



## Understanding your bill

Visit the pricing section of our Web site at [www.wmeco.com](http://www.wmeco.com) for a detailed description of charges to help you better understand your bill and what it costs for service.

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.

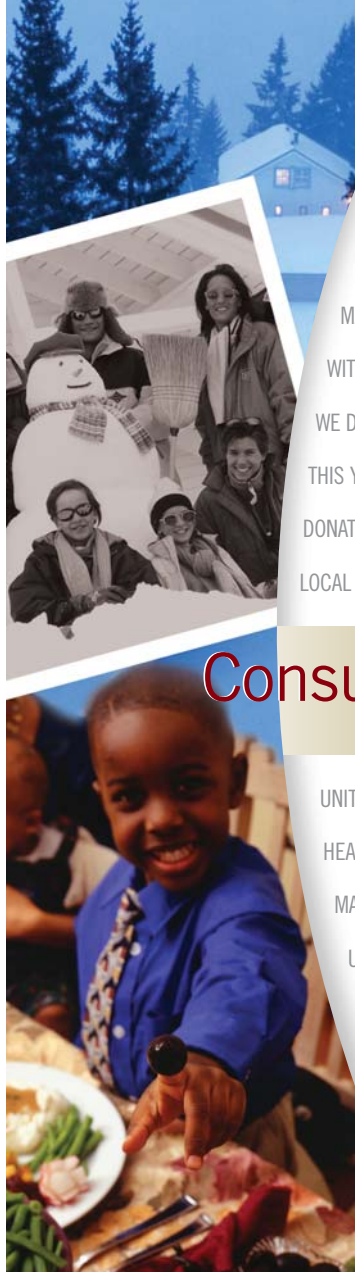
Pay your WMECO bill online, anytime—free at [wmeco.com](http://wmeco.com). Or use our easy direct debit system! Call to enroll today!



### Western Massachusetts Electric

The Northeast Utilities System

Delivering the Energy of Western Massachusetts



### GIVING BACK

WMECO TAKES PRIDE IN SERVING WESTERN MASSACHUSETTS COMMUNITIES WITH SAFE, RELIABLE ELECTRICITY. WE DELIVER MORE THAN THAT, TOO — THIS YEAR, WMECO'S EMPLOYEES DONATED \$51,318 TO A VARIETY OF LOCAL COMMUNITY AGENCIES LIKE THE

## ConsumerNews WMECO

UNITED WAY AND COMMUNITY HEALTH CHARITIES, WITH A COMPANY MATCH OF \$105,000. FROM ALL OF US AT WMECO, THANK YOU FOR YOUR BUSINESS, AND HERE'S TO A SUCCESSFUL 2008!

## Wise Storm Preparation

Living in New England, we all know about severe winter weather. Any power outage during cold months can pose special challenges. Please keep this information handy to be prepared.

### Reaching us if there's a problem

Call us at 1.800.286.2000 (781.4300 in the Springfield calling area) or call 911 to report any emergency such as downed, hanging or burning wires or if you see a flash or hear a loud noise around our equipment. Our automated phone system is quick and easy to use and is the most effective way to report a power outage. The automated system processes your report and provides restoration update information to you if it's available for your area.



CommunityConnections

WMECO's Pittsfield-area employees and their families constructed a float for the city's 63rd Annual Halloween Parade. The float promoted important **"Can't Touch This"** electrical safety messages, with families of WMECO employees escorting the float and distributing electrical safety brochures.

*Safety is always the top priority for our customers and our employees.*

**Safety  
first!**

*If you elect to use a portable electric generator in the event of a power outage, please follow these important installation and operation precautions to keep your family and our line workers safe.*

- *Carefully size your generator to your needs and in accordance with all manufacturers' instructions. Read and adhere to all instructions for safe installation and operation.*
- *Have a qualified electrician connect the generator with a transfer switch so that it is not connected directly to your home wiring. Generators that are improperly installed can feed electricity back onto the power lines connected to your home, posing a life-threatening situation.*
- *Keep children away from generators at all times.*
- *Never plug a portable generator into a regular household outlet. Doing so could energize power lines and cause fatal injury.*
- *Always use a generator outdoors – never indoors or in an attached garage. Generators use an internal combustion engine that emits deadly carbon monoxide.*
- *Use the proper power cords – do not use extension cords.*
- *Make sure the generator is properly grounded to avoid electrical shock.*
- *Do not store fuel indoors or try to refuel a generator while it is running.*