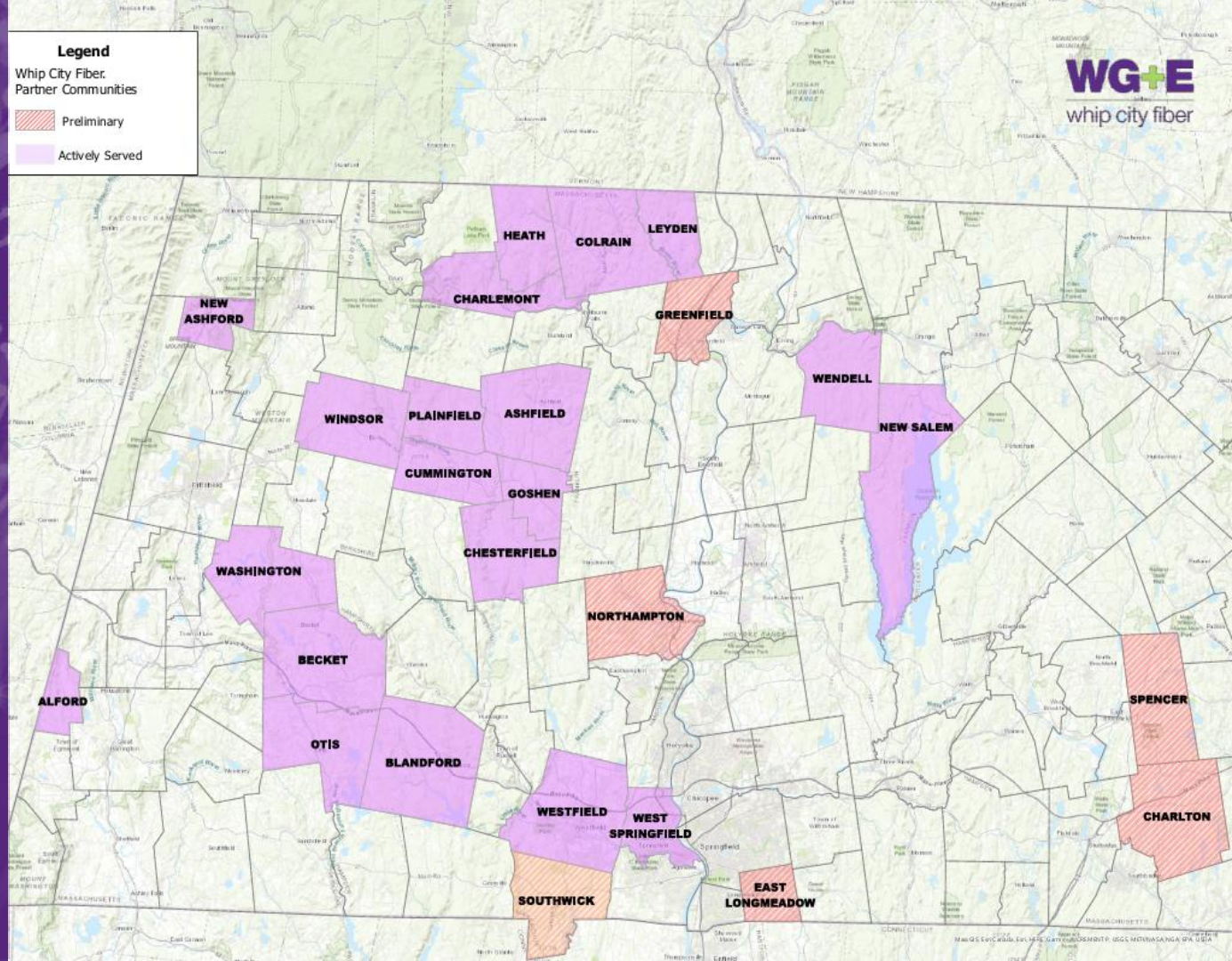
4,174 Phone Customers (VOIP)

24 Partner Communities

**Who is
Westfield
Gas + Electric/
Whip City Fiber?**

Supporting successful partner communities since 2017

Alford	Leyden
Ashfield	New Ashford
Becket	New Salem
Blandford	Otis
Charlemont	Plainfield
Chesterfield	Rowe
Colrain	*Southwick
Cummington	Washington
*East Longmeadow	Westfield
Goshen	West Springfield
Heath	Wendell
	Windsor



How Can Whip City Fiber Help the Town of Chester Look to the Future?



Chester's Town-Owned Fiber Network

Design and Engineering

- Plant Miles
- Potential Dwelling Unit
- Service Drops
- Hut(s) Locations

Make Ready/Pole Application Management

- Field Walk Out and Pole Survey

Procurement

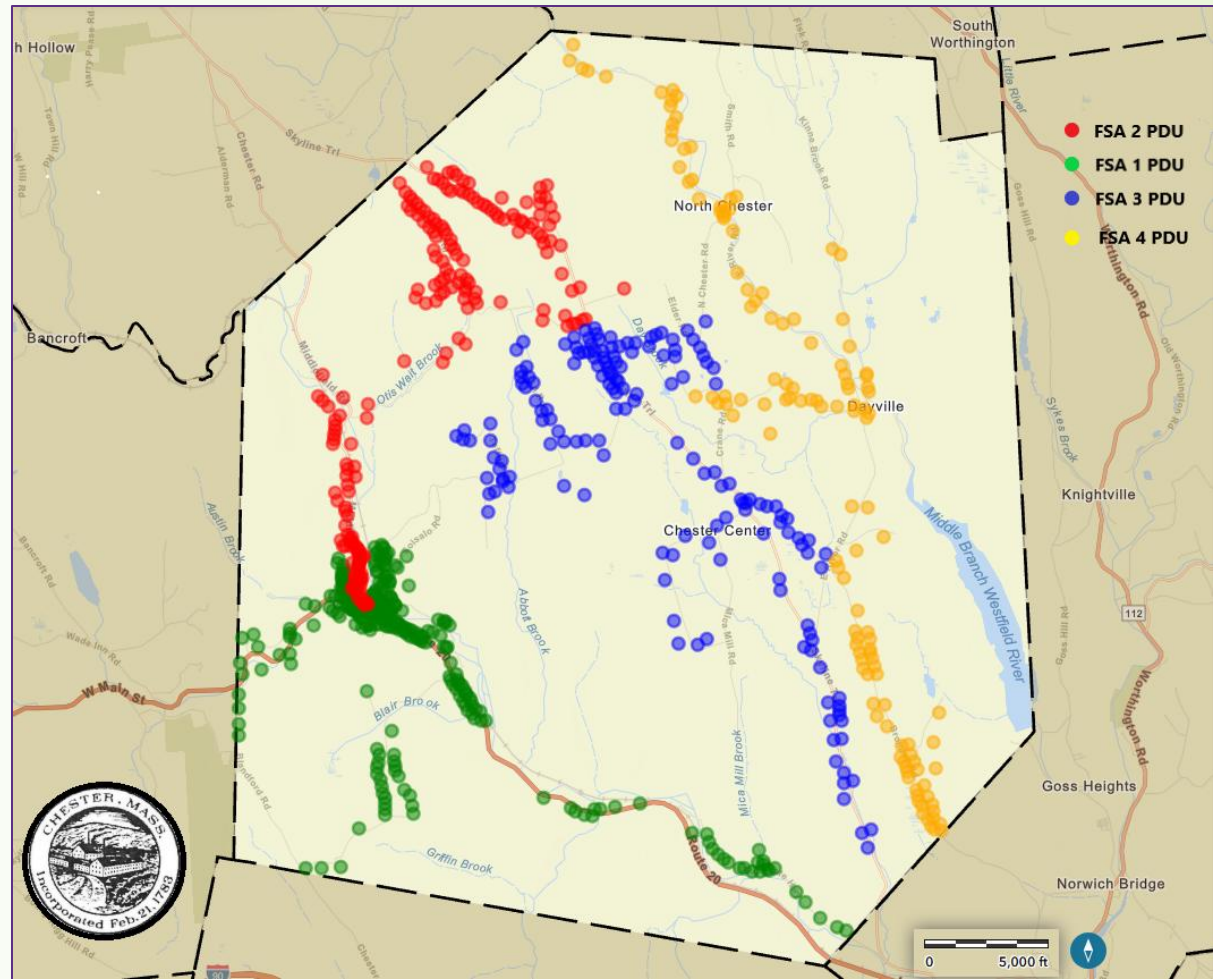
- Construction and Materials

Project Management

Internet Service Provider

Emergency Response

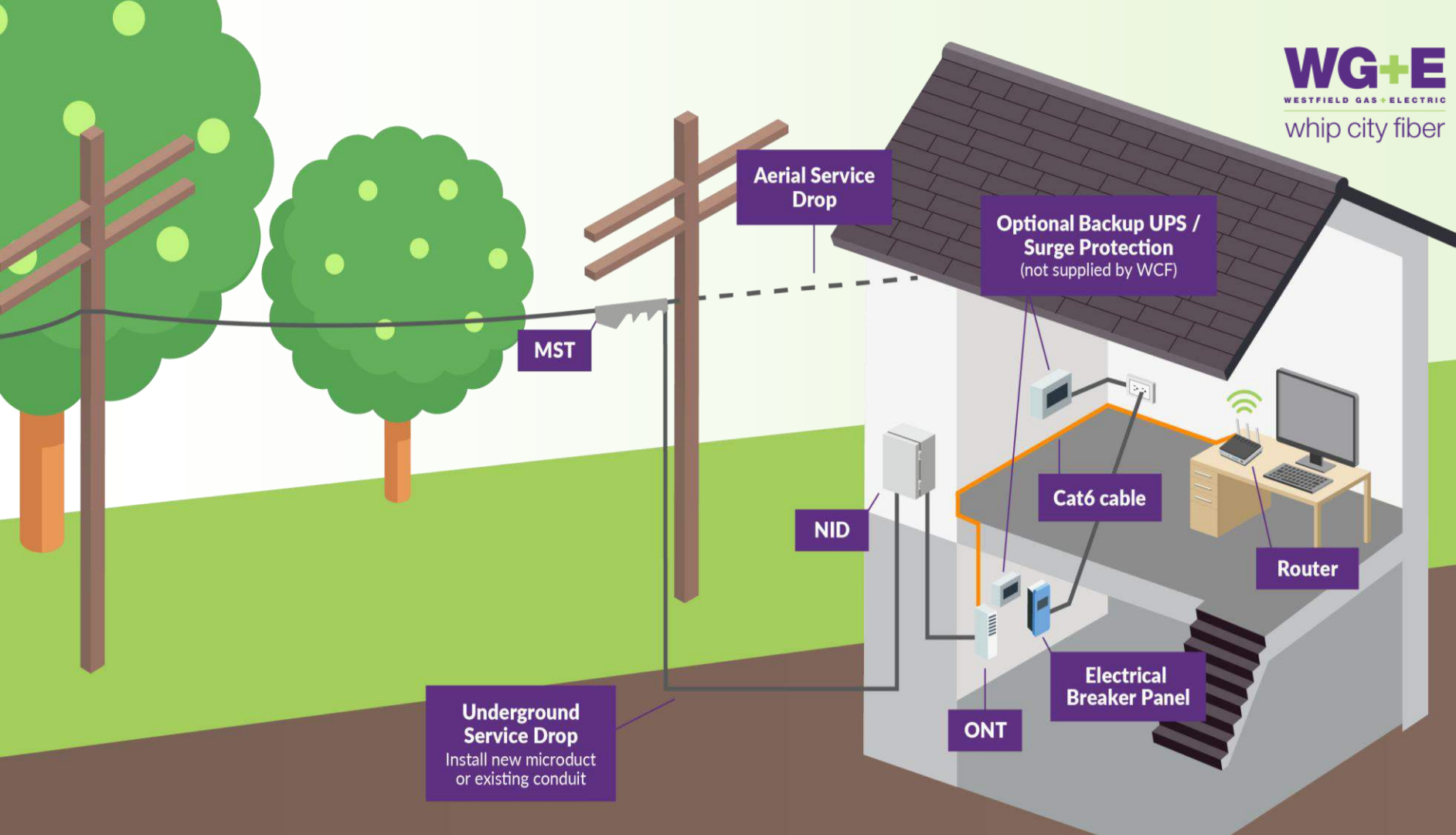
Reliability – Resiliency – Redundancy

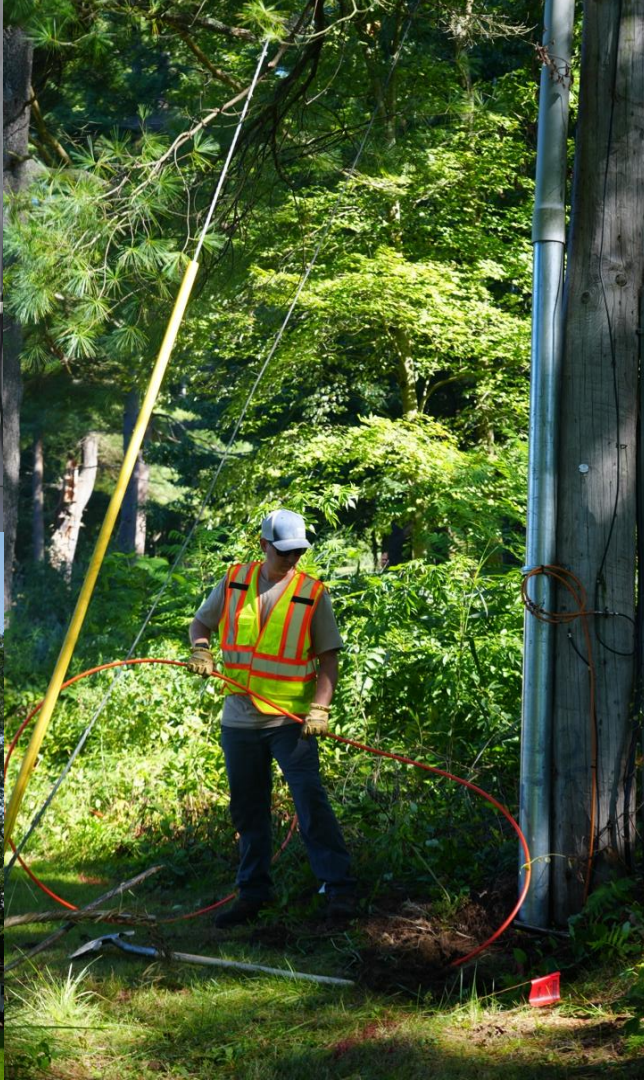


The town owns
the assets from
hut to X (Premise)



Whip City Fiber fully supports your town network



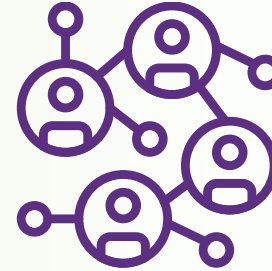




Emergency Response



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Internet Service Provider

- Customer Service
- Sales and Marketing
- On-Boarding
- Fiber Installations
- Billing
- Collections
- Emergency Response
- 24 x 7 Technical Support

Network Operator

- Manage physical plant and operations
- Construction and Repair Personnel
- Data security
- Network Monitoring
- Redundancy and Reliability
- Network and Customer Reporting

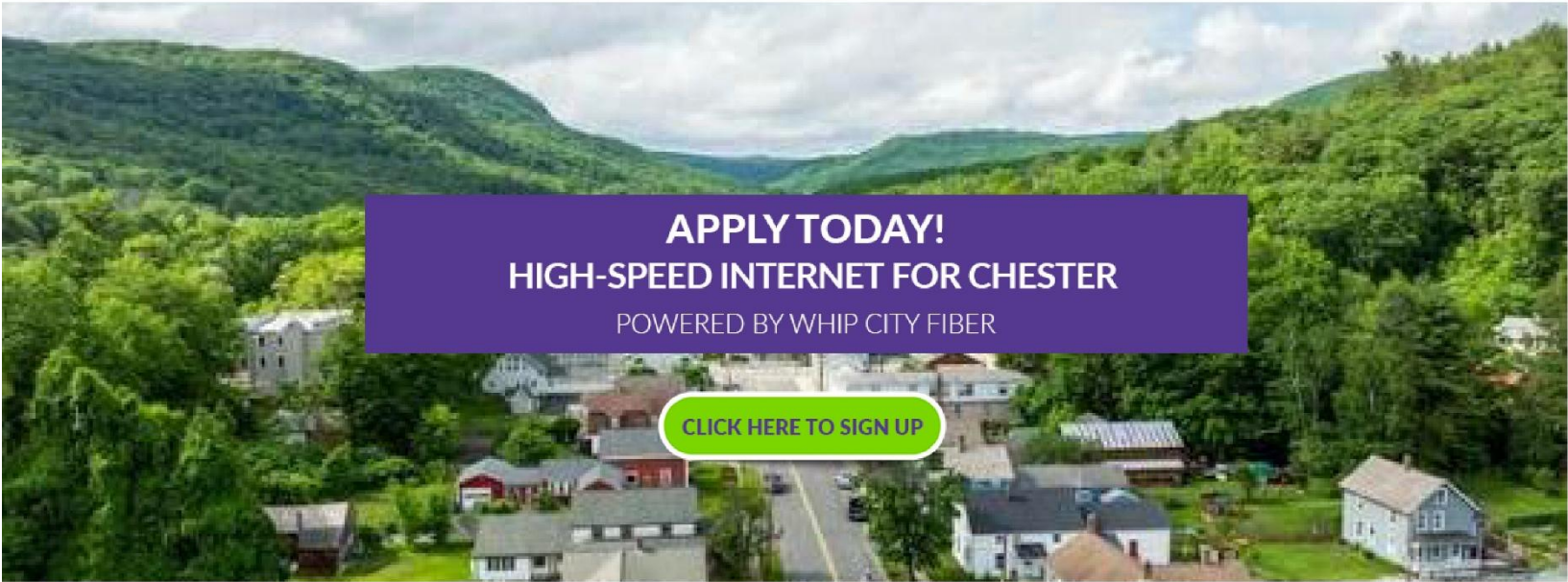
Building Trusting Partnerships

WG+E
WESTFIELD GAS + ELECTRIC
whip city fiber



Marketing, Communication, and Customer Experience





APPLY TODAY! HIGH-SPEED INTERNET FOR CHESTER

POWERED BY WHIP CITY FIBER

[CLICK HERE TO SIGN UP](#)

GIGABIT INTERNET

\$XX.XX
per month

SOUTHWICK'S OWN NETWORK

NO CONTRACTS

EQUIPMENT AND WIFI INCLUDED

PREMIER PHONE

\$XX.XX

CALL BLOCKING

GREAT INTERNATIONAL RATES

UNLIMITED LOCAL AND LONG DIST.

INCLUDES MEXICO AND CANADA

HELLO

Chester

**PLANNING FOR GIGABIT INTERNET
IN CHESTER!**



whip city fiber

whipcityfiber.com/chester | 413-485-1251

Chester's Own Gigabit Internet!

It's an exciting time in Chester—plans are underway for our very own fiber optic gigabit network. Are you ready to have the fastest internet service in town? Sign up today!

- Gigabit service
- Premier phone service

***Sign up online
or call today!***



Equipment and Wi-Fi Included | Free standard install | No contracts

whipcityfiber.com/chester

413-485-1251



PO Box 990
Westfield, MA 01086-0990

Applications

Views ?

select a view

Filters

Views

Filters [reset filters](#) / [clear view](#)

You can save filter presets by clicking on the Views and then Save View

Organization [reset](#)

WCF

Submitted [reset](#)

true

Archived [reset](#)

false

Person Contacted [reset](#)

No Filter

Past Active [reset](#)

No Filter

Status [reset, valid preset](#)

Filter by Status

Location Tags [reset](#)

Filter by Location Tag

Type [reset](#)

No Filter

Service Plans [reset](#)

Filter by Service Plan

Region [reset](#)

Filter by Region

OHUG Indicator [reset](#)

Filter by OHUG

Promotions [reset](#)

Filter by Promotion

Additional Services [reset](#)

Filter by Additional Services

Customer Relationship Management (CRM)

[Copy](#) [CSV](#) [CSV \(all\)](#) [Excel](#) [Excel \(all\)](#) [PDF](#) [Print](#) [Columns](#)Show **25** entries

Showing 1 to 25 of 10,037 entries (filtered from 25 total entries) (8938 unique locations)

Previous **1** 2 3 4 5 ... 402 Next

Status	Submitted	Org	FSA	Details	Last Contacted	Times Contacted	# Notes	OHUG	Employee	Plan	Services	Promotion	Reason for Cancellation	Account
Scheduled	2023-03-06 04:59 PM	WCF	55	Matt Vella <mvela@elmelec.com> Elm Electric 68 UNION ST, WESTFIELD, MA 01085 (700751) RELEASED		0	4	US	mkm	WCF Pro — Gigabit internet for up to 5 users	Static IP Addresses			700751-319558
New Past Active	2023-03-06 03:59 PM	WCF	60	James Martin JR <JAMESJR38@GMAIL.COM> 70 W SILVER ST, WESTFIELD, MA 01085 (704953) RELEASED	2023-03-06	1	0	OS	ay	Gigabit - Residential - \$69.95/month				704953-341645
Scheduled	2023-03-06 02:49 PM	WCF	94	DIANE ARMSTRONG <armstrong9789@comcast.net> 177 HONEY POT RD, WESTFIELD, MA 01085 (716997) RELEASED		0	1	OS	TB	Gigabit - Residential - \$69.95/month	Phone Service			716997-305692
New	2023-03-06 02:48 PM	WCF	80	Daniel Lemarier <lemarierdaniel27@gmail.com> 59 ORANGE ST WESTFIELD, MA 01085 - Apt 1 / Unit 1 (704590)		0	0	OM		Gigabit - Residential - \$69.95/month				

Convenient Online Billing

Chester has control over subscribers' payments



Hello John Smith.

Your Whip City Fiber bill is available to view.

Due Date: 2021-02-08

Amount Due: \$89.00

To view your bill you will first need to select a password for your account by clicking [here](#). Once logged in you can view and download your statements. [Watch a video](#) to get started!

Next time you want to visit the customer portal you can either click [here](#), or visit whipcityfiber.com/colrain and click "pay your bill" at the top of the page or at the bottom of the page (if you are on a mobile device).

Whip City Fiber Customer Service Team
customerservice@wgeld.org

Call Customer Service at 413-485-1251

Customer Login

Email



Password



[Forgot password?](#)

Sign in

Our Customer Portal

Billing and Payments

My Profile

Help & FAQs

Support

Take a Tour

Logout

Billing and Payments

John Smith
800000-400000
123 North RD

Current Balance
Due Date

\$0.00
04/06/2020

Auto Pay

When enabled your account will be paid automatically on the due date.

Setup Auto Pay

Make a One-Time Payment

\$
0.00

Select a Payment Method

PAY

Setup up payment methods by clicking on [My Profile](#).

Bill & Payment History

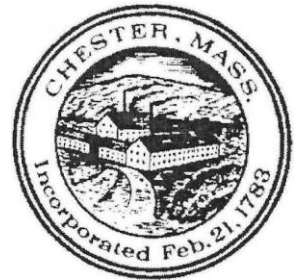
Transaction	Date	Payment Info	Amount	Balance	
Payment	03/19/2020	Bank account	\$178.00	\$0.00	view
Bill	03/12/2020		\$85.00	\$178.00	view
Bill	02/12/2020		\$85.00	\$85.00	view

Showing 1 to 3 of 3 entries

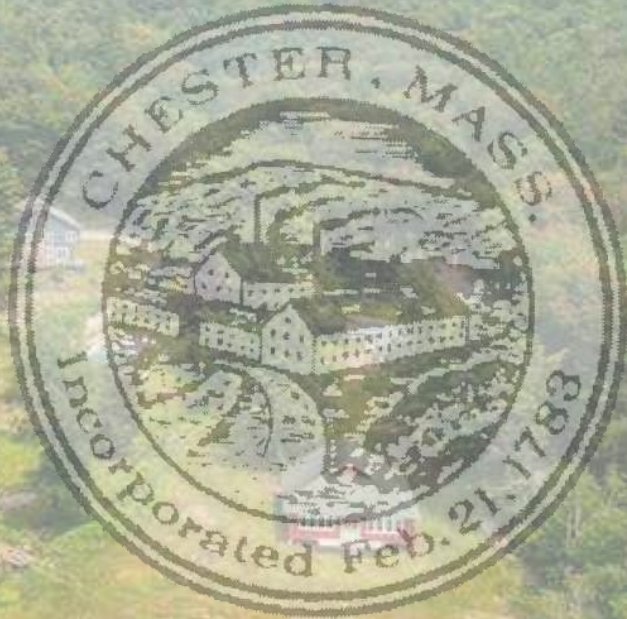
Previous
1
Next

Notes

Preliminary Review



The Town of Chester At-a-Glance



- Population: 1,240
- 686 housing units
 - 83% owner occupied
 - approx. 87% single family
 - approx. 12% multi unit/1% mobile home
- Median age 45.9
- 36.6 square miles
 - approx. 2,268 utility poles
- Broadband is currently supplied by Comcast

Source: <https://censusreporter.org/profiles/06000US2501313485-chester-town-hampden-county-ma/> Citation: U.S. Census Bureau (2024). American Community Survey 5-year estimates. Retrieved from Census Reporter Profile page for Chester town, Hampden County, MA <<http://censusreporter.org/profiles/06000US2501313485-chester-town-hampden-county-ma/>>

Chester's Town-Owned Fiber Network Advantage

Town-owned Network

Revenue from customers goes directly to the town

Estimated 700 residential and commercial potential accounts

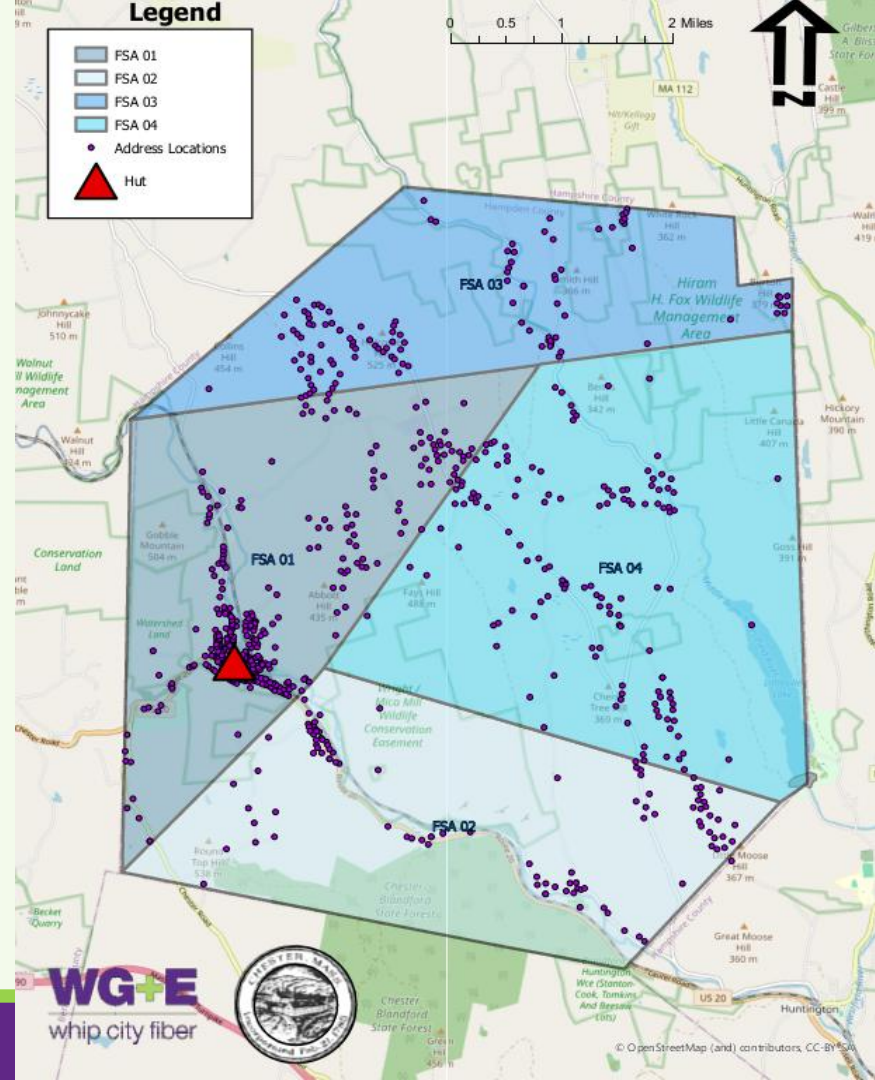
Estimated 4 Fiber Service Areas (FSAs)

Possibility of utilizing town-owned space for hut location

Established Municipal Light Plant (CMELD)

Town-owned utility poles reduce make-ready costs

Opportunities for grant funding



Summary

- Westfield Gas + Electric celebrated our 125th anniversary in 2024
- Whip City Fiber celebrating our 10th Anniversary in 2026
- Strong track record of delivering high-quality broadband services to communities across the region
- Make Ready and Pole Application Experience
- Primary resources are WG+E/WCF employees
- Fast emergency response time
- Reputation for excellent customer service
- Equipment needed to maintain your network
- FTTX from Start to Finish, One-Stop Partner
- Established partnership with CMELD (Mutual Aid)





Questions?

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Thanks!

