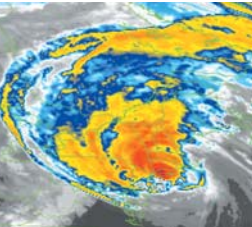


Questions ?

To report a power outage



If severe weather strikes and knocks out power, please call us to report the outage or any downed lines. Call 413-781-4300 (within the Springfield calling area) or 800-286-2000. Our easy-to-use automated phone system can process your call quickly and efficiently and provide the latest information about your outage.

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. Or use our easy direct debit system! Call to enroll today!



Western Massachusetts Electric

The Northeast Utilities System

Delivering the Energy
of Western Massachusetts



Printed on
recycled
paper

WMECO'S ROLE IN DELIVERING ELECTRICITY

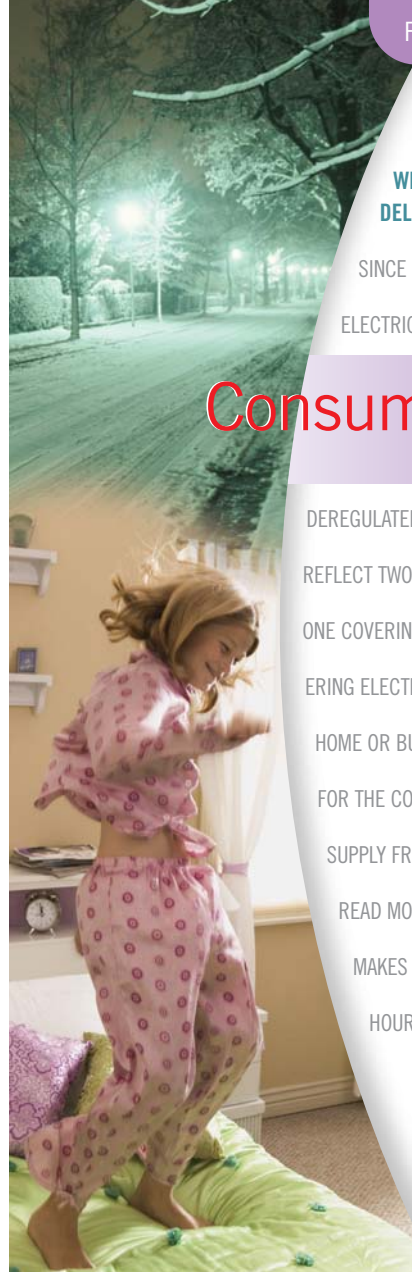
SINCE MASSACHUSETTS' ELECTRIC UTILITIES WERE

ConsumerNews

W M E C O

DEREGULATED, WMECO BILLS REFLECT TWO TYPES OF CHARGES — ONE COVERING OUR COSTS OF DELIVERING ELECTRICITY TO YOUR HOME OR BUSINESS, AND ONE FOR THE COST OF BUYING ENERGY SUPPLY FROM GENERATORS.

READ MORE INSIDE ABOUT WHAT MAKES UP YOUR PER KILOWATT-HOUR (KWH) CHARGE.



Where your 16 cents* goes

As of January 2008, WMECO customers are paying 16 cents per kilowatt-hour (kWh) for electricity. Here is how that breaks down for each kWh of electricity you use:

4.9 cents/kWh.....	WMECO's delivery of electricity
11.1 cents/kWh.....	Energy supply from third parties**

* Reflects WMECO average retail rates as of January 2008.

** Many customers continue to rely on WMECO to secure their energy supply. These customers are billed on Default or Basic Service rates for the cost of that supply. Because WMECO can no longer own generating plants, we buy electricity at market rates, shopping for the least-cost power for customers, and pass through those costs in the Supplier Services rate on your bill. If you purchase energy from a competitive supplier of your choice, the Supplier Services charge on your bill may be different from the number shown here.



CommunityConnections

To give area students greater insight into global and local events, WMECO is proud to contribute to the **Newspaper In Education** program that serves schools in Franklin County. Coordinated by *The Recorder*, the program provides local newspapers and study materials to 40 classrooms each day. The newspapers help students be aware of news and information that expands their education and learning.



Safety first!

Please be especially mindful of two hazards during cold winter months: fires and carbon monoxide poisoning caused by heating systems, range/ovens and water heaters. To stay safe, the Consumer Product Safety Commission recommends that consumers have a professional inspection of all fuel-burning heating systems. Also, extension cord fires outnumber other types of power cord fires by more than two to one. Replace or repair loose or frayed cords on all electrical devices.

Remember, when it comes to electricity, safety first!