

Happy New Year



The men and women who work at WMECO want to thank you for your business in 2007. We are dedicated, each and every day, to serving our 200,000 customers and 59 communities with safe, reliable electricity. Our best wishes for a bright new year!



Western Massachusetts Electric

The Northeast Utilities System

**Delivering the Energy
of Western Massachusetts**

IF YOU HAVE A QUESTION ABOUT YOUR BILL, PLEASE CALL 1-800-286-2000 (781-4300 within the Springfield calling area). TDD SERVICE IS AVAILABLE AT 1-800-221-1341 OR, WRITE TO:
ROBERT G. JOHNSTON,
CUSTOMER SERVICES,
NORTHEAST UTILITIES,
P.O. BOX 270,
HARTFORD, CT 06141-0270.

Pay your WMECO bill online, anytime—free at wmeco.com. Or use our easy direct debit system! Call to enroll today!

UNDERSTANDING YOUR BILL

YOUR WMECO BILL SEPARATES AND IDENTIFIES THE COMPONENTS OF YOUR ELECTRIC CHARGES. DELIVERY CHARGES REPRESENT ABOUT ONE-THIRD OF YOUR TOTAL ELECTRIC BILL. TWO-THIRDS OF YOUR BILL COVERS ENERGY SUPPLY. IF YOU HAVEN'T

ConsumerNews

W M E C O

CHOSEN A THIRD-PARTY ENERGY SUPPLIER, WMECO COMPETITIVELY BIDS YOUR SUPPLY AND YOU PAY A DEFAULT OR BASIC SERVICE RATE. FOR WAYS TO MANAGE YOUR ENERGY USE AND COSTS, PLEASE TURN THE PAGE.



Managing energy use and costs

Making your home energy efficient helps protect the environment, reduce pollutants, save energy and reduce your expenses – and it can be done without sacrificing your comfort.

WMECO offers many ways to manage your energy use and costs. Be sure you're taking advantage:

- **ENERGY STAR® appliances** include clothes washers, refrigerators, room air conditioners and more. **ENERGY STAR-rated appliances use up to 50 percent less energy and water.**
- **ENERGY STAR lighting and fixtures** provide the bright, warm light you want while using 66 percent less energy and lasting 10 times longer.
- **Energy Bucks** promotes fuel assistance, utility discounts and weatherization to reduce customer bills through a partnership with Community Action Agencies across western Massachusetts. **Contact your local Community Action Agency or 1-866-537-7267 for more information.**
- **MassSAVE** offers trained experts who will visit your home, analyze your energy consumption, recommend ways to conserve and provide incentives to help you along the way.



CommunityConnections

Neighbors helping neighbors

Please join WMECO in helping local families in need to stay warm this winter. Just add \$1 to your monthly WMECO bill payment or, if you would like to give more, please write a separate check. Working with the Good Neighbor Energy Fund, we will match 50 cents for every dollar you contribute up to the first \$30,000. Thank you for helping us help others.



**safety
first!**

As a parent or grandparent, you play an important role in protecting your youngsters – and that includes keeping them safe around electricity. Take every opportunity to teach children the rules of electrical safety. For example, make sure they know never to play near substations, utility poles, power lines or the support wires of poles. Teach them the proper use of a fire extinguisher and not to pour water on an electrical fire. And place safety covers on unused electric outlets, reminding children never to stick anything, including a finger, in an outlet. Here's to a safe 2008!