



### **Budget Billing: Helping You Plan**

*By taking advantage of WMECO's Budget Billing program, customers will be able to know the cost of their bill even before it arrives. By enrolling, you'll receive a bill for the same amount each month. Based on past billing records, we divide your annual usage into 11 equal payments. Your bill will be reviewed regularly and adjusted as needed. On the 12th month, we will settle your account, and credit any over- or under-payments. Simply visit [HYPERLINK "http://www.wmeco.com"](http://www.wmeco.com) [www.wmeco.com](http://www.wmeco.com) and click on the "Pay My Bill" link, or call 800-286-6235. It's easy and keeps the guess-work out of your bill.*



### **Western Massachusetts Electric**

The Northeast Utilities System

**Delivering the Energy  
of Western Massachusetts**

### **Questions ?**

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](http://www.wmeco.com). Or use our easy direct debit system! Call to enroll today!



### **MAY IS ELECTRICAL SAFETY MONTH**

ELECTRICITY IS A POWERFUL FORCE AND, WHEN USED PROPERLY, HELPS US EVERY DAY. HOWEVER, IF SAFETY IS SACRIFICED, ELECTRICITY CAN BE DANGEROUS, AND EVEN DEADLY. HERE ARE SOME TIPS TO MAKE SURE YOUR SUMMER GETS OFF TO A SAFE START!  
WORKING OUTDOORS: MAKE SURE TO SURVEY YOUR SURROUNDINGS WHEN WORKING OUTSIDE. WHEN CLEANING GUTTERS, PAINTING OR SIDING, KEEP LADDERS AWAY FROM POWER LINES.

## **ConsumerNews** WMECO

EVEN A WOODEN LADDER CAN CONDUCT ELECTRICITY. WHEN LANDSCAPING, ALWAYS CAREFULLY CHECK TREES AND SHRUBS WHERE ELECTRIC WIRES MAY BE CONCEALED.

*Read more inside.*



## CommunityConnections

*We understand the value of economic and community development, and WMECO works hard to make our communities' futures brighter. That's why, this year, we've already awarded more than \$152,000 in grants to local organizations and schools.*

*For example, we're helping Springfield's YMCA fund programs to ready teenagers for the workforce, and we've created endowments at Springfield Technical Community College, Greenfield Community College and the University of Massachusetts to provide student scholarships. In April, we awarded a grant to Berkshire Community College enabling their computer networking lab to teach wireless information systems and, in Springfield, we awarded 15 mini-grants to public school teachers to advance science and math classroom education.*

*At WMECO, we take care of our customers and our community.*

### **WMECO Recognized by Environmental Protection Agency**

*The U.S. Environmental Protection Agency selected WMECO as a 2008 ENERGY STAR® award winner for our contributions to reducing greenhouse gas emissions by promoting energy-efficient products and services. This is the seventh straight year WMECO has won a national ENERGY STAR award. Thanks to you, our customers, for making energy efficiency part of your daily routine!*

### **Digging**

*Digging can be dangerous if you don't first check for underground wiring or cable. Never dig around your home or business without calling "Dig Safe" at (888) DIG-SAFE (344-7233). Massachusetts law requires that you call at least 72 hours before digging.*

### **Tools**

*Make sure to inspect all electrical tools before use. Check for frayed cords, broken plugs and cracked or broken sockets. When using electrical appliances outdoors, be sure they are plugged into an outlet with a weatherproof cover and a ground fault circuit interrupter. Never use electrical appliances near a pool or other wet surfaces.*

### **Generators**

*If you buy a generator, make sure it is properly installed by a licensed electrician. An improperly installed generator can cause a house fire and put electrical workers at risk for electrocution due to the potential for electricity to back-feed into our system. Further, generator exhaust is deadly. Keep in mind that you may need a town permit or an official inspection.*

### **Climbing**

*Don't let children climb utility poles, towers, pad-mounted transformers (metal cabinets on concrete platforms) or trees near power lines. Call WMECO if your pet gets stranded on a pole or if a child's ball or toy strays into a substation.*

### **Wires**

*If you come across downed wires, treat them as live and stay away! Call WMECO at 413-781-4300 (within the Springfield area) or 1-800-286-2000 (outside of the Springfield call area). If you are in a vehicle and wires are on or near it, stay in the vehicle and tell others not to touch it. Ask someone to call 911 or WMECO.*

*Always keep in mind,  
when it comes to electricity,*

**safety  
first!**