

Questions ?

**Income-Eligibility  
Guideline Changes**



The DPU has expanded the discount rate and LIHEAP eligibility levels which will allow a significant increase in WMECO households able to qualify for energy assistance. To find out if your household qualifies, please call 1-866-537-7267 or visit [www.energybucks.com](http://www.energybucks.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 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**



**TIME OF GIVING**

TODAY'S CHALLENGING ECONOMY AFFECTS ALL OF US. IT CAN MEAN THINKING A LITTLE HARDER ABOUT WHAT WE WANT VERSUS WHAT WE NEED. IT CAN MEAN RE-EVALUATING OUR

**ConsumerNews**  
W M E C O



PRIORITIES AND CUTTING BACK. FOR SOME FAMILIES, IT MEANS GOING WITHOUT — NOT HAVING ENOUGH MONEY TO PAY FOR HEAT THIS WINTER. PLEASE READ THIS BILL INSERT TO LEARN ABOUT WAYS YOU CAN HELP SOMEONE IN NEED THIS YEAR.

## helping our neighbors

### Good Neighbor Energy Fund

A cooperative effort that helps families and households who need help but do not qualify for federal or state assistance with the payment of their energy expenses. You can participate in the "Add-A-Dollar" program, where \$1 (up to \$10) will be added to your WMECO bill each month to go towards the Fund, or you can make a one-time donation. Contact us at 1-800-286-2000 or, in the Springfield calling area, 781-4300 to get involved. If you or someone you know needs assistance, please call 1-800-262-1320 or visit [www.magoodneighbor.org](http://www.magoodneighbor.org).

### Give the Gift of Warmth

If you're having trouble thinking of the perfect gift to give this holiday season, keep it simple and give the gift of warmth. Purchase a gift certificate from WMECO to be applied to the account of your choice. We'll send the account holder a special note card letting them know someone cares and sends warm wishes. You can remain anonymous if you wish. Call us for details.



CommunityConnections

This year, WMECO has doubled our donation to the Good Neighbor Energy Fund and contributed \$30,000 to support those in need. As one of the founding sponsors, WMECO is proud to have been making a difference in the lives of people through the Fund for more than 20 years.

## ConsumerNews

### Identity Protection

Safeguarding our customers' confidential account information is paramount to us. Beginning November 1, 2008, WMECO implemented additional identity protection measures to protect your confidential personal information and ensure only authorized access to your account. For individuals requesting account information or access, Customer Service representatives will ask several simple questions to verify the caller's identity and their right to access the requested account information. WMECO: doing what's right for our customers.



*Be mindful  
of electrical safety  
this winter season*

**safety  
first!**

WMECO wants our customers to be safe this winter season. Please read these important messages about safety around electricity:

#### Portable Space Heaters:

- Keep at least 3' away from all objects
- Plug space heaters directly into an outlet
- Check the cord for fraying, splitting, or overheating

#### Portable Generators:

- Size your generator to your needs
- Have a qualified electrician install your generator
- Never use a generator indoors

For more information and other tips on portable space heater and generator safety, log on to [www.wmeco.com](http://www.wmeco.com).