

Questions ?

**winter
protection plan
to end *May 1***



If you are behind on your WMECO bill payments, please keep in mind that the Winter Protection Plan period ends May 1. It is important that you contact WMECO Credit and Collection. Please call 413-737-4600 in the Springfield calling area or 800-286-2828 outside the area to prevent disconnection of service.

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!



**Western Massachusetts
Electric**

The Northeast Utilities System

**Delivering the Energy
of Western Massachusetts**



ConsumerNews
W M E C O

WMECO CUSTOMERS' NEEDS FOR RELIABLE ENERGY HAVE NEVER BEEN MORE IMPORTANT THAN THEY ARE TODAY. TO MEET THOSE NEEDS, WE OFFER VALUABLE CONSERVATION AND ENERGY EFFICIENCY PROGRAMS TO REDUCE CONSUMPTION, WE PROMOTE RENEWABLE ENERGY TECHNOLOGIES TO

PROTECT OUR ENVIRONMENT, AND WE ARE STRENGTHENING OUR TRANSMISSION AND DISTRIBUTION SYSTEM TO CONTINUE TO RELIABLY BRING ELECTRICITY TO AREA HOMES AND BUSINESSES. WMECO IS WORKING HARD FOR YOU TODAY – AND FOR THE FUTURE.

Read more inside.



continued from cover

Customer demand for electricity increases each year. Consider the high-performance products you may have added to your home or business – plasma TVs and additional computers, for example – that consume more energy than products of the past. A home built in the 1990s uses nearly double the amount of electricity compared with a home from the 1950s.

This demand from our lifestyle changes is outstripping the present electric system's capacity, threatening the reliability of the electric power we depend on more and more.

WMECO has identified a number of improvements that are vital to maintaining service and meeting national and regional reliability transmission standards. Upgrade projects include installing underground 115-kV cables within the city of Springfield and improving area substations.

WMECO is investing wisely to keep pace with our customers' energy needs and to maintain reliable energy flow across the region. That's WMECO . . . delivering the energy of western Massachusetts.



CommunityConnections

Every year WMECO lineworkers spend time in classrooms all across western Massachusetts educating students about electricity and the dangers associated with it. At WMECO, we believe that the more kids know and understand about electricity, the safer they will be. We encourage you and your children to check out our website at www.wmeco.com to find interactive and educational games about electrical safety. Simply click on the link labeled "Safety for Kids" under the "Our Community" link.



***Safety
first!***

Never leave burning candles unattended.

Candles can add a cozy touch to winter evenings, but they can pose deadly hazards when not used properly. Reduce the chance of fire by following these important safety tips when you light candles in your home. Our thanks to the U.S. Consumer Product Safety Commission.

- *Keep combustible materials away from candles – especially curtains and bedding.*
- *Don't put candles in a location where children or pets could knock them down.*
- *Use only non-flammable candle holders.*
- *Always trim the wicks before lighting.*