

## Questions ?



## CommunityConnections

*Enjoy a Springfield tradition, and get a jump start on the holidays, by visiting Bright Nights at Forest Park this year from November 21 through January 1, 2008.*

*A WMECO grant funded the purchase of new, energy-efficient LED roadway lighting to guide you through New England's largest holiday lighting display. See the enclosed bill insert for a discount and more information.*

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](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**



Printed on recycled paper

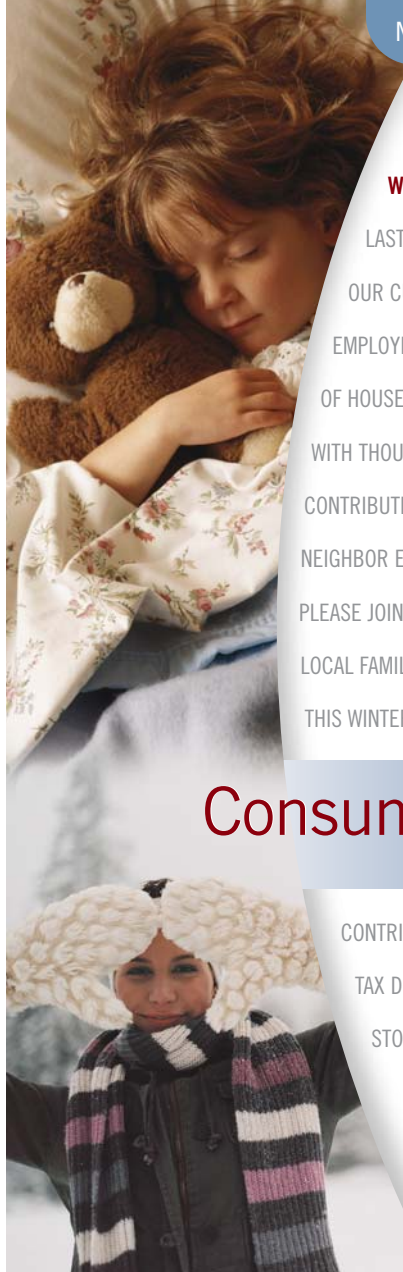
## KEEP A NEIGHBOR WARM THIS WINTER

LAST WINTER, WMECO, OUR CUSTOMERS AND EMPLOYEES HELPED HUNDREDS OF HOUSEHOLDS KEEP WARM WITH THOUSANDS OF DOLLARS CONTRIBUTED TO THE GOOD NEIGHBOR ENERGY FUND. PLEASE JOIN US IN HELPING LOCAL FAMILIES KEEP WARM THIS WINTER BY MAKING A

## ConsumerNews

WMECO

CONTRIBUTION – IT'S EASY AND TAX DEDUCTIBLE. READ THE STORY INSIDE TO LEARN HOW.



## Keep a Neighbor Warm

There are several easy ways to contribute to the Good Neighbor Energy Fund to provide winter heating assistance to those in need.

- *Simply add \$1 to your bill payment each month, or*
- *Send a separate check, made payable to the Good Neighbor Energy Fund, with your WMECO bill payment (contributions in excess of \$1 must be in a separate check), or*
- *Enroll in our monthly program by sending us with your bill payment your completed "Add-A-Dollar" enrollment form, found on [www.wmeco.com](http://www.wmeco.com), or by calling Customer Service at 781-4300 or 1-800-286-2000 outside the Springfield calling area. You can have this charge removed from your bill whenever you choose.*

## Keep Your Home Warm This Winter – Using Energy Efficiently

To prepare for winter heating bills, try some simple tips to save energy and money, without sacrificing comfort.

- *Close and lock all storm windows. Remove window screens to take advantage of the sun's energy and warmth.*
- *On sunny days, keep your blinds on southerly windows open to capture the sun and then close all blinds at night to keep in the heat.*
- *Set your thermostat as low as comfortable, and dress in layers to keep warm.*
- *Use a door sweep in drafty window sills and door jambs. An inexpensive and practical way to make a door sweep is to fill old, clean socks with sand.*

**safety  
first!**

## For Energy Efficiency as Well as Safety

*Close the damper of your fireplace when it is not in use or after embers have completely extinguished. Have your chimney or vent pipes checked for blockage. If one exists, contact a professional chimney sweep immediately. This is also important for potentially deadly carbon monoxide.*

