

## New Solar Site Announced in Springfield

WMECo is proud to announce the next site in our large-scale solar program: Cottage Street in Springfield. A 17,000 solar panel facility will be built on 62 acres of capped landfill, and will produce 4.2 megawatts (MW) of energy—enough to power about 700 homes. This site will complete WMECo's 6 MW program approved by the Massachusetts Department of Public Utilities.

To learn more about WMECo's large-scale solar program, visit

[www.wmeco.com/EnergyWise/LargeScaleSolar.aspx](http://www.wmeco.com/EnergyWise/LargeScaleSolar.aspx)



Pictured here is an aerial view of the Cottage Street site in Springfield, MA.



## WMECo Presents 2010-2011 Economic Review

WMECo recently published the 2010-2011 Economic Review, a report of business conditions in the region. The data shows western Massachusetts to be an optimal place for businesses to grow, as the area is in relatively close proximity to Hartford, Boston and New York City. In addition, there is ample space for economic development, the cost of housing is less than other regional business hubs, and there are more than 75,000 college students in the area. Also highlighted are two western Massachusetts cities, Pittsfield and Springfield, ranked 35th and 114th respectively, in Kiplinger's 2010 Best Cities for the Next Decade. WMECo is proud to support western Massachusetts business development.

To review the document, visit:

[www.wmeco.com/Business/GrowYourBusiness/Publications.aspx](http://www.wmeco.com/Business/GrowYourBusiness/Publications.aspx)



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Electric**

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## Struggling with Bills? WMECo Can Help.

If paying your electric, gas or oil bill is a struggle this winter, you're not alone. WMECo understands that occasionally customers fall behind on bill payments. Every year we help those in need with home weatherization measures, past-due balance forgiveness programs and more. If you have a financial hardship, please call us – we likely have programs that can help. Read about WMECo's assistance programs inside this bill insert.

[Continued >](#)



## Financial Assistance Programs:

WMECo offers a residential discount rate for income-eligible customers whose household income does not exceed 60 percent of the estimated state median income (see chart below). If you qualify for the discount rate and have a past-due balance, our NUStart program may be able to help. Customers who pay a budgeted amount on time each month will have a portion of their past due balance paid by WMECo. After 12 months of consecutive budget payments by the customer, the entire past-due balance will be eliminated. Fuel assistance may also be available to you – please contact your local community action agency. If you don't qualify for state or federal assistance, the Good Neighbor Energy Fund may be able to help. Visit [wmeco.com](http://wmeco.com) for more information on any of these programs.

Renters and homeowners may qualify for assistance programs if their gross household income is within these guidelines:

Household Size	Maximum Annual Income
1	\$30,751
2	\$40,213
3	\$49,675
4	\$59,137
5	\$68,598
6	\$78,060
7	\$79,835
8	\$81,609

## Special Needs Services:

Customers with electrically operated life-support equipment and hearing impaired customers who depend on special communications equipment for telephone access need a plan to cope with power outages. Through our Medical Alert system, we will specially code your account and contact you if we become aware of a significant storm that may cause power outages. We encourage you to have a back-up plan in the event your service is interrupted. WMECo also offers third-party notification for customers who find it difficult to keep track of bills. This service is particularly useful for customers who have memory difficulties, who are seriously ill or who frequently travel. At the customer's direction, 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.

Call Customer Service at **877.OK.WMECO (877.659.6326)** to enroll in any of these services. The TTY/TDD number is **800.221.1341**.



SAFETY

## The Silent Killer – Carbon Monoxide Poisoning

Is the weather keeping you inside? Consider the way you stay warm. Carbon monoxide poisoning is not only dangerous, it can be deadly. Whether you're trying to save money on bills or heating your home during a power outage, certain ways of staying warm produce the deadly, odorless gas, without even realizing it's there. NEVER run a generator, barbecue grill, portable patio warmer, or other outside-use only heating system indoors.

For more safety tips, visit [www.wmeco.com](http://www.wmeco.com).