

## Happy New Year!



The dedicated men and women who work at WMECO want to thank you for your business in 2008. We work hard on your behalf each and every day to keep safe, reliable power flowing to over 200,000 customers in 59 communities throughout western Massachusetts. Our very best wishes to you for a healthy, happy and bright New Year!



### 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 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!



## ConsumerNews

### New President Joins WMECO!

As WMECO's new president, I want to introduce myself and wish all our customers a safe, happy and healthy new year.

I have devoted my career to the electric utility industry, with more than 25 years

working in the Commonwealth and Connecticut. WMECO's service area offers some of the best of New England, from the beautiful Berkshires to our prestigious colleges and universities to the area's rich history and cultural attractions.

As it turned out, I hit the ground running at WMECO a few weeks ahead of schedule when the December 11 - 12 ice storm delivered unprecedented damage and challenging power outages for many of our customers to the west and north. I traveled throughout those hard-hit areas and saw first-hand both the dedication of our employees and our customers' appreciation for the service we provide.

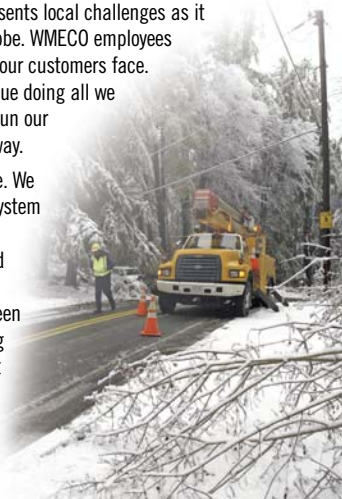
We recognize the hardship that this storm created and our entire team, with the help of hundreds of outside resources, worked around the clock to restore service. We appreciate your patience and perseverance during that difficult time. You can be assured we are committed to restoring power for customers as quickly and safely as possible.

Certainly the current economy presents local challenges as it does nationally and across the globe. WMECO employees are mindful of the cost pressures our customers face.

We face them, too, and will continue doing all we can to contain our expenses and run our business in a lean and effective way.

We also have our eye on the future. We are upgrading our transmission system to enhance reliability and provide access to competitively priced and renewable energy. And to support the Commonwealth's valuable Green Communities Act, we are planning to invest in solar energy to benefit today's customers and those of tomorrow.

*(continued inside)*



(continued from front)

You have my commitment to maintain WMECO's fine, long-standing tradition of serving customers and communities in our region. From delivering safe and reliable electricity, to restoring power after a major storm, to offering energy efficiency programs that save energy, money and the environment, WMECO will continue to do what's right for the 200,000 customers who count on us, day in and day out.

The men and women of WMECO are proud of the work they do, and I am proud to join their team.

Sincerely,



**Peter Clarke**

*WMECO President*

### ***Understanding Your Bill***

At WMECO, it's important that we provide you value, and it's also important that you know exactly what you are purchasing every month when you pay your WMECO bill. Your bill reflects a breakdown of the components of your electric charges.

Delivery charges cover the costs of WMECO delivering power to your home or business, from our lines to the meter. Delivery charges represent approximately one-third of your total electric bill. The other two-thirds covers energy supply. If you haven't chosen a third-party supplier, WMECO competitively bids and secures your supply for you, and the cost is passed on to those suppliers. You can read more about WMECO's schedule for securing generation supply bids, as well as supply rates, by logging onto our Web site at [www.wmeco.com](http://www.wmeco.com).



**CommunityConnections**

WMECO awarded the Northeast Sustainable Energy Association (NESEA) nearly \$15,000 in grant funds to support educator training workshops and informational sessions on renewable energy. From learning about local destination sites to how solar and wind energy works, educators will be able to expand their teaching curriculum by integrating the concepts of renewable energy into their programs.

# ConsumerNews

WMECO

### ***Safety During Storms and Power Outages***

**safety  
first!**

Living in New England, you've likely experienced our severe winter weather. Despite our best efforts to maintain our electric distribution system, when Mother Nature brings wind, snow and freezing rain, power outages can occur. Please keep this information handy to be prepared in the event of an outage.

If you see a potential public safety hazard, such as downed, hanging or burning wires, call 9-1-1 or WMECO at 1-800-286-2000, or 781-4300 in the Springfield calling area. If you see a flash or hear a loud noise around our equipment, call WMECO. Please call us if power goes out in your area – don't leave it to a neighbor and risk longer restoration because we weren't aware of the outage.

### ***Heating your Home Wisely***

To save energy in your home and lower your heating costs, follow these simple steps:

- *Have your heating system professionally checked once a year and change filters regularly to keep your unit running efficiently*
- *Make sure heating registers and vents are not blocked by draperies, furniture, rugs or clothing*
- *For every degree you lower your thermostat during the winter, you can save between 3-5% on your heating bill*
- *Close outside doors as quickly as possible – just a few seconds with the door open lets in a lot of cold air*
- *Check your home for holes or cracks and seal them up immediately*
- *Use weather-stripping around door frames to keep drafts out*
- *Check the insulation in your attic, ceilings, walls and floors and add it where you can*