

## Shutoff Protection and Third Party Notification

WMECo will not disconnect the electric service of customers during the winter moratorium, from November 15, 2010 to March 15, 2011, who have a financial hardship and meet the income eligibility guidelines.

Third Party Notification is a service that helps customers keep track of their WMECo bill. This service is particularly useful for customers who have reading, language or memory difficulties, who are seriously ill or who frequently travel.

At the customer's direction, a third party – a relative, friend or neighbor – will receive notice if your electric service is going to be disconnected due to nonpayment and can remind you that your bill is due. The third party is not responsible for payment.

For more information about Shutoff Protection or Third Party Notification, please visit [wmeco.com](http://wmeco.com) or call Customer Service at **1.877.OK.WMECO (1.877.659.6326)**.



## Neighbors Helping Neighbors

The Good Neighbor Energy Fund is a cooperative effort that helps households who need assistance but do not qualify for federal or state aid with the payment of their energy expenses. You can participate in the "Add-A-Dollar" program, where \$1 (up to \$10) will be added to your WMECo bill each month to go towards the Fund, or you can make a one time donation. Learn more about helping out by visiting [wmeco.com](http://wmeco.com). Or, if you or someone you know needs assistance, please call 800.262.1320 or visit [www.magoodneighbor.org](http://www.magoodneighbor.org).



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## Holiday Safety

The Holidays are a time to enjoy friends and family, but decorating can be dangerous if you don't take the right precautions. Be sure to stay safe when you're getting in the festive spirit by following these tips:

- ▶ Never use electric decorations on an artificial tree with metallic needles, leaves or branches and make sure the tree is flame retardant.
- ▶ Never use indoor lights outdoors.
- ▶ If you're decorating outdoors, look up to make sure that branches or trees haven't grown into power lines!
- ▶ Keep natural trees well watered.
- ▶ Check all cords for any frayed or bare wires or loose connections.



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## New Number and Outage Map

WMECO has a new toll-free Customer Service number: **1.877.OK.WMECO (1.877.659.6326)**. The number for customers in the Springfield calling area remains the same – 413.781.4300.

We have also implemented an enhanced outage map on [www.wmeco.com](http://www.wmeco.com). It is updated every 15 minutes with a listing of power outages by town, and is accessible by mobile phone.

Check it out at [www.wmeco.com/outage/OutageMap.aspx](http://www.wmeco.com/outage/OutageMap.aspx)

## Take the Chill out of Winter

While winter temperatures can increase your energy use, these simple tips can help reduce your bill and save you money – all without sacrificing your comfort.

- Close and lock all storm windows and remove screens.
- On sunny days, keep your blinds on the southerly windows open and then close all blinds at night to keep the heat in.
- Set your thermostat as low as is comfortable, and dress in layers to keep warm.
- Close the damper of your fireplace when it is not in use and have your chimney or vent pipes checked annually for buildup and blockage; this also can help reduce the risk of carbon monoxide poisoning.
- Use a door sweep on drafty window sills and door jams.
- Caulk cracks and gaps around windows and doors, in the building foundation, and between different building materials.



SAFETY

According to the Consumer Product Safety Commission, problems in home wiring, such as sparking and arcing, cause more than 40,000 fires each year. A safety device called an arc fault circuit interrupter, or AFCI, provides protection from fires caused by unsafe home wiring conditions. For more information, talk to a licensed electrician or building inspector.

Circuit breakers and fuses should always be the correct size for the circuit. To help prevent a fire, always replace a fuse with the correctly sized fuse. If you don't know the correct fuse size, have a licensed electrician identify and label the sizes to be used.