

Questions ?



Signs tacked to utility poles are **dangerous**. Staples and nails used to hang them can injure line crews and damage equipment. Please don't post signs on poles to advertise tag sales, lost pets or neighborhood activities. Help keep our lineworkers and the public safe.

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.

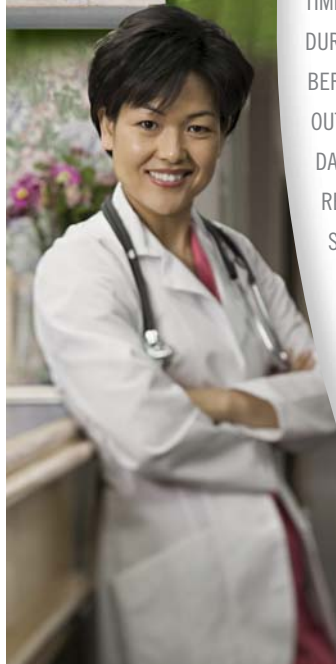
Pay your WMECO bill online, anytime—free at wmeco.com. Or use our easy direct debit system! Call to enroll today!



**Western Massachusetts
Electric**

The Northeast Utilities System

**Delivering the Energy
of Western Massachusetts**



WMECO CUSTOMERS DEPEND ON RELIABLE ELECTRICITY—FROM THE ALARM CLOCK SOUNDING IN THE MORNING, TO SWITCHING OFF THE LIGHTS AT BEDTIME, AND COUNTLESS OTHER USES DURING THE DAY IN BETWEEN.

ConsumerNews

W M E C O

LOSING POWER—EVEN FOR A SHORT TIME—CAN BE AN INCONVENIENCE. DURING AN OUTAGE WMECO'S NUMBER ONE PRIORITY IS SAFETY. WHEN OUTAGES OCCUR, WE PATROL FOR DAMAGE AND DANGER. WE FIRST RESTORE POWER TO VITAL SERVICES, SUCH AS HOSPITALS AND FIRE DEPARTMENTS. NEXT WE WORK TO RESTORE THE LARGEST NUMBER OF CUSTOMERS IN THE SHORTEST AMOUNT OF TIME.

If power goes out in your area, report it right away by calling **413.781.4300** (the Springfield calling area) or **800.286.2000**

Be Prepared:

Be prepared for power outages by having a “lights out” kit ready. Handy items to include are:

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

Ask to See an I.D.

If a person comes to your door and says they are a WMECO employee, be sure to ask to see their WMECO identification. Every employee carries a company I.D. card and should have it readily available to show you.

The card is similar in size to a driver's license with a color photo and name of the employee. If you're still unsure after seeing the I.D., call our Customer Service Department at **413.781.4300** (in the Springfield calling area) or **800.286.2000**.



SmartCooling

When temperatures increase, many times energy consumption will, too. Keep your usage down this summer by following these tips:

- *Fans use less energy than air conditioners and can make you feel three to four degrees cooler – use them in every room*
- *Keep air conditioners at the highest temperature that's comfortable. A suggested range is between 74°F - 78°F*
- *If you have a room air conditioner, make sure to rinse and clean the filter to maximize its efficiency*

Visit www.wmeco.com for more tips to keep cool and save energy.

WMECO's Off-Road Vehicles Help Environment

There are thousands of miles of electrical lines in our system that we inspect and maintain every year to make sure that the structures are in good working order. WMECO uses a wide range of vehicles to do this work, including the familiar yellow trucks. We also have a small fleet of off-road vehicles with soft tires or treads that allow crews to access environmentally sensitive areas for maintenance and inspections. Using light-duty, off-road vehicles such as all-terrain vehicles (ATVs) helps preserve the environment, saves fuel and reduces costs to our customers. All utility vehicles are identified by company logos, and employees are trained in safety and environmental requirements.