

Questions ?

Winter Protection Plan



*Under our Winter Protection Plan, we **will not** shut off electric service of qualified income-eligible customers between **November 15, 2008 and March 15, 2009**. For more information, log on to www.wmeco.com or call us at **1.800.286.2000 or 781.4300** in the Springfield area.*

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



**Western Massachusetts
Electric**

The Northeast Utilities System

**Delivering the Energy
of Western Massachusetts**



**WINTER IS JUST
AROUND THE CORNER**

AND THIS HEATING SEASON IS CERTAIN TO BRING CHALLENGES TO MANY PEOPLE IN OUR AREA. WMECO OFFERS PROGRAMS TO HELP YOU SAVE ENERGY AND MONEY.

ConsumerNews

W M E C O

FROM PROVIDING DISCOUNTS AND REBATES ON ENERGY-EFFICIENT LIGHTING, TO HOME ENERGY AUDITS, TO PAYMENT ASSISTANCE PLANS, WE'RE WORKING HARD TO HELP OUR CUSTOMERS MANAGE THEIR ENERGY USAGE AND COST. INSIDE THIS BILL INSERT YOU'LL FIND A LIST OF PROGRAMS AND SERVICES THAT HELP THOUSANDS OF PEOPLE EVERY YEAR.



WMECO offers many ways to manage your energy usage and cost. Be sure you're taking advantage:

MassSAVE — An energy audit program offered by WMECO that sends trained experts to your home to analyze your energy consumption and recommend ways to conserve. WMECO provides incentives or no-interest financing to help you along the way. For more information call 1-800-666-3303.

Energy Bucks — A program that promotes fuel assistance, utility discounts and weatherization to reduce customer bills through a partnership with Community Action Agencies across western Massachusetts. For more information call 1-866-537-7267.

NUStart — WMECO's program to help income-eligible customers with outstanding balances pay their bill and keep their power connected. For more information call 1-800-286-5844.

To learn about these and other programs and services we offer, log on to www.wmeco.com today.

Keep a Neighbor Warm this Winter

Last winter, WMECO customers helped hundreds of households and families keep warm with thousands of dollars contributed to the "Good Neighbor Energy Fund." Please join us in helping local families keep warm this winter by making a contribution. For more information, visit our Web site, or call us at 1.800.286.2000 or 781.4300 in the Springfield area



CommunityConnections

Recently, the Hampden County Sheriff's Department completed a two-year energy and water conservation project that will greatly reduce energy costs and the facility's environmental impact. WMECO provided more than \$120,000 in incentives towards upgrading the lighting fixtures and air handling systems of the facility. Savings created by the project are estimated to be approximately \$550,000 annually, with no up-front cost to taxpayers.



Safety first!

Technology is advancing everyday —

and so is the way we are thinking about energy savings. Solar energy, through the installation of Photovoltaic (PV) systems, is becoming more common, especially with the push by Governor Deval Patrick to increase the number of PV projects. WMECO has a proud history of supporting this technology and would like to remind all of our customers that there are several steps to follow before having PV equipment installed to ensure your safety and the safety of our employees.

Before installation begins you must:

- *Submit an application to, and obtain approval from, WMECO*
- *Ensure work is done in accordance with the Distributed Generation Interconnection Standards and Procedures Tariff, approved by the Department of Public Utilities*
- *Secure all necessary town permits*

We are committed to working with you to see that your PV project stays on track and is successful. For more information, log on to www.wmeco.com and type "Distribution Generation Requirements" in the search field, or call Cindy Janke at (413) 585-1750. To learn more about the solar energy initiative introduced by the Patrick Administration, log on to <http://www.masstech.org/SOLAR/>.