

## Questions ?



*Serving customers on-line is just one way WMECO delivers value and information. Please visit our Web site at [www.wmeco.com](http://www.wmeco.com).*

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://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**



# Day of Caring

AS AUTUMN SIGNALS A CHANGE TO COOLER TEMPERATURES, IT ALSO SIGNALS THE START OF MANY COMMUNITY APPEAL CAMPAIGNS THAT FUND VALUABLE COMMUNITY SERVICES. WMECO COMMITS TO GIVING BACK TO THE COMMUNITIES IN WHICH WE DO

## ConsumerNews

W M E C O

BUSINESS BY SUPPORTING THESE CAMPAIGNS THROUGH EMPLOYEE AND CORPORATE CONTRIBUTIONS.

**A Day of Caring** — WMECO employees recently cleared and beautified abandoned lots in Springfield where affordable new homes will be built, energizing our urban neighborhoods. Helping people build a better future for themselves and their families is just one part of WMECO's commitment to community development in western Massachusetts.



## Saving Energy, Saving Money

While electricity prices are rising across the country, you can take valuable steps to control your use and your bill. Winter is nearing, so consider taking these actions today to reduce tomorrow's usage.

- *Have your heating system tuned up by a qualified service professional. A properly maintained system will run more efficiently, costing you less money.*
- *Inspect, clean or change your air filters once a month. A dirty filter can lead to higher usage and higher costs and damage your equipment.*
- *Consider replacing an older furnace, heat pump or boiler with an ENERGY STAR®-rated heating system to deliver higher efficiency for less money.*
- *Invest in an ENERGY STAR programmable thermostat to automatically adjust your home's comfort level at night or when you are not there. You won't be paying for energy you are not using, saving you up to \$100 a year!*
- *Properly seal air leaks to reduce drafts and add insulation where needed. Sealed leaks can improve your energy efficiency by up to 20 percent and prevent pollens, insects and dust pollution from invading your home.*

## Winter Protection Plan

If you have electric heat or start your heat with electricity and have difficulty paying your electric bill this winter, we can help keep your home warm. Under our Winter Protection Plan, we will not shut off electric service of qualified income-eligible customers between November 15, 2007, and March 15, 2008, even if they cannot pay their entire bill.

You will still be responsible for paying your bill at the end of the program, so it is in your best interest to pay as much of the

bill as possible during winter months. Customers receiving fuel assistance automatically receive the benefit of the protection plan. For more information about WMECO's Winter Protection program, call 413-737-4600 (Springfield area) or 800-286-2828.

Energy Bucks can also help. With one phone call, you can find out what other customer-savings programs you may be eligible for – whether you heat with natural gas, electricity or oil. For information about additional assistance programs, call 1-866-537-7267 and just ask!

## Stay Safe, Stay Warm

More than 25,000 fires\* happen each year because of improper use of portable space heaters. These tips can help you stay safe while staying warm.

- *Keep at least 3 feet of open space around all portable heaters and away from combustible materials including furniture, bedding, clothing, pets and people.*
- *Don't operate a space heater when you are not in the room or asleep, and supervise children when space heaters are in use.*
- *Never use a space heater to dry clothes, shoes, or gloves.*
- *Frayed or splitting wires should be repaired by a professional before use.*
- *Use heaters that have been tested and listed in accordance with Underwriters' Laboratories (UL).*
- *Place the heater on the floor, not on a chair, kitchen counter, table or elevated surface, so it won't get knocked over and start a fire.*
- *Place a strip of sheet metal between the heater and any wood, linoleum or tile floor; portable heaters can become extremely hot.*

\* U.S. Consumer Product Safety Commission