

Questions ?



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



SAFE SPRING CLEAN-UP

ANOTHER NEW ENGLAND WINTER HAS BLOWN WIND AND SNOW IN OUR BACKYARDS AND, CHANCES ARE, YOU FACE SOME OUTDOOR SPRING CLEAN-UP WORK. WMECO WANTS TO REMIND YOU TO STAY SAFE BY CHECKING FOR OVERHEAD

ConsumerNews
W M E C O

ELECTRIC LINES BEFORE STARTING ANY OUTDOOR WORK. WIRES MAY BE CONCEALED IN TREES, SHRUBS OR BRUSH, SO PEER BEFORE YOU CLEAR! IF YOU DO COME ACROSS DOWNED WIRES, TREAT THEM AS IF THEY ARE LIVE – AND DANGEROUS. STAY AT LEAST 10 FEET AWAY AND CALL WMECO AS SOON AS POSSIBLE AT 1-800-286-2000 OR 781-4300 WITHIN THE SPRINGFIELD CALLING AREA.

Read more inside.

Earth Day

With Earth Day on April 22, we can all do our part to help our earth and even our wallets. Turning off the water when brushing teeth, purchasing energy-efficient light bulbs, unplugging computers and televisions when not in use, carpooling with a neighbor, and opening the blinds on cold days for the sun's warmth are all small efforts that can add up to big results.

Recently WMECO extended our own commitment to the environment by handling our scrap metals differently. WMECO separates this material and works closely with disposal vendors to both reduce our collection and disposal costs as well as to gain back value from reusable materials.

Customers and companies alike can make a real difference to protect our planet. Let's all do our part!

Ask to See an I.D.

If a person comes to your door and says they are a WMECO employee, be sure to ask to see their WMECO identification. Although the vehicle they're driving may not always have a WMECO logo on the door, each WMECO employee is required to carry a company I.D. and should have it readily available to show you.

The WMECO identification card is similar in size to a driver's license with a color photo and name of the employee. Please don't hesitate to call WMECO and verify the information, if in doubt.



**safety
first!**

Springtime breezes and warmer temperatures make ideal weather for kite flying. Before you head out with a kite, make sure you'll be in a wide-open spot, away from power lines and trees. If your kite gets snagged in power lines, or a tree close to power lines, don't try to free it yourself. Call WMECO at 1-800-286-2000 or 781-4300 within the Springfield calling area. Go fly a kite – safely!



CommunityConnections

WMECO encourages you to plan or support a local event that helps protect the environment. We award Environmental Community Grants between \$250 and \$1,000 each April and October to support groups or individuals working to improve or preserve the environment or promote good environmental practices. Grants have helped fund recycling initiatives, create nature trails and extend education about local environmental resources. For more information or to apply online, please visit www.wmeco.com or call (860) 665-3951.

