

Questions ?

**Winter  
Protection Plan  
Extended**



WMECO's Winter Protection Plan has been extended to **May 1, 2009**. If you are behind on your WMECO bill payments, it is important that you contact WMECO's Credit and Collection department at **800.286.2828 or 413.737.4600** in the Springfield calling area to make payment arrangements and 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).

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://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**



**EARTH DAY**

SUSTAINABILITY IS A BIG WORD WITH BIG IMPLICATIONS, AND WITH EARTH DAY ON APRIL 22,

**ConsumerNews**  
W M E C O

WE CAN ALL DO OUR PART TO HELP CREATE A MORE SUSTAINABLE PLANET. USING ENERGY-EFFICIENT LIGHT BULBS, UNPLUGGING COMPUTERS AND TELEVISIONS WHEN NOT IN USE AND CARPOOLING ARE ALL SMALL EFFORTS THAT CAN ADD UP TO BIG RESULTS.

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(continued from front)

Recently WMECO extended our own commitment to the environment by filing our Solar Energy Plan with the Massachusetts Department of Public Utilities (DPU). If approved, WMECO would partner with “host sites,” initially state and municipal buildings and commercial and industrial customers, to install large-scale photovoltaic (PV) facilities on rooftops and the ground to start producing electricity from the sun. Under the Green Communities Act passed in 2008, WMECO and other electric distribution companies are authorized to play a role in meeting the state’s aggressive goal of developing 250 megawatts (MW) of solar energy by 2017.



## CommunityConnections

WMECO has once again been recognized by the U.S. Environmental Protection Agency (EPA) for its Residential Conservation Programs. The “ENERGY STAR® Partner of the Year” and “ENERGY STAR Sustained Excellence in Consumer Education” awards were given to WMECO in recognition of our leadership in reducing greenhouse gas emissions and protecting our environment by delivering information and services to our customers to increase energy efficiency. Learn more about these programs and how YOU can save energy at [www.wmeco.com](http://www.wmeco.com).

## work zone awareness!



WMECO crews are out in the field year-round, performing regular maintenance on our infrastructure to ensure safe and reliable service. April 6-10 is National Work Zone Awareness Week, and with a staggering statistic of about 1,000 people killed each year in roadway work zones, we ask that you follow these safe driving tips to keep you and our crews safe:

- ***Expect the unexpected: traffic lanes may be changed, and people may be working on or near the road***
- ***Anticipate and reduce speed: normal speed limits may be reduced—slow down!***
- ***Don’t tailgate: keep a safe distance between you and the car ahead of you***
- ***Pay attention to warning signs and officers: observe all posted signs until you’ve left the work zone***

## safety first!

Spring breezes bring out kids and kites, so it’s a good time to review safety tips about kites and power lines. Choose a clear, dry day for kite flying, and keep all kites away from electric power lines. If your kite gets snagged in our power lines or in a tree in which lines might be hidden, don’t try to free it yourself. Call WMECO at **800.286.2000** (**413.781.4300** in the Springfield calling area).