

If you lose power, follow these steps

1. Before calling WMECo to report an outage, check your fuse or breaker box for blown fuses or tripped circuits. If everything checks out, call your neighbor to see if they have power. This can identify whether or not the problem is isolated to your home.

2. If you are still without power, call us at 413.781.4300 (within the Springfield calling area) or **1.877.OK.WMECO (1.877.659.6326)**.

3. Turn off your lights (except one) and unplug major appliances and electronics to prevent an electrical overload when the power is restored.

If you experience dimming or flickering lights:

- Unplug sensitive electronic equipment, including your computer
- Disconnect appliances powered by a motor, such as air conditioners
- Most importantly, stay a minimum of 10 feet away from any downed line and anything they are in contact with



Discount Rate Available to Eligible Customers

WMECo offers a discount rate to residential customers who meet income and eligibility guidelines. To qualify:

- You must have a WMECo account in your name
- Your household income must be at or below 60 percent of the estimated state median income
- You must receive one or more public benefits (for example, fuel assistance, public housing, food stamps, etc.)

To learn more, visit our website at wmeco.com and search for “**discount rate.**”



Western Massachusetts Electric

A Northeast Utilities Company



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Coping with Power Outages

Winter storm season is upon us – and in New England, that means snow, sleet, wind, and sometimes, power outages. We work 24/7/365 to keep power flowing to your home – and on the occasion that

outages do occur, our employees work quickly and safely until power is restored to every customer. This bill insert is dedicated to helping you get ready for power outages, know what to do if the lights go out at your home, and help you understand WMECo’s restoration process.





Weathering a Storm

When winter storms hit western Massachusetts, WMECo is ready. In fact, we've been busy making preparations ahead of time. We monitor the weather and prepare our crews, trucks and equipment so that we can respond right away. After a storm, we patrol affected areas and assess damage to prioritize work. We make dangerous areas as safe as possible and start restoring outages in order of severity, working with towns to restore electricity to vital facilities such as hospitals, fire and police stations, shelters, and water and sewage treatment facilities. Before we can restore service to your street, we must first repair any damage to substations, main electric lines and wires that feed power to streets. Ultimately, our crews go street by street to restore service, working around the clock until every home and business has electricity again.

If power goes out in your area, [report it right away by calling 413.781.4300](tel:413.781.4300) (within the Springfield calling area) or [1.877.OK.WMECO](tel:1.877.OK.WMECO) (1.877.659.6326).

WMECo is Prepared for Storms, Are You?

By having a "lights out" kit ready, you'll be sure to have what you need if you lose power. We suggest:

- A flashlight and extra batteries (one for each family member)
- Canned, freeze-dried or dehydrated foods and a manual can opener
- Bottled water
- Cash
- First-aid kit
- List of important phone numbers
- Battery-operated radio or TV and clock



BE Prepared



Be Mindful of Electrical Safety

Portable space heaters and generators can make us more comfortable in the winter, but both can be dangerous – even deadly – if not used properly.

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

Generators:

- Size your generator to your needs
- Have a qualified electrician install your generator
- Never use a generator indoors; make sure it is located away from your home and any air intakes

For more information and other safety tips, visit www.wmecho.com.