

Questions ?

1-2-3



**Third-party Notification**

*For customers who have a reading, language or memory difficulty, WMECO has a third-party notification program. At the customer's direction, a copy of a disconnection notice is forwarded to a third party – a friend, relative, neighbor or someone else who can remind the customer that the bill is due. To sign up, visit our Web site – [www.wmecco.com](http://www.wmecco.com) – or call 1.800.286.2000*

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.

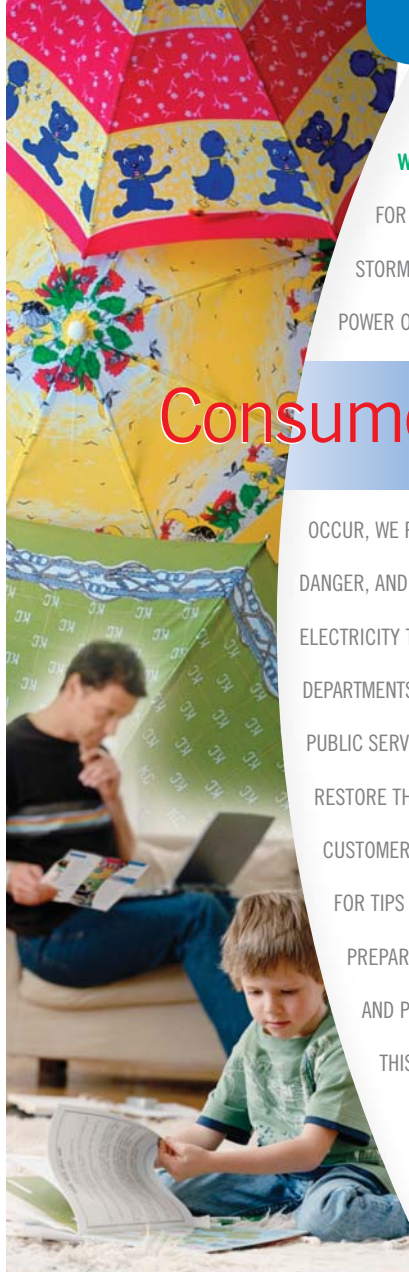
Pay your WMECO bill online, anytime—free at [www.wmecco.com](http://www.wmecco.com). Or use our easy direct debit system! Call to enroll today!



**Western Massachusetts Electric**

The Northeast Utilities System

**Delivering the Energy of Western Massachusetts**



**ConsumerNews**  
W M E C O

**WMECO PLANS CAREFULLY**

FOR SEVERE WEATHER AND STORMS THAT COULD DELIVER POWER OUTAGES. IF OUTAGES

OCCUR, WE PATROL FOR DAMAGE AND DANGER, AND FIRST SAFELY RESTORE ELECTRICITY TO HOSPITALS, FIRE DEPARTMENTS AND OTHER VITAL PUBLIC SERVICES. WE NEXT WORK TO RESTORE THE LARGEST NUMBER OF CUSTOMERS IN THE SHORTEST TIME. FOR TIPS ON WHAT YOU CAN DO TO PREPARE FOR SEVERE WEATHER AND POWER OUTAGES, KEEP THIS BILL INSERT HANDY.

## Storm Checklist

Warm weather storms can pack a punch for our area. Be prepared for the possibility of a summer power outage by following these important steps. Prepare a "lights out" kit for your home just in case. Include:

- *A flashlight – one for each family member – and extra, fresh batteries.*
- *Canned, freeze-dried or dehydrated food and a non-electric can opener*
- *First-aid kit*
- *List of important phone numbers*
- *Cash supply, in the event automatic teller machines are without power*
- *Battery-operated radio or TV and clock*
- *Containers for water, or bottled water*
- *Sterno or similar fuel (never burn charcoal indoors)*



If you should lose power, please report the outage so we know about it promptly. Call WMECO at 1.800.286.2000 or 781.4300 in the Springfield area. If several customers call ahead of you, you may get a recorded message. Our automated response system can take your outage information and provide estimated restoration times.

## Stay Away From Power Lines!

*During summer storms, high winds can occasionally bring down power lines. Please, stay away – at least 10 feet away – to be safe. Watch out for downed or dangling lines, and always assume that these lines are live. Keep an extra careful eye on children and pets who might be outdoors exploring after a storm. Stay safe!* ⚡

**Safety first!** ⚡



## CommunityConnections

WMECO is dedicated to the vitality of the communities we serve. Partnering with local economic and community development, workforce development and environmental organizations, we work to help brighten our regional future. Visit [www.wmecho.com](http://www.wmecho.com) for more information about our community investment program. Recently, we have contributed more than \$90,000 in grants to the following organizations and their projects. ☺

- **Conway Trails Committee**, Conway; *mapping public recreation areas.*
- **GCTV**, Greenfield; *energy-efficient studio lighting.*
- **HAP**, Springfield; *new housing construction for first-time home buyers.*
- **RiverCulture**, Montague; *economic development.*
- **Spirit of Springfield**, *energy-efficient display lighting.*
- **State Street Alliance**, Springfield; *community revitalization.*