

Questions ?

**Coming
This Fall:**

As part of WMECO's continuing investment on behalf of customers, we are scheduled to upgrade our customer information and billing system this fall. The new system is the final step of a multi-year initiative by Northeast Utilities to enhance customer service, replace old technology and meet changing customer and regulatory requirements. When complete, this new system will enable us to continue providing responsive service to all of our customers with greater flexibility. We will provide more details in the coming months.

**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). OR, WRITE TO:
ROBERT G. JOHNSTON,
CUSTOMER SERVICES,
NORTHEAST UTILITIES,
P.O. BOX 270,
HARTFORD, CT 06141-0270.

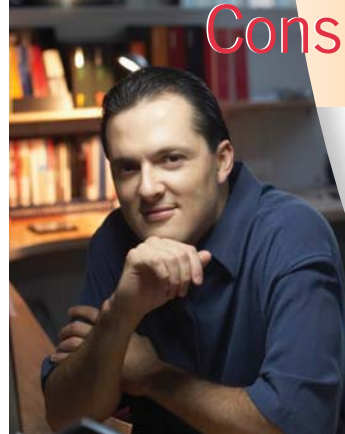
Pay your WMECO bill online, anytime—free at wmeco.com. Or use our easy direct debit system! Call to enroll today!

**SUMMER IS HERE...**

AND SO IS THE HOT WEATHER! MANY OF US USE AIR CONDITIONERS AND FANS TO KEEP OUR HOMES AND BUSINESSES COOL, AND THAT MEANS MORE ENERGY CONSUMPTION AND HIGHER BILLS. WMECO UNDERSTANDS THAT CUSTOMERS WANT TO BE COMFORTABLE IN THE PLACES THEY LIVE AND WORK, AS WELL AS WITH THEIR ELECTRIC BILLS. OPEN THIS INSERT

ConsumerNews
W M E C O

TO FIND TIPS TO HELP COOL YOUR HOME OR PLACE OF WORK MORE EFFICIENTLY.





safety first!

Electrical Safety

On the job or in the yard, you never know where you might find electricity – that's the message of WMECO's new electrical safety campaign launched this summer. You may have already seen our commercials on TV, or heard them on the radio. We want you to know that our top priority is safety – for our employees and our customers. Stay away from power lines and anything they touch. To learn more about safety around power lines, visit www.donttouchthis.org.



CommunityConnections

Recently, WMECO donated \$25,000 to HAP – our region's housing partnership, serving Hampden and Hampshire Counties. WMECO's contribution has helped fund the construction of nine new energy-efficient homes in the city of Springfield, available to income-eligible first-time homebuyers. The homes are ENERGY STAR® rated, meaning they have increased levels of insulation and air sealing, utilize high-efficiency heating systems, and are equipped with ENERGY STAR rated lighting and appliances. Because of the energy efficiency measures in place, the houses will use about half the energy of a house without the energy efficiency measures. To learn more about HAP, Inc., visit www.haphousing.org.

Cool advice



Did you know that ceiling fans use the same amount of energy as a 60-watt light bulb? Or that an ENERGY STAR qualified air conditioner uses at least 10 percent less than ENERGY STAR models without the rating? Stay cool and save cash by following these simple tips:

- Use a programmable ENERGY STAR labeled thermostat to automatically raise and lower the temperature when you're not home.
- Keep central and room air conditioner units at the highest temperature that's comfortable. A suggested temperature range for summer is between 74°F - 78°F.
- If you have a room air conditioner, make sure to rinse and clean the filter to maximize its efficiency.
- When your air conditioner is running, keep doors and windows closed and turn off all exhaust fans.
- Fans can make you feel three to four degrees cooler. Use them in every room.
- Plant trees and shrubbery on the east and south sides of your home to provide shade from the summer sun.
- Grill outside during the summer to avoid heating your home with your oven.
- Visit www.wmeco.com for many more tips on saving energy.