

Questions ?

energy
efficiency tips

With today's challenging economy, everyone is looking for ways to save. An easy way to consume less energy is to unplug all appliances—like TVs, phone chargers, computers, even toasters—when not in use. You can also plug these appliances into power strips and switch off when not in use—just be sure you don't overload the power strip. For more no-cost money-saving tips, log on to www.wmeco.com.

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**

A Northeast Utilities Company

Delivering the Energy
of Western Massachusetts

UNDERSTANDING
YOUR BILL

AT WMECO, IT'S IMPORTANT THAT WE PROVIDE YOU VALUE, AND IT'S ALSO IMPORTANT THAT YOU KNOW EXACTLY WHAT YOU ARE PURCHASING EVERY MONTH WHEN YOU PAY YOUR WMECO BILL. ALL CUSTOMERS PAY A DELIVERY RATE TO WMECO, COVERING THE COSTS ASSOCIATED WITH OUR OPERATIONS, MAINTENANCE OF OUR SYSTEM AND EQUIPMENT, AND STATE-MANDATED-PROGRAMS FOR ENERGY EFFICIENCY

ConsumerNews
WMECO

AND A DISCOUNTED RATE FOR
INCOME-ELIGIBLE CUSTOMERS.

Read more about rates
and recent changes
inside this bill insert.



(continued from cover)

Customers who choose to purchase their electric supply through WMECO also pay a supply rate (Basic Service). WMECO purchases electric supply on behalf of our customers, and strives to get the best possible supply rates through a competitive bidding process.

Changes to your rates

The MA Department of Public Utilities approved new rates for WMECO customers, effective on January 1, 2010. The delivery rate has increased for all customers. Basic Service supply rates have decreased for residential and small business customers, and have increased for medium and large business customers. The supply rates for medium and large business customers change on a quarterly basis, making them more reflective of market prices as compared to residential and small business customers whose rates change semi-annually.

For residential customers on Rate 1 service,

Supply rate per kWh = 8.237¢
 Delivery rate per kWh = 7.111¢
 Total per kWh = **15.348¢**

For small business customers on Rate G0 service,

Supply rate per kWh = 8.972¢
 Delivery rate per kWh = 6.748¢
 Total per kWh = **15.720¢**

For medium business customers on Rate G2 service,

Supply rate per kWh = 8.893¢
 Delivery rate per kWh = 5.184¢
 Total per kWh = **14.077¢**

For large business customers on Rate T2 service,

Supply rate per kWh = 8.893¢
 Delivery rate per kWh = 4.252¢
 Total per kWh = **13.145¢**

Note: *The supply rates shown above apply to Basic Service customers who rely on WMECO to secure their energy supply.*

If you purchase energy from a competitive supplier, the supply rate on your bill may be different.

Be mindful of electrical safety this winter season

A deadly hazard on the rise – that is even more common during the winter months – is carbon monoxide poisoning. Whether it's trying to save money on an electric bill or heating a home during a power outage, some ways of staying warm can be dangerous – and deadly! NEVER run a generator, barbecue grill, portable patio warmer or other outside-use only heating system indoors. For more safety tips, log on to www.wmeco.com.

“Phantom” Electric Load – What Does it Cost?

Have you ever stopped to consider that many electronic devices in your home are using electricity – even when you're not using them? Laptop computers, answering machines, cell phone chargers, and even electric toothbrushes and shavers are drawing electricity all the time unless they're unplugged or shut off with a power strip. All those plugged-in, instant-on devices can add up on your electric bill. It's sometimes referred to as “phantom load.”

Some tips to reduce phantom load at your house:

- ***Unplug what you're not using***
- ***Install power strips and turn them off when devices that are plugged in are not in use***
- ***Look for energy-efficient appliances with the ENERGY STAR® label***