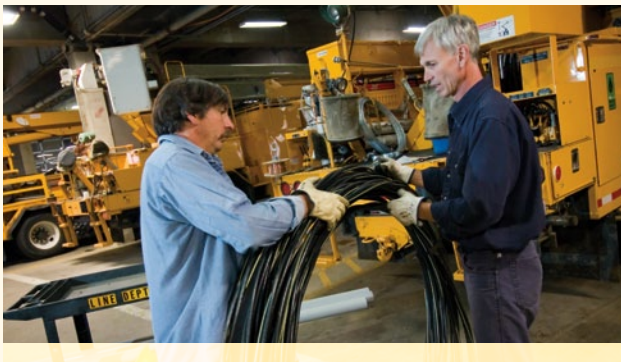


## Weathering a Storm

When summer storms hit western Massachusetts, WMECo is ready. In fact, we've been busy making preparations ahead of time like monitoring the weather and getting our crews, trucks and equipment ready to respond. After a storm, we patrol affected areas and assess damage to prioritize work. We make dangerous areas as safe as possible and start restoring outages in order of severity, working with towns to restore electricity to vital facilities such as hospitals, fire and police stations, shelters, and water and sewage treatment facilities. Before we can restore service to your street, we must first repair any damage to substations, main electric lines and wires that feed power to streets. Ultimately, our crews go street by street – and in some cases house by house – to restore service. We keep working until every home and business has electricity again.

If power goes out in your area, report it right away by calling **413.781.4300** (within the Springfield calling area) or **800.286.2000**.



### WMECo is Prepared for Storms, Are You?

By having a "lights out" kit ready, you'll be sure to have what you need if you lose power. We suggest:

- ▶ A flashlight and extra batteries (one for each family member)
- ▶ Canned, freeze-dried or dehydrated foods and a manual can opener
- ▶ Bottled water
- ▶ Cash
- ▶ First-aid kit
- ▶ List of important phone numbers
- ▶ Battery-operated radio or TV and clock



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MAY 2010

## Protect Your Family from Electrical Hazards

Think being safe around electricity just means avoiding downed wires? Think again. May is National Electrical Safety Month and a great time to boost your safety knowledge. To help you prepare for outdoor spring cleaning, yard work and the summer storm season, we've compiled tips for you in this bill insert. Read inside and share the information with your family to make sure your summer gets off to a safe start!



*Continued >*



### Safety Inside and Out

**Wires:** Did you know that a live power line can shock or kill you even if you do not touch it? If you come across downed wires, treat them as live and stay away – at least 10 feet! Call WMECo at 413.781.4300 (within the Springfield calling area) or 1.800.286.2000. If you are in a vehicle and wires are on or near it, stay in the vehicle and tell others not to come near. Ask someone to call 911 right away.

**Generators:** An improperly installed generator is dangerous! It can put our workers at risk of electrocution due to the potential for electricity to back-feed into our lines. It could also cause a house fire. Generator exhaust is deadly, so never use one indoors. If you buy a generator, make sure it is installed by a licensed electrician.

**Digging:** Digging can be dangerous if you don't first check for underground lines. The depth of lines can vary, so every digging job requires a call – even small jobs like planting shrubs. Digging without checking can have deadly consequences and can disrupt electric service to an entire neighborhood. Massachusetts law requires that you call at least three business days before digging. **Call Dig Safe before each job at [888.344.7233](tel:8883447233) or simply dial [811](tel:811).**

**Tools:** Inspect all electrical tools before each use. Check for frayed cords, broken plugs and cracked 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.

CALL Dig Safe



**Working Outside:** Always survey your surroundings when working outside. When cleaning gutters, painting or siding, keep ladders away from power lines. Even a wooden ladder can conduct electricity. When landscaping, always carefully check trees and shrubs where electric wires may be concealed.

**Safety for Kids:** 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.

