

Questions ?



**People
Helping
People**

People helping people drives our work at WMECO. From education to economic development, workforce training, environmental stewardship and more, we actively support our region through dedicated corporate citizenship, partnerships and investments in our communities.

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



**Western Massachusetts
Electric**

The Northeast Utilities System

**Delivering the Energy
of Western Massachusetts**



KEEPING THE POWER ON

WARM SUMMER MONTHS TYPICALLY BRING HIGH ELECTRICITY DEMAND. LAST YEAR WMECO CUSTOMERS ENJOYED AN UNINTERRUPTED SUPPLY OF ENERGY, THANKS TO OUR PLANNING AND CUSTOMER'S CONSERVATION EFFORTS.

ConsumerNews
W M E C O



WE'RE WORKING CLOSELY WITH ISO-NEW ENGLAND, THE MANAGER OF OUR REGION'S POWER GENERATION SYSTEM, AND ARE UPGRADING OUR TRANSMISSION AND DISTRIBUTION SYSTEM SO YOUR POWER FLOWS RELIABLY, DAY IN AND DAY OUT. TO LEARN WAYS YOU CAN SAVE ENERGY, MONEY AND OUR ENVIRONMENT, READ MORE INSIDE.



Energy Efficiency Tips

Summer Electric Bills

Winter's heating bills are well behind us, but New England's summers usually bring the need to cool our homes and businesses. When summer's temperatures increase, likely so will your electric bill.

When you receive summertime electric bills, consider these factors – and remember to buy energy-efficient models when replacing appliances:

- *Fans and air conditioners are seasonal appliances to keep you cool. Fans use less energy than air conditioners. Remember, to save energy, only run air conditioning when there is someone at home.*
- *Refrigerators and freezers run longer in warmer weather to keep food cold.*
- *Sump pumps and dehumidifiers run more often on rainy and humid summer days.*
- *Pumps, filter systems and heaters on swimming pools use electricity seasonally and can spike a summertime bill.*

**safety
first!**

Please don't place signs on utility poles

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.



For energy and cost savings, consider some of these ways to change your energy use habits:

- *Hang clothes to dry instead of running the clothes dryer.*
- *Buy energy efficient products and appliances. Look for the ENERGY STAR® symbol when shopping.*
- *Use appliances at night when demand on the electric system is lower.*
- *Remember to turn off and/or unplug appliances and device rechargers when not in use.*
- *Using a ceiling fan while you are running an air conditioner will make you more comfortable while saving you energy.*
- *Plant trees on the south and west sides of your home to provide shade.*
- *On hot summer days, close your blinds, shades and drapes to block out the sun and the heat during the day.*

Instant Rebates

Buying energy-efficient products may cost more up front but will save money over the life of the appliance. That's why WMECO makes it more affordable for our customers to purchase energy-efficient lighting with "Instant Rebates." We buy down the price, so you pay less when purchasing ENERGY STAR lighting products. In most cases, the purchase price of the products reflects the instant rebate. In larger stores, customers can complete an "instant rebate coupon" and present it at the register at time of purchase.



CommunityConnections

WMECO has made it possible for the Latino Chamber of Commerce in Springfield to purchase new computers for their existing technology laboratory. The new computers will be used to train local Latinos of all ages in marketing, IT support, accounting, legal, and other disciplines to facilitate personal and professional development. During the April school vacation, students participated in a "Business Seminar for Youth" program and had a chance to test the new computers by building their own e-commerce Web sites. They are gaining valuable skills and knowledge to help them succeed in the future.