

Questions ?

Today's actions help shape our Future.



Northeast Utilities (NU), the parent company of WMECo, has published its inaugural 2008 Corporate Social Responsibility Report outlining its efforts to manage NU and WMECo in a sustainable manner. You can read the complete report on 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 EXPERIENCE, 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



BECOMING INFORMED IS THE FIRST STEP IN CONTROLLING YOUR ENERGY USE. YOU'VE LIKELY HEARD THE EXPRESSION "KNOWLEDGE IS POWER"—AND IT'S ESPECIALLY MEANINGFUL WHEN KNOWLEDGE CAN SAVE YOU MONEY. INSIDE THIS BILL

ConsumerNews

W M E C O

INSERT YOU WILL FIND HELPFUL INFORMATION ABOUT COMMON HOUSEHOLD APPLIANCES, AND THE ESTIMATED COST TO RUN THEM. ARMED WITH KNOWLEDGE—AND A LITTLE TIME AND EFFORT—YOU COULD BE SAVING ENERGY AND MONEY STARTING TODAY!

Monthly Estimated Appliance Use

Appliance	Estimated Wattage	Estimated Hours of Use/Month	Estimated Cost Per Month
Incandescent Light Bulb (100 Watt)	100	240	\$3.68
Compact Fluorescent Light Bulb (23 Watt)	23	240	\$0.85
Desktop PC (Computer and Monitor)	250	120	\$4.60
Laptop Computer	75	120	\$1.38
Radio (small desk)	15	170	\$0.39
Television			
Color Tube 36"	133	120	\$2.45
LCD (32"- 50")	108	120	\$1.99
Plasma (42"- 50")	375	120	\$6.90
DVD Player	25	24	\$0.09
Refrigerators*			
16 cu feet, frostless	510	720	\$22.56
21 cu feet, side-by-side	653	720	\$23.79
Chest Freezers*			
9 cu feet, frostless	450	720	\$19.95
14 cu feet, frostless	583	720	\$25.78
Oven, Electric*	3500	12	\$2.30
Small Burner	1200	10	\$1.84
Large Burner	2400	10	\$3.68
Microwave	800	15	\$1.84
Washing Machine	665	24	\$2.45
Clothes Dryer	5500	18	\$15.19
Portable Space Heater	1500	75	\$17.26

* While some appliances are plugged in, they are only drawing electricity for a percentage of time. Thermostatically controlled appliances (such as refrigerators) are on 30 percent to 80 percent of the actual time used.

Calculating the Operating Cost of Appliances

The costs in the chart to the left are calculated using approximate wattage and usage hours and are intended to be used as a guide. Your use and operating costs may vary. To calculate the exact cost of operating an appliance in your home, use the following formula:

$$\text{Watts} \div 1,000 \times \text{hours used} = \text{kilowatt-hours (kWh)}$$

$$\text{kWh} \times \text{rate per kWh} (\$0.15346^{**}) = \text{operation cost}$$

** Rate per kWh as of July 1, 2009
for a residential customer
who chooses Default Service



Fall into Energy Savings!

Brisk New England weather is just around the corner, but getting an early jump on energy efficiency measures will keep you warmer in cooler temperatures and will help reduce your energy bills.

Take these actions today to reduce tomorrow's use:

- *Have your heating system tuned up by a qualified professional*
- *Consider replacing an older furnace, heat pump or boiler with an ENERGY STAR®-rated system*
- *Invest in a programmable thermostat to automatically adjust the temperature as needed*
- *Seal air leaks to reduce drafts and add insulation where needed*
- *Get a free home energy assessment through MassSAVE! Just call 1-800-666-3303*