

Questions ?

be
**“Winter
 Ready”**



A year ago this December, an unprecedented ice storm knocked down poles, trees and wires, leaving thousands of WMECO customers without power. Be prepared this winter with a storm kit (*visit www.wmeco.com to learn more*) and keep our numbers handy. Always assume downed lines are live, and stay away – at least 10 feet! To report an outage or emergency, call Customer Service immediately at 781-4300 (in the Springfield area) or 800-286-2000 (*outside of the Springfield area*).



**Western Massachusetts
 Electric**

The Northeast Utilities System

**Delivering the Energy
 of Western Massachusetts**

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 EXPERIENCE,
 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!

logo area
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ConsumerNews
 W M E C O

MANY OF WMECO'S 330 EMPLOYEES LIVE RIGHT HERE IN WESTERN MASSACHUSETTS, AND KNOW THE VALUE OF GIVING BACK TO THE COMMUNITIES WE WORK AND LIVE IN. THIS YEAR WMECO EMPLOYEES DONATED \$58,000 TO

LOCAL AGENCIES THROUGH THE EMPLOYEE GIVING CAMPAIGN. ALTHOUGH THOSE FUNDS WILL GO A LONG WAY, THERE'S ALWAYS MORE NEED. PLEASE READ THIS BILL INSERT TO LEARN ABOUT WAYS YOU CAN HELP SOMEONE IN NEED THIS YEAR.

Neighbors Helping Neighbors

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 413-781-4300 (within the Springfield area) or 800-286-2000 (outside of the Springfield area) to get involved. If you or someone you know needs assistance, please call 800-262-1320 or visit www.magoodneighbor.org.

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 sign up, call Customer Service at 413-781-4300 (within the Springfield area) or 800-286-2000.

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.

Be mindful of electrical safety

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 safety tips, visit www.wmeco.com.