

Questions ?

Report Streetlights Out!



Help us keep your community safe by reporting streetlights needing repair. It's easy, and you can report the problem and track the progress online at www.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



HAPPY NEW YEAR
THE DEDICATED MEN AND WOMEN WHO WORK AT WMECO WANT TO THANK YOU FOR YOUR BUSINESS IN 2009. WE WORK HARD ON YOUR BEHALF EACH AND EVERY DAY TO KEEP SAFE, RELIABLE POWER

Consumer News

W M E C O

FLOWING TO OVER 200,000 CUSTOMERS IN 59 COMMUNITIES THROUGHOUT WESTERN MASSACHUSETTS. OUR VERY BEST WISHES TO YOU FOR A HEALTHY, HAPPY AND BRIGHT NEW YEAR!

Budget Billing

Take the surprise out of winter bills this year by enrolling in our Budget Billing program. Budget Billing is a free service that helps you manage your expenses by equalizing monthly bills. Based on past billing records, we'll divide your annual usage into 11 equal payments. On the 12th month, we'll settle your account, adding in any over or under payments. Accounts are reviewed monthly, and budgeted amounts are adjusted if necessary. To sign up, visit www.wmeco.com or call 781-4300 in the Springfield calling area or 800-286-2000.

Reporting Power Outages

When bad weather strikes, you can count on us to be there 24/7/365. Did you know that our automated response system is the best way to let us know about a problem? Simply dial 781-4300 (in the Springfield area) or 800-286-2000 and follow the instructions to report a power outage or emergency. The information you provide helps us better pinpoint the location of the damage for safer and quicker restoration, so be sure to be as specific as possible. Remember, always assume downed power lines are live and stay away – at least 10 feet!

Heating Your Home Wisely

To save energy in your home and reduce your heating costs, follow these simple steps:

- ❄️ *Have your heating system professionally checked once a year and change filters regularly to keep your unit running efficiently*
- ❄️ *Make sure heating registers and vents are not blocked by draperies, furniture, rugs or clothing*
- ❄️ *For every degree you lower your thermostat during the winter, you can save between 3-5% on your heating bill*
- ❄️ *Close outside doors as quickly as possible – just a few seconds with the door open lets in a lot of cold air*
Check your home for holes or cracks and seal them up immediately
- ❄️ *Use weather-stripping around door frames to keep drafts out*
- ❄️ *Check the insulation in your attic, ceilings, walls and floors and add it where you can*
- ❄️ *Get a home energy assessment through MassSAVE; visit www.masssave.com for more information*
- ❄️ *Visit www.wmeco.com for more energy savings tips*