

Special Needs Services

Customers with electrically operated life-support equipment and hearing impaired customers who depend on special communications equipment for telephone access, like TTY service, need a plan to cope with power outages. Our Medical Alert system can help. We will specially code your account and contact you if we become aware of a significant storm that may cause power outages. We also encourage you to use your battery operated TTY and to have a back-up plan in the event your service is interrupted. Call Customer Service at 800.286.2000 to enroll. The TTY number is 800.221.1341. WMECO also offers third-party notification for customers who may find it difficult to keep track of bills. This service is particularly useful for customers who have memory difficulties, who are seriously ill or who frequently travel. At the customer's direction, a relative, friend or neighbor will receive notice if your electric service is going to be disconnected due to nonpayment and can remind you that your bill is due. To sign up for any of these services, call Customer Service at 800.286.2000, or visit www.wmeco.com for more information.



Shutoff Protection Scheduled to End in March

If you are behind on your WMECO bill payments, please keep in mind that the shutoff protection period is scheduled to end on March 15, 2010. It is important that you contact WMECO at 800.286.2828 or 413.737.4600 in the Springfield calling area to make a payment arrangement and prevent disconnection of service.



**Western Massachusetts
Electric**

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Struggling with Bills? WMECO Can Help.

The recession has affected all of us in different ways. For some it may mean cutting back on going out to dinner, and for others, it may mean struggling to put food on the table. For those who are having a hard time making ends meet, we encourage

you to come to one of WMECO's spring Utility Day events. Events are scheduled in Pittsfield, Greenfield and Springfield. Our Customer Service representatives will be there to speak with you one-on-one and help you enroll in programs that can cut your bills and keep your electric service on year-round.



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The Following Utility Days Have Been Scheduled:

Pittsfield

Saturday, March 27, 9 a.m. to 2 p.m.
WMECO's Pittsfield Office
333 West Street, Pittsfield, MA

Greenfield

Saturday, April 10, 9 a.m. to 2 p.m.
Greenfield Community College Downtown Campus
270 Main Street, Greenfield, MA

Springfield

Saturday, May 1, 8 a.m. to 1 p.m.
Springfield Technical Community College, Scibelli Hall
One Armory Square, Springfield, MA

Local assistance agencies will also be at the events to meet with customers. Learn more about Utility Days, and what to bring to get signed up for services by visiting www.wmeco.com/utilitydays or by calling Customer Service at 413.781.4300 (within the Springfield calling area) or 800.286.2000.

Financial Assistance Programs

For customers with financial hardships, we have programs and services that can help find ways to afford and maintain year-round electric service. WMECO offers a residential discount rate for income-eligible customers. If you qualify for the discount rate and have a past-due balance, our NUStart program may be able to help. Qualifying customers who pay a budgeted amount on time each month will have their past-due balance paid by WMECO in 12 months. The Good Neighbor Energy Fund may be available to households who do not qualify for state or federal assistance, but still need help. Call Customer Service at 800.286.2000, or visit www.wmeco.com for more information.

Renters and homeowners may qualify for assistance programs if their gross household income is within these guidelines:

Family Size	60% of Estimated State Median Income
1	\$29,126
2	\$38,087
3	\$47,049
4	\$56,011

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. We encourage you and your children to get smart about electrical safety.

On our Web site, www.wmeco.com, you'll find interactive and educational games – just click on the link labeled “Safety for Kids” under the “Our Community” link.

