

Questions ?

**help
stop energy
theft!**

Energy theft is a crime that costs all of us money and poses safety risks. Just as shoplifters drive up the price of merchandise, energy thieves drive up the cost of electricity. It's not only a crime, but also a serious safety hazard that can cause system malfunction or even fires. While we do all we can to prevent theft, we need your help. If you suspect someone is tampering with meters or equipment and stealing electricity, report it through our anonymous hotline at **800-286-5350**.

IF YOU HAVE A QUESTION ABOUT YOUR BILL, PLEASE CALL 1-800-286-2000 (781-4300 within the Springfield calling area). 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!



**Western Massachusetts
Electric**

The Northeast Utilities System

**Delivering the Energy
of Western Massachusetts**



Printed on
recycled
paper

WHETHER YOU HAVE A SMALL OR LARGE HOME, AN OLD OR NEW HOME, WMECO OFFERS ENERGY EFFICIENCY PROGRAMS AND SERVICES TO MEET THE NEEDS OF ALL OF OUR

ConsumerNews
W M E C O

VALUED CUSTOMERS. SUMMER IS ONE OF THE BEST TIMES TO TAKE ADVANTAGE OF WMECO'S PROGRAMS TO MAKE YOUR LIVING SPACE MORE ENERGY EFFICIENT. YOU'LL NOT ONLY SAVE ON SUMMER COOLING COSTS, BUT YOU'LL BE READY TO SAVE ON WINTER HEATING BILLS, TOO! CHECK INSIDE FOR WAYS WMECO CAN HELP YOU IMPROVE ENERGY SAVINGS IN YOUR HOME.



WMECO offers many ways to manage your energy use and cost. Be sure you're taking advantage of these programs.

MassSAVE

A free home energy assessment program offered by WMECO that sends trained experts to your home to analyze your energy consumption and recommend ways to conserve. WMECO provides incentives or no-interest financing to help you along the way. For more information call **1-800-666-3303**.

Energy Bucks

A program that promotes fuel assistance, utility discounts and weatherization to eligible customers to reduce bills through a partnership with Community Action Agencies across western Massachusetts. For more information call **1-866-537-7267**.

Lighting Discounts

Switching to ENERGY STAR® bulbs makes a lot of sense. These high quality lights:

- *use less energy than standard bulbs*
- *produce just as much light*
- *last longer*
- *save you money on your electric bill*

What's more, WMECO partners with manufacturers and local retailers to offer a reduced price on ENERGY STAR-qualified lighting products. WMECO customers are also able to purchase reduced-priced energy efficient lighting products through the *ENERGY STAR Lights Catalog*.

Call **877-ESTAR-4-U (1-877-378-2748)** today to request a catalog.

WMECO offers even more programs and services to maximize the energy efficiency of your home. Visit www.wmecco.com today!

SAFETY FIRST

Lights dimming or flickering could signal that your power is interrupted. A short circuit within your home or simply a tree branch that has dropped on a power line could be the cause. Knowing what to do when you see flickering lights or if you lose power is helpful to keep you and your family safe and secure.

If you experience dimming or flickering lights:

- *Unplug sensitive electronic equipment, including your computer.*
- *Disconnect appliances powered by a motor, such as air conditioners.*

If your power goes out:

- *Check your fuse or breaker box for blown fuses or tripped circuits. If everything checks out, call your neighbor to see if they have power. This can identify whether or not the problem is isolated to your home.*
- *If you are still without power, call us at **781-4300** (within the Springfield calling area) or **800-286-2000** (outside of the Springfield calling area).*
- *Turn off your lights (except one) and unplug major appliances and electronics to prevent an electrical overload when the power is restored.*