

Questions ?

Winter Protection Plan to End on March 15, 2009



If you are behind on your WMECO bill payments, please keep in mind that the Winter Protection Plan period is scheduled to end on March 15, 2009. It is important that you contact WMECO's Credit and Collection department at 800.286.2828 or 413.737.4600 in the Springfield calling area to make payment arrangements and prevent disconnection of service.

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



Western Massachusetts Electric

The Northeast Utilities System

Delivering the Energy of Western Massachusetts



PROVIDING RELIABLE ENERGY

AT WMECO, PROVIDING RELIABLE ENERGY IS SOMETHING WE PRIDE OURSELVES ON. DAY IN AND DAY OUT AND AROUND

ConsumerNews
W M E C O

THE CLOCK, EMPLOYEES WORK HARD BEHIND THE SCENES TO KEEP ENERGY FLOWING TO OUR CUSTOMERS' HOMES AND BUSINESSES. THE NEED FOR RELIABLE ENERGY HAS NEVER BEEN MORE IMPORTANT THAN IT IS TODAY, WITH A SIGNIFICANT INCREASE IN DEPENDENCY ON ELECTRICITY AS TECHNOLOGY EXPANDS. WE ARE INVESTING WISELY IN OUR TRANSMISSION AND DISTRIBUTION INFRASTRUCTURE TO KEEP PACE WITH OUR CUSTOMERS' ENERGY NEEDS.

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In 2009, WMECO expects to spend approximately \$100 million on distribution and transmission infrastructure, and over the next five years we are projecting to invest more than \$1 billion in distribution and transmission infrastructure. Because at WMECO, providing safe, reliable electricity is the best use of our energy.

plant trim dig safe!

Spring landscaping season is just around the corner. If you intend to plant tall-growing trees such as maple, oak, pine or spruce, please make sure they are at least 50 feet away from power lines. This will ensure that sagging or falling branches do not disrupt electric service. And before you trim trees, inspect the area carefully to make sure that it is clear of wires. If you plan to dig, do it safely and call Dig Safe before you begin at 1.888.DIG.SAFE (344.7233). Massachusetts law requires that you call 72 hours before digging. For more information about our Vegetation Management programs, log on to www.wmeco.com.



CommunityConnections

WMECO's Conservation and Load Management group provided nearly \$100,000 in rebate money to Franklin County Technical School (FCTS), in Turners Falls, MA, for energy efficiency updates to their facility. The upgrades at the FCTS will produce an annual savings of 841,502 kilowatt-hours (kWh)—that's equal to the amount of energy used by one-hundred houses in a year! Not only will the upgrades save energy, but money, too—about \$287,533 annually in operating expenses. If you're a business looking to improve your facility, give WMECO a call at 1.800.835.2707 to see if we can help.

Environmental Performance at WMECO's Facilities

We are proud that all of WMECO's facilities are ISO-14001:2004 certified, meaning that we meet international standards and guidelines for environmental performance. We continually monitor our environmental performance and look for new ways to deliver electricity in harmony with the environment.



www.wmeco.com

Every year WMECO line-workers spend time in classrooms across our service area educating elementary school students about electricity and the dangers associated with it. At WMECO, we believe that the more kids know and understand about electricity, the safer they will be. We encourage you and your children to check out our Web site at www.wmeco.com to find interactive and educational games about electrical safety. Simply click on the link labeled "Safety for Kids" under the "Our Community" link.