



**Western Massachusetts
Electric**

The Northeast Utilities System

CAROLYN B CAVE

Statement date: Sep 8, 2011

Customer name key: CAVE

Account number: 54145771010

Visit our website:

www.wmeco.com

For Emergency:

1-877-659-6326

24 hours a day, 7 days a week

For Customer Service:

1-877-OKWMECO (1-877-659-6326)

(413-781-4300 Springfield area)

Mon-Fri 7am-7pm and Sat 10am-3:30pm

Your Electric Supplier:

Western Massachusetts Electric

P.O. Box 150494

Hartford, CT 06115-0494

1-877-659-6326

To pay your bill electronically, please

visit our website or call 1-888-783-6618

Your account summary

Previous balance on Aug 11	- \$875.06
<hr/>	
Balance Forward	- \$875.06
New Charges/Credits	
Delivery Services	- \$251.21
Supplier Services	\$6.93
Total new charges	- \$244.28
<hr/>	
Credit Balance	- \$1,119.34

For service at:

6 MAPLEWOOD TER , HADLEY MA 01035-9608

Service reference: 185031001

Billing cycle: 01

Your meter reading for meter # 884854972

For billing period: Aug 3 - Aug 15 (12 days)

Actual reading on Aug 15, 2011 92786

Actual reading on Aug 3, 2011 - 92687

Billed usage = 99

For service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Save a stamp by paying online at www.wmeco.com. Please consider adding a \$1 for Good Neighbor to your payment.



**Western Massachusetts
Electric**

The Northeast Utilities System

Account Number

54145771010

Statement date

Sep 8, 2011

Total amount now due

- \$1,119.34

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001119349 0001119349

Your meter reading for meter # 890985372

For billing period: Aug 3 - Sep 1 (29 days)

Next read date on or about: Sep 30, 2011

Actual reading on Sep 1, 2011 purchases

12371

Actual reading on Aug 3, 2011 purchases

- 12004

Billed usage

= 367

Your meter reading for meter # 890985372

For billing period: Aug 3 - Sep 1 (29 days)

Next read date on or about: Sep 30, 2011

Actual reading on Sep 1, 2011 sales

13536

Actual reading on Aug 3, 2011 sales

- 11297

Billed usage

= 2,239

Delivery Services Detail	RATE R3			
Customer Chrg	\$6.000000	x	0.4000	\$2.40
Distribution Energy Charge*	99.00KWH	x	\$0.037280	\$3.69
Transition Chrg	99.00KWH	x	\$0.006760	\$0.67
Transmission Chrg	99.00KWH	x	\$0.013540	\$1.34
Res Assist Adj Clause	99.00KWH	x	\$0.003030	\$0.30
Pension/PBOP Adj Mechn PPAM	99.00KWH	x	\$0.003490	\$0.35
Basic Srv Cost Adj	99.00KWH	x	\$0.000270	\$0.03
Net metering recovery surcharge	99.00KWH	x	\$0.000070	\$0.01
Solar Program Cost Adjustment	99.00KWH	x	\$0.000250	\$0.02
Energy Conservation Chrg	99.00KWH	x	\$0.002500	\$0.25
Energy Efficiency Program Chrg	99.00KWH	x	\$0.003490	\$0.35
Renewable Enrgy Chrg	99.00KWH	x	\$0.000500	\$0.05
Storm recovery adjustment	99.00KWH	x	\$0.000980	\$0.10
Service Quality Refund	99.00KWH	x-	\$0.000540	-\$0.05
Total Delivery Services				\$9.51

(continued on next page)

Supplier Services Detail	RATE R3 - BASIC FIXED	
Generation Srvc Chrg	99.00KWH x \$0.069980	\$6.93

Total Supplier Services		\$6.93
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Delivery Services Detail	RATE R1	
Customer Chrg		\$6.00
Net Generation Credit	1872.00KWH x- \$0.142480	- \$266.72

Total Delivery Services		- \$260.72
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Supplier Services Detail	RATE R1 - BASIC FIXED	
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Service Account Messages

The rate is prorated because the billing period is less than 25 days

Explanation of your charges

* You may notice a new billing structure on the Delivery portion of your electric bill. For Residential customers (Rate R-1 and R-2), "Inclining Block Rates" are now required by the Massachusetts Department of Public Utilities and are intended to encourage conservation by charging a higher rate for electricity use above 600 kWh.

Account messages

Billing for this service includes a correction of a previously issued statement.

Final billing for above service

Right to Dispute Your Bill

If you disagree with the WMECO charges on your statement, you may call or write and explain the amount you believe to be in error and the reason you believe the error has occurred.

- Call us at 1-877-659-6326 or the phone number on the front of the bill.
- You may also call or write to the Consumer Division of the Department of Public Utilities (DPU) to dispute any portion of your bill:

Massachusetts Department of Public Utilities
Consumer Division, One South Station
Boston, MA 02110
or call: (617) 737-2336 or toll free 1-877-886-5666
www.mass.gov/dpu

Your electric service will not be terminated for failure to pay the disputed portion of your bill.

Payment Arrangements

Payment arrangements may be made for the WMECO portion of your bill over a minimum of four months and will include the payment of past due charges in addition to payment of future bills when due.

Check Processing

By sending your check, you authorize WMECO to use the check information to create an electronic funds transfer. The electronic transfer, for the original check amount, will be processed on the day your check is received. The check will be destroyed and an image of your check will be stored for two years. If the electronic transfer cannot be completed, a demand draft of your check can be created and used in place of the original.

Financial Hardship Arrearage Management Program

If you have a verified financial hardship in which your household income is within 60% of the state median income, the Company offers NUSStart. NUSStart is an arrearage management program that allows income eligible residential customers to earn past due balance forgiveness. For more information on NUSStart, please contact the Company at 1-800-285-5844 Monday - Friday 8:00 a.m. - 4:30 p.m. to speak with a member of the Special Assistance Team.

Right to Electric Service

• During Serious Illness and Financial Hardship

- If you or anyone presently and normally living in your home is seriously ill, we will not shut off your service provided you have a financial hardship as well.
- You must contact your physician or board of health. Have your physician or board of health call the Company immediately. Within seven days of the phone call, your physician or board of health must certify in writing to the Company that a serious illness exists.
- The certificate must be renewed monthly or quarterly if the illness is certified to be chronic. Your failure to renew your certification may result in your service being terminated.
- For assistance or further information, you may call the Company or the Consumer Division of the DPU.

• If You Have A Child Under 12 Months Of Age

If you or anyone presently and normally living in your home has a child under 12 months old living in the home, we will not shut off your service provided you also have a financial hardship.

• In An Elderly Household

If all residents in your household are 65 years of age or older, the Company cannot shut off your electric service for failure to pay a past due bill without the approval of the DPU. If you cannot pay your bill, you may be able to work out a payment plan with the Company. You have a right to a hearing at the DPU before termination. You may call the Company or the Consumer Division of the DPU for further information.

CAROLYN B CAVE

0001697 BERNIKJ



Western Massachusetts Electric

The Northeast Utilities System

Due Date Oct 29, 2011	Total Amount Due - \$1,327.77
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Statement date: Oct 4, 2011
Customer name key: CAVE
Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Or Pay by Phone 1-888-783-6618

Electricity Supplier

Western Massachusetts Electric
P.O. Box 150494
Hartford, CT 06115-0494
1-877-659-6326

Your account summary

Previous balance on Sep 8	- \$1,119.34
Balance Forward	- \$1,119.34
New Charges/Credits	
Delivery Services	- \$208.43
Electricity Supply Services	\$0.00
Total new charges	- \$208.43
Credit Balance	- \$1,327.77

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Sep 1 - Oct 3 (32 days)	Next read date on or about: Oct 31, 2011
Actual reading on Oct 3, 2011 purchases	12839
Actual reading on Sep 1, 2011 purchases	- 12371
Billed usage	= 468

Your meter reading for meter # 890985372

For billing period: Sep 1 - Oct 3 (32 days)	Next read date on or about: Oct 31, 2011
Actual reading on Oct 3, 2011 sales	15509
Actual reading on Sep 1, 2011 sales	- 13536
Billed usage	= 1,973

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

The Northeast Utilities System

Account Number
54145771010

Statement date
Oct 4, 2011

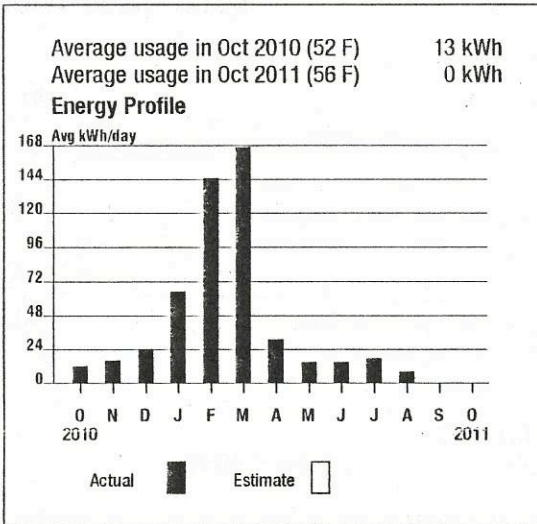
Total amount due
- \$1,327.77

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001327777 0001327777



WMECO Delivery Services Detail		RATE R1	
Customer Chrg			\$6.00
Net Generation Credit	1505.00KWH	x - \$0.142480	- \$214.43
Subtotal			- \$208.43

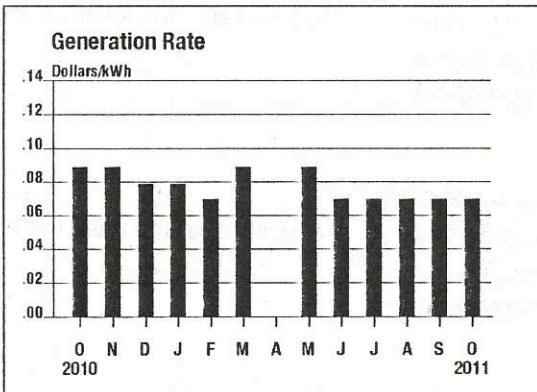
Electricity Supply Detail **RATE R1 - BASIC FIXED**

Explanation of your charges

* You may notice a new billing structure on the Delivery portion of your electric bill. For Residential customers (Rate R-1 and R-2), "Inclining Block Rates" are now required by the Massachusetts Department of Public Utilities and are intended to encourage conservation by charging a higher rate for electricity use above 600 kWh.

Account messages

New look to your bill - In response to customer feedback, we have made enhancements to your WMECO bill. We hope that the enhancements make it easier to find the most important information, like the total amount due and due date.



(continued on next page)

0001776 LEIGNJM

CAROLYN B CAVE



Western Massachusetts Electric

The Northeast Utilities System

Due Date Dec 13, 2011	Total Amount Due - \$1,483.63
---------------------------------	---

Statement date: Nov 18, 2011
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Electricity Supplier

Western Massachusetts Electric
P.O. Box 150494
Hartford, CT 06115-0494
1-877-659-6326

Your account summary

Previous balance on Nov 8	- \$1,327.77
Balance Forward	- \$1,327.77
New Charges/Credits	
Delivery Services	- \$155.86
Electricity Supply Services	\$0.00
Total new charges	- \$155.86
Credit Balance	- \$1,483.63

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035
Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Oct 3 - Nov 4 (32 days)	Next read date on or about: Dec 1, 2011
Actual reading on Nov 4 , 2011 purchases	13398
Actual reading on Oct 3 , 2011 purchases	- 12839
Billed usage	= 559

Your meter reading for meter # 890985372

For billing period: Oct 3 - Nov 4 (32 days)	Next read date on or about: Dec 1, 2011
Actual reading on Nov 4 , 2011 sales	17204
Actual reading on Oct 3 , 2011 sales	- 15509
Billed usage	= 1,695

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

The Northeast Utilities System

Account Number: 54145771010
Statement date: Nov 18, 2011
Total amount due: - \$1,483.63

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001483635 0000155865

WMECO Delivery Services Detail		RATE R1	
Customer Chrg			\$6.00
Net Generation Credit	1136.00KWH	x- \$0.142480	- \$161.86
Subtotal			- \$155.86

Electricity Supply Detail **RATE R1 - BASIC FIXED****Explanation of your charges**

* You may notice a new billing structure on the Delivery portion of your electric bill. For Residential customers (Rate R-1 and R-2), "Inclining Block Rates" are now required by the Massachusetts Department of Public Utilities and are intended to encourage conservation by charging a higher rate for electricity use above 600 kWh.

Account messages

Billing for this service includes a correction of a previously issued statement.

Billing for this service includes a correction of a previously issued statement

(continued on next page)

CAROLYN B CAVE

0002131



Western Massachusetts Electric

The Northeast Utilities System

Due Date Dec 31, 2011	Total Amount Due - \$1,576.65
---------------------------------	---

Statement date: Dec 6, 2011
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Electricity Supplier

Western Massachusetts Electric
P.O. Box 150494
Hartford, CT 06115-0494
1-877-659-6326

Your account summary

Previous balance on Nov 18	- \$1,483.63
Balance Forward	- \$1,483.63
New Charges/Credits	
Delivery Services	- \$93.02
Electricity Supply Services	\$0.00
Total new charges	- \$93.02
Credit Balance	- \$1,576.65

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Nov 4 - Dec 1 (27 days)	Next read date on or about: Jan 3, 2012
Actual reading on Dec 1, 2011 purchases	13943
Actual reading on Nov 4, 2011 purchases	- 13398
Billed usage	= 545

Your meter reading for meter # 890985372

For billing period: Nov 4 - Dec 1 (27 days)	Next read date on or about: Jan 3, 2012
Actual reading on Dec 1, 2011 sales	18444
Actual reading on Nov 4, 2011 sales	- 17204
Billed usage	= 1,240

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Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

The Northeast Utilities System

Account Number
54145771010

Statement date
Dec 6, 2011

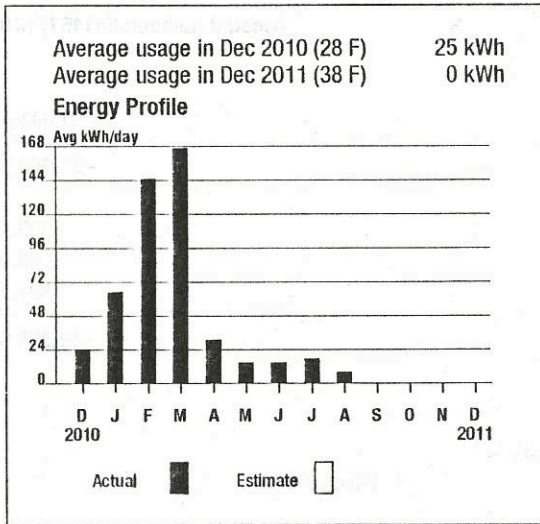
Total amount due
- \$1,576.65

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001576650 0000093024

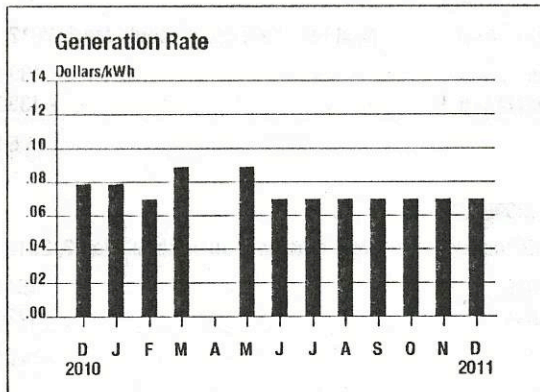


WMECO Delivery Services Detail	RATE R1	
Customer Chrg		\$6.00
Net Generation Credit	695.00KWH x-\$0.142480	- \$99.02
Subtotal		- \$93.02

Electricity Supply Detail **RATE R1 - BASIC FIXED**

Explanation of your charges

* You may notice a new billing structure on the Delivery portion of your electric bill. For Residential customers (Rate R-1 and R-2), "Inclining Block Rates" are now required by the Massachusetts Department of Public Utilities and are intended to encourage conservation by charging a higher rate for electricity use above 600 kWh.



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CAROLYN B CAVE

0002596 LEIGNJM



Western Massachusetts Electric

The Northeast Utilities System

Due Date Jan 30, 2012	Total Amount Due - \$1,605.19
---------------------------------	---

Statement date: Jan 5, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOcustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Electricity Supplier

Western Massachusetts Electric
P.O. Box 150494
Hartford, CT 06115-0494
1-877-659-6326

Your account summary

Previous balance on Dec 6	- \$1,576.65
Balance Forward	- \$1,576.65
New Charges/Credits	
Delivery Services	- \$28.54
Electricity Supply Services	\$0.00
Total new charges	- \$28.54
Credit Balance	- \$1,605.19

Thank you for your payments during 2011. We look forward to serving you in 2012.

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Dec 1 - Jan 3 (33 days)

Next read date on or about: Feb 1, 2012

Actual reading on Jan 3, 2012 purchases

14918

Actual reading on Dec 1, 2011 purchases

- 13943

Billed usage

= 975

Your meter reading for meter # 890985372

For billing period: Dec 1 - Jan 3 (33 days)

Next read date on or about: Feb 1, 2012

Actual reading on Jan 3, 2012 sales

19650

Actual reading on Dec 1, 2011 sales

- 18444

Billed usage

= 1,206

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

The Northeast Utilities System

Account Number
54145771010

Statement date
Jan 5, 2012

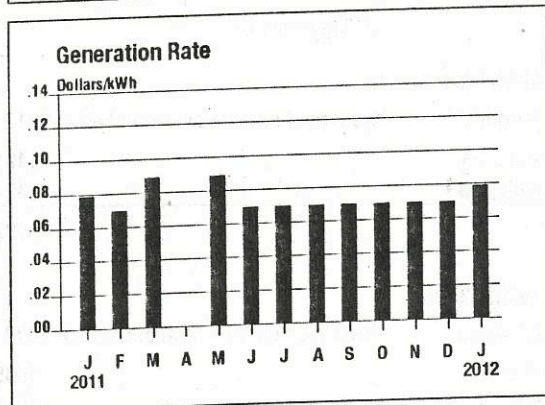
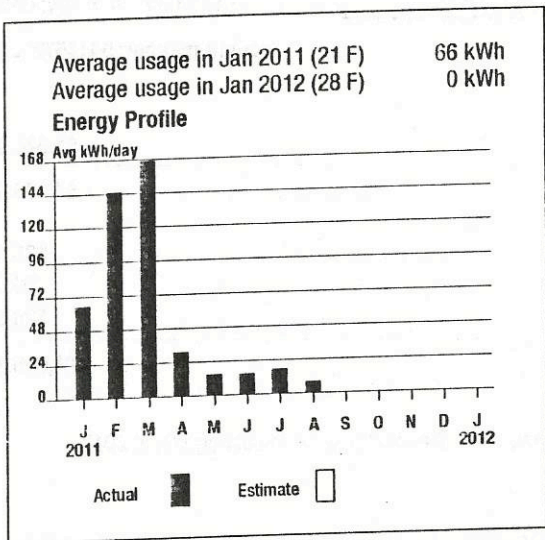
Total amount due
- \$1,605.19

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001605192 0001605192



WMECO Delivery Services Detail	RATE R1	
Customer Chrg		\$6.00
Net Generation Credit	231.00KWH x \$0.149510	- \$34.54
Subtotal		- \$28.54

Electricity Supply Detail **RATE R1 - BASIC FIXED**

Explanation of your charges

* You may notice a new billing structure on the Delivery portion of your electric bill. For Residential customers (Rate R-1 and R-2), "Inclining Block Rates" are now required by the Massachusetts Department of Public Utilities and are intended to encourage conservation by charging a higher rate for electricity use above 600 kWh.

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0000695 LEIGNJM

CAROLYN B CAVE

**Western Massachusetts
Electric**

The Northeast Utilities System

Due Date Feb 27, 2012	Total Amount Due - \$1,603.34
---------------------------------	---

Statement date: Feb 2, 2012

Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
 Web Site: www.wmeco.com
 Email: WMECOCustomerService@wmeco.com
 Customer Service: 1-877-659-6326
 413-781-4300 Springfield area
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Electricity Supplier

Western Massachusetts Electric
 P.O. Box 150494
 Hartford, CT 06115-0494
 1-877-659-6326

Your account summary

Previous balance on Jan 5	- \$1,605.19
Balance Forward	- \$1,605.19
New Charges/Credits	
Delivery Services	\$1.85
Electricity Supply Services	\$0.00
Total new charges	\$1.85
Credit Balance	- \$1,603.34

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Jan 3 - Feb 1 (29 days)

Next read date on or about: Mar 2, 2012

Actual reading on Feb 1, 2012 purchases

16074

Actual reading on Jan 3, 2012 purchases

- 14918

Billed usage

= 1,156

Your meter reading for meter # 890985372

For billing period: Jan 3 - Feb 1 (29 days)

Next read date on or about: Mar 2, 2012

Actual reading on Feb 1, 2012 sales

20834

Actual reading on Jan 3, 2012 sales

- 19650

Billed usage

= 1,184

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Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.

**Western Massachusetts
Electric**

The Northeast Utilities System

Account Number

54145771010

Statement date

Feb 2, 2012

Total amount due

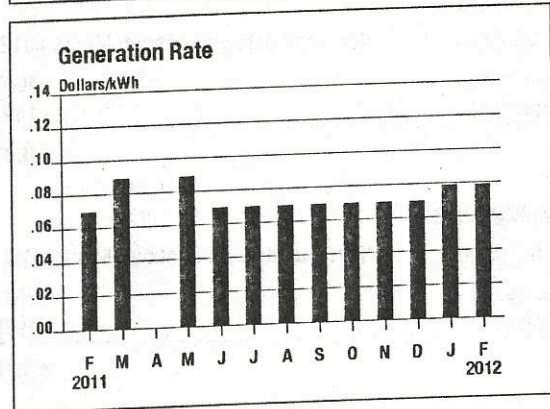
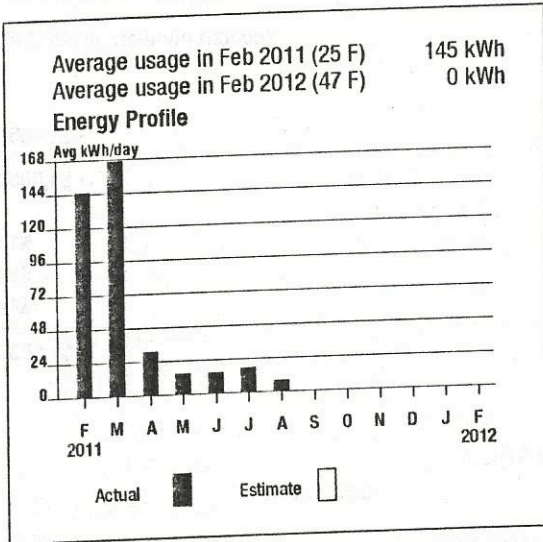
- \$1,603.34

Do Not Pay

CAROLYN B CAVE
 18 KENNEDY DR
 HADLEY MA 01035-3511

WMECO
 PO Box 150494
 Hartford, CT 06115-0494

5414577101035 0001603347 0001603347



WMECO Delivery Services Detail		RATE R1	
Customer Chrg			\$6.00
Net Generation Credit	28.00KWH	x- \$0.148180	- \$4.15
Subtotal			\$1.85

Electricity Supply Detail RATE R1 - BASIC FIXED

Account messages

Effective in February 2012, a new line item will appear in the Delivery section on your bill. Entitled "Revenue Decoupling Mechanism" (RDM), the item requires WMECO to balance the actual distribution revenue received with the revenue level set in the company's 2010 rate case. Should WMECO receive more than the set amount, the RDM appears as a credit, and should the Company receive less than that amount, the RDM will be a charge.

The Massachusetts Department of Public Utilities (DPU) set WMECO's revenues at \$125.5 million for the year. Because electric use was high in the summer of 2011 due to a hotter than normal season, WMECO received approximately \$4.8 million more in revenues than allowed by the rate case. As a result, there will be a credit on your monthly bill for the remainder of 2012.

Previously, utilities were compensated based on volumetric sales. Revenue decoupling breaks the dependence of revenue on sales and encourages utilities to aggressively promote energy efficiency programs.

(continued on next page)

0000696 LEIGNJM

CAROLYN B CAVE

**Western Massachusetts
Electric**

The Northeast Utilities System

Due Date	Total Amount Due
Feb 27, 2012	- \$1,602.09

Statement date: Feb 2, 2012

Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)

Web Site: www.wmeco.com

Email: WMECOCustomerService@wmeco.com

Customer Service: 1-877-659-6326

413-781-4300 Springfield area

(M-F 7-7 & Sat 10-3:30 pm)

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Electricity Supplier**Your account summary**

Previous balance on Feb 2	- \$1,603.34
Adjustment Feb 2	\$1.25
<hr/>	
Balance Forward	- \$1,602.09
New Charges/Credits	
Delivery Services	\$0.00
Electricity Supply Services	\$0.00
Total new charges	\$0.00
<hr/>	
Credit Balance	- \$1,602.09

Account messages

Effective in February 2012, a new line item will appear in the Delivery section on your bill. Entitled "Revenue Decoupling Mechanism" (RDM), the item requires WMECO to balance the actual distribution revenue received with the revenue level set in the company's 2010 rate case. Should WMECO receive more than the set amount, the RDM appears as a credit, and should the Company receive less than that amount, the RDM will be a charge.

The Massachusetts Department of Public Utilities (DPU) set WMECO's revenues at \$125.5 million for the year. Because electric use was high in the summer of 2011 due to a hotter than normal season, WMECO received approximately \$4.8 million more in revenues than allowed by the rate case. As a result, there will be a credit on your monthly bill for the remainder of 2012.

Previously, utilities were compensated based on volumetric sales. Revenue decoupling breaks the dependence of revenue on sales and encourages utilities to aggressively promote energy efficiency programs.

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.

**Western Massachusetts
Electric**

The Northeast Utilities System

Account Number	Statement date	Total amount due
54145771010	Feb 2, 2012	- \$1,602.09

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001602098 0000000000

CAROLYN B CAVE

0000697 LEIGNJM



**Western Massachusetts
Electric**

The Northeast Utilities System

Due Date Feb 27, 2012	Total Amount Due - \$1,599.18
--------------------------	----------------------------------

Statement date: Feb 2, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

Simplify your life

Use eBill and ePay at www.wmeco.com
Or Pay by Phone 1-888-783-6618

Electricity Supplier

Your account summary

Previous balance on Feb 2	- \$1,602.09
Adjustment Feb 2	\$2.91
<hr/>	
Balance Forward	- \$1,599.18
New Charges/Credits	
Delivery Services	\$0.00
Electricity Supply Services	\$0.00
Total new charges	\$0.00
<hr/>	
Credit Balance	- \$1,599.18

Account messages

Effective in February 2012, a new line item will appear in the Delivery section on your bill. Entitled "Revenue Decoupling Mechanism" (RDM), the item requires WMECo to balance the actual distribution revenue received with the revenue level set in the company's 2010 rate case. Should WMECo receive more than the set amount, the RDM appears as a credit, and should the Company receive less than that amount, the RDM will be a charge.

The Massachusetts Department of Public Utilities (DPU) set WMECo's revenues at \$125.5 million for the year. Because electric use was high in the summer of 2011 due to a hotter than normal season, WMECo received approximately \$4.8 million more in revenues than allowed by the rate case. As a result, there will be a credit on your monthly bill for the remainder of 2012.

Previously, utilities were compensated based on volumetric sales. Revenue decoupling breaks the dependence of revenue on sales and encourages utilities to aggressively promote energy efficiency programs.

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



**Western Massachusetts
Electric**

The Northeast Utilities System

Account Number Statement date Total amount due
54145771010 Feb 2, 2012 - \$1,599.18

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001599183 0000000000

0000673 LEIGNJM

CAROLYN B CAVE



Western Massachusetts Electric

The Northeast Utilities System

Due Date Mar 30, 2012	Total Amount Due - \$1,723.58
--------------------------	----------------------------------

Statement date: Mar 5, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

Simplify your life

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Or Pay by Phone 1-888-783-6618

Electricity Supplier

Western Massachusetts Electric
P.O. Box 150494
Hartford, CT 06115-0494
1-877-659-6326

Your account summary

Previous balance on Feb 2	- \$1,599.18
Balance Forward	- \$1,599.18
New Charges/Credits	
Delivery Services	- \$124.40
Electricity Supply Services	\$0.00
Total new charges	- \$124.40
Credit Balance	- \$1,723.58

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Feb 1 - Mar 2 (30 days)	Next read date on or about: Mar 30, 2012
Actual reading on Mar 2, 2012 purchases	17025
Actual reading on Feb 1, 2012 purchases	- 16074
Billed usage	= 951

Your meter reading for meter # 890985372

For billing period: Feb 1 - Mar 2 (30 days)	Next read date on or about: Mar 30, 2012
Actual reading on Mar 2, 2012 sales	22665
Actual reading on Feb 1, 2012 sales	- 20834
Billed usage	= 1,831

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

The Northeast Utilities System

Account Number	Statement date	Total amount due
54145771010	Mar 5, 2012	- \$1,723.58

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001723586 0001723586

CAROLYN B CAVE

0000674 LEIGNJM

**Western Massachusetts
Electric**

The Northeast Utilities System

Due Date	Total Amount Due
Mar 30, 2012	- \$1,593.18

Statement date: Mar 5, 2012

Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
 Web Site: www.wmeco.com
 Email: WMECOCustomerService@wmeco.com
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 413-781-4300 Springfield area
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Electricity Supplier**Your account summary**

Previous balance on Mar 5	- \$1,723.58
Adjustment Mar 5	\$130.40
<hr/>	
Balance Forward	- \$1,593.18
New Charges/Credits	
Delivery Services	\$0.00
Electricity Supply Services	\$0.00
Total new charges	\$0.00
<hr/>	
Credit Balance	- \$1,593.18

Account messages

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**Western Massachusetts
Electric**

The Northeast Utilities System

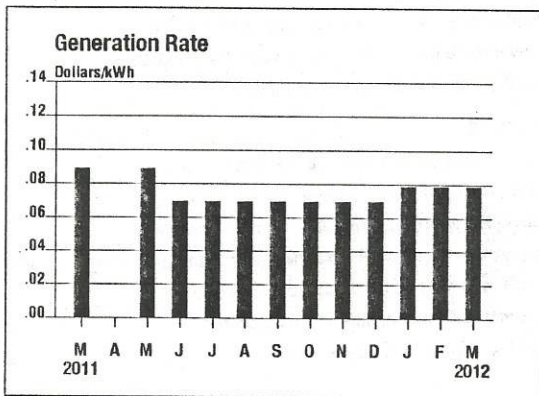
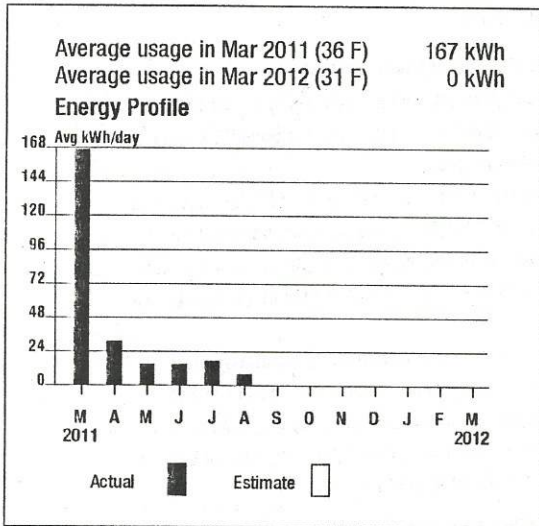
Account Number	Statement date	Total amount due
54145771010	Mar 5, 2012	- \$1,593.18

Do Not Pay

CAROLYN B CAVE
 18 KENNEDY DR
 HADLEY MA 01035-3511

WMECO
 PO Box 150494
 Hartford, CT 06115-0494

5414577101035 0001593187 0000000000



WMECO Delivery Services Detail RATE R1

Customer Chrg		\$6.00
Net Generation Credit	880.00KWH x - \$0.148180	- \$130.40
Subtotal		- \$124.40

Electricity Supply Detail RATE R1 - BASIC FIXED

Account messages

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(continued on next page)

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- Call us at 1-877-659-6326 or the phone number on the front of the bill.
- You may also call or write to the Consumer Division of the Department of Public Utilities (DPU) to dispute any portion of your bill:

Massachusetts Department of Public Utilities
 Consumer Division, One South Station
 Boston, MA 02110
 or call: (617) 737-2836 or toll free 1-877-886-5066
www.mass.gov/dpu

Your electric service will not be terminated for failure to pay the disputed portion of your bill.

Payment Arrangements

Payment arrangements may be made for the WMECO portion of your bill over a minimum of four months and will include the payment of past due charges in addition to payment of future bills when due.

Check Processing

By sending your check, you authorize WMECO to use the check information to create an electronic funds transfer. The electronic transfer, for the original check amount, will be processed on the day your check is received. The check will be destroyed and an image of your check will be stored for two years. If the electronic transfer cannot be completed, a demand draft of your check can be created and used in place of the original.

Financial Hardship Arrearage Management Program

If you have a verified financial hardship in which your household income is within 60% of the state median income, the Company offers NUSstart. NUSstart is an arrearage management program that allows income eligible residential customers to earn past due balance forgiveness. For more information on NUSstart, please contact the Company at 1-800-286-5844 Monday - Friday 8:00 a.m. - 4:30 p.m. to speak with a member of the Special Assistance Team.

Right to Electric Service**• During Serious Illness and Financial Hardship**

• If you or anyone presently and normally living in your home is seriously ill, we will not shut off your service provided you have a financial hardship as well.

• You must contact your physician or board of health. Have your physician or board of health call the Company immediately. Within seven days of the phone call, your physician or board of health must certify in writing to the Company that a serious illness exists.

• The certificate must be renewed monthly or quarterly if the illness is certified to be chronic. Your failure to renew your certification may result in your service being terminated.

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0000094 LEIGNJM

CAROLYN B CAVE



Western Massachusetts Electric

The Northeast Utilities System

Due Date May 4, 2012	Total Amount Due - \$1,830.79
-------------------------	----------------------------------

Statement date: Apr 9, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Or Pay by Phone 1-888-783-6618

Electricity Supplier

Western Massachusetts Electric
P.O. Box 150494
Hartford, CT 06115-0494
1-877-659-6326

Your account summary

Previous balance on Mar 5	- \$1,593.18
Balance Forward	- \$1,593.18
New Charges/Credits	
Delivery Services	- \$237.61
Electricity Supply Services	\$0.00
Total new charges	- \$237.61
Credit Balance	- \$1,830.79

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Mar 2 - Mar 30 (28 days)	Next read date on or about: May 2, 2012
Actual reading on Mar 30, 2012 purchases	17555
Actual reading on Mar 2, 2012 purchases	- 17025
Billed usage	= 530

Your meter reading for meter # 890985372

For billing period: Mar 2 - Mar 30 (28 days)	Next read date on or about: May 2, 2012
Actual reading on Mar 30, 2012 sales	24839
Actual reading on Mar 2, 2012 sales	- 22665
Billed usage	= 2,174

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

The Northeast Utilities System

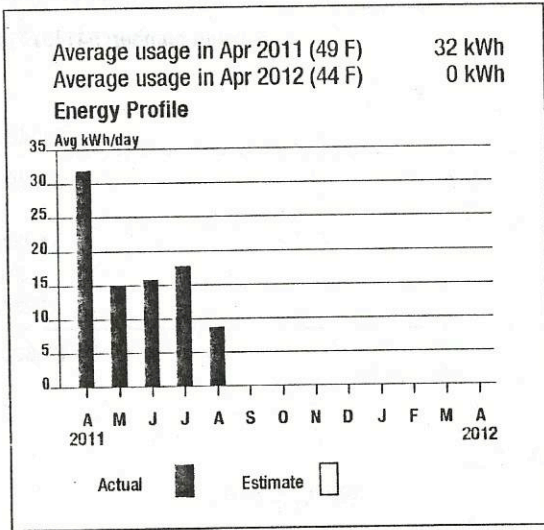
Account Number Statement date Total amount due
54145771010 Apr 9, 2012 - \$1,830.79

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

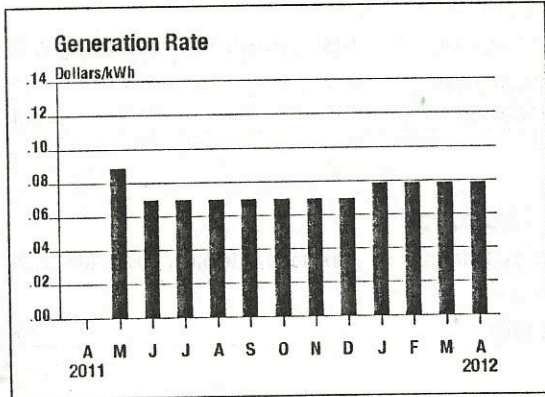
WMECO
PO Box 150494
Hartford, CT 06115-0494

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WMECO Delivery Services Detail		RATE R1	
Customer Chrg			\$6.00
Net Generation Credit	1644.00KWH	x- \$0.148180	- \$243.61
Subtotal			- \$237.61

Electricity Supply Detail **RATE R1 - BASIC FIXED**



(continued on next page)

CAROLYN B CAVE

0000095 LEIGNJM



Western Massachusetts Electric

The Northeast Utilities System

Due Date May 4, 2012	Total Amount Due - \$1,587.18
-------------------------	----------------------------------

Statement date: Apr 9, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Or Pay by Phone 1-888-783-6618

Electricity Supplier

Your account summary

Previous balance on Apr 9	- \$1,830.79
Adjustment Apr 9	\$243.61
<hr/>	
Balance Forward	- \$1,587.18
New Charges/Credits	
Delivery Services	\$0.00
Electricity Supply Services	\$0.00
Total new charges	\$0.00
<hr/>	
Credit Balance	- \$1,587.18



Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

The Northeast Utilities System

Account Number
54145771010

Statement date
Apr 9, 2012

Total amount due
- \$1,587.18

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001587180 0000000000

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Massachusetts Department of Public Utilities
 Consumer Division, One South Station
 Boston, MA 02110
 or call: (617) 737-2836 or toll free 1-877-886-5066
www.mass.gov/dpu

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Financial Hardship Arrearage Management Program

If you have a verified financial hardship in which your household income is within 60% of the state median income, the Company offers NUSStart. NUSStart is an arrearage management program that allows income eligible residential customers to earn past due balance forgiveness. For more information on NUSStart, please contact the Company at 1-800-286-5844 Monday - Friday 8:00 a.m. - 4:30 p.m. to speak with a member of the Special Assistance Team.

Right to Electric Service**• During Serious Illness and Financial Hardship**

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• In An Elderly Household

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CAROLYN B CAVE

00675 LEIGNJM

**Western Massachusetts
Electric**

The Northeast Utilities System

Due Date	Total Amount Due
May 28, 2012	- \$1,966.94

Statement date: May 3, 2012

Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
 Web Site: www.wmeco.com
 Email: WMECOCustomerService@wmeco.com
 Customer Service: 1-877-659-6326
 413-781-4300 Springfield area
 (M-F 7-7 & Sat 10-3:30 pm)

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Electricity Supplier

Western Massachusetts Electric
 P.O. Box 150494
 Hartford, CT 06115-0494
 1-877-659-6326

Your account summary

Previous balance on Apr 9	- \$1,587.18
Merger Credit May 1	- \$7.46
Balance Forward	- \$1,594.64
New Charges/Credits	
Delivery Services	- \$372.30
Electricity Supply Services	\$0.00
Total new charges	- \$372.30
Credit Balance	- \$1,966.94

In April, Northeast Utilities and NSTAR merged. The merger is anticipated to result in cost savings and environmental benefits for our customers. This bill includes a one-time Merger Credit, which provides up-front savings for our customers as a result of this merger.

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Mar 30 - May 2 (33 days)

Next read date on or about: Jun 1, 2012

Actual reading on May 2, 2012 purchases	18035
Actual reading on Mar 30, 2012 purchases	- 17555
Billed usage	= 480

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.

**Western Massachusetts
Electric**

The Northeast Utilities System

Account Number
54145771010Statement date
May 3, 2012Total amount due
- \$1,966.94

Do Not Pay

CAROLYN B CAVE
 18 KENNEDY DR
 HADLEY MA 01035-3511

WMECO
 PO Box 150494
 Hartford, CT 06115-0494

5414577101035 0001966945 0001966945

0000676 LEIGNJM

CAROLYN B CAVE



**Western Massachusetts
Electric**

The Northeast Utilities System

Due Date	Total Amount Due
May 28, 2012	- \$1,588.64

Statement date: May 3, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Or Pay by Phone 1-888-783-6618

Electricity Supplier

Your account summary

Previous balance on May 3	- \$1,966.94
Adjustment May 3	\$378.30
<hr/>	
Balance Forward	- \$1,588.64
New Charges/Credits	
Delivery Services	\$0.00
Electricity Supply Services	\$0.00
Total new charges	\$0.00
<hr/>	
Credit Balance	- \$1,588.64

Account messages

As of April 12, you have more choices to pay by credit card. In addition to our current MasterCard option, now you can use your VISA card to pay your monthly bill, online or through our automated voice response system. A \$3.50 convenience fee goes directly to the vendor and applies to each \$500 transaction with either card. For example, bills up to \$500 paid by credit card will have a \$3.50 fee; bills from \$501-\$1,000 will have a \$7 fee. You also have the option to pay by direct debit, cash or check with no convenience fee. Visit epay.wmeco.com for details.

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



**Western Massachusetts
Electric**

The Northeast Utilities System

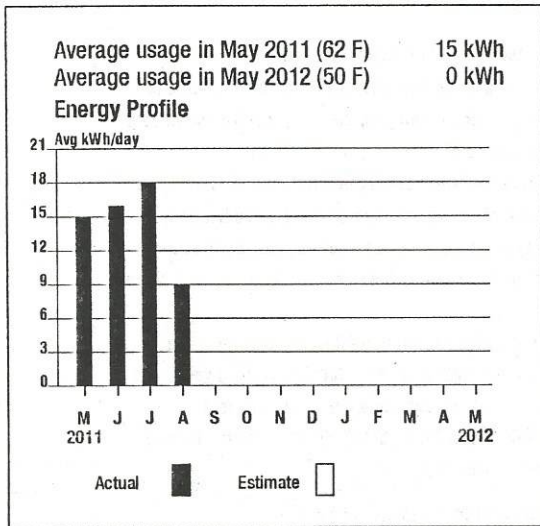
Account Number	Statement date	Total amount due
54145771010	May 3, 2012	- \$1,588.64

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001588642 0000000000



Your meter reading for meter # 890985372

For billing period: Mar 30 - May 2 (33 days)

Next read date on or about: Jun 1, 2012

Actual reading on May 2, 2012 sales

27872

Actual reading on Mar 30, 2012 sales

- 24839

Billed usage

= 3,033

WMECO Delivery Services Detail RATE R1

Customer Chrg

\$6.00

Net Generation Credit

2553.00KWH x- \$0.148180

- \$378.30

Subtotal

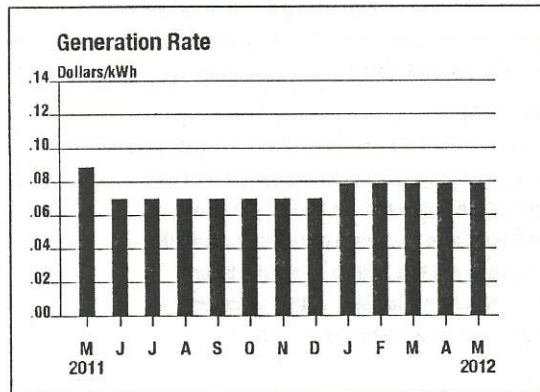
- \$372.30

Electricity Supply Detail

RATE R1 - BASIC FIXED

Account messages

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(continued on next page)

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Massachusetts Department of Public Utilities
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- The certificate must be renewed monthly or quarterly if the illness is certified to be chronic. Your failure to renew your certification may result in your service being terminated.
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CAROLYN B CAVE

0002209 LEIGNJM



Western Massachusetts Electric

A Northeast Utilities Company

Due Date Jun 30, 2012	Total Amount Due - \$1,887.74
--------------------------	----------------------------------

Statement date: Jun 5, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Electricity Supplier

Western Massachusetts Electric
P.O. Box 150494
Hartford, CT 06115-0494
1-877-659-6326

Your account summary

Previous balance on May 3	- \$1,588.64
Balance Forward	- \$1,588.64
New Charges/Credits	
Delivery Services	- \$299.10
Electricity Supply Services	\$0.00
Total new charges	- \$299.10
Credit Balance	- \$1,887.74

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: May 2 - Jun 4 (33 days)	Next read date on or about: Jul 2, 2012
Actual reading on Jun 4, 2012 purchases	18446
Actual reading on May 2, 2012 purchases	- 18035
Billed usage	= 411

Your meter reading for meter # 890985372

For billing period: May 2 - Jun 4 (33 days)	Next read date on or about: Jul 2, 2012
Actual reading on Jun 4, 2012 sales	30342
Actual reading on May 2, 2012 sales	- 27872
Billed usage	= 2,470

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

A Northeast Utilities Company

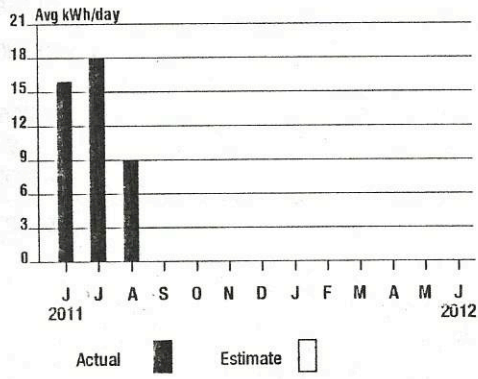
Account Number Statement date Total amount due
54145771010 Jun 5, 2012 - \$1,887.74

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

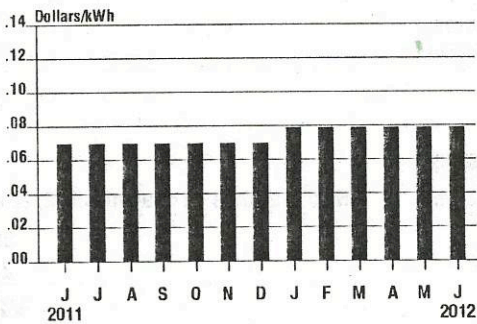
Average usage in Jun 2011 (68 F) 16 kWh
 Average usage in Jun 2012 (59 F) 0 kWh
Energy Profile



WMECO Delivery Services Detail	RATE R1	
Customer Chrg		\$6.00
Net Generation Credit	2059.00KWH x - \$0.148180	- \$305.10
Subtotal		- \$299.10

Electricity Supply Detail **RATE R1 - BASIC FIXED**

Generation Rate



(continued on next page)

CAROLYN B CAVE

0002210 LEIGNJM



**Western Massachusetts
Electric**

A Northeast Utilities Company

Due Date Jun 30, 2012	Total Amount Due - \$1,582.64
---------------------------------	---

Statement date: Jun 5, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

Simplify your life

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Or Pay by Phone 1-888-783-6618

Electricity Supplier

Your account summary

Previous balance on Jun 5	- \$1,887.74
Adjustment Jun 5	\$305.10
Balance Forward	- \$1,582.64
New Charges/Credits	
Delivery Services	\$0.00
Electricity Supply Services	\$0.00
Total new charges	\$0.00
Credit Balance	- \$1,582.64



Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



**Western Massachusetts
Electric**

A Northeast Utilities Company

Account Number
54145771010

Statement date
Jun 5, 2012

Total amount due
- \$1,582.64

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001582646 0000000000

Right to Dispute Your Bill

If you disagree with the WMECO charges on your statement, you may call or write and explain the amount you believe to be in error and the reason you believe the error has occurred.

- Call us at 1-877-659-6326 or the phone number on the front of the bill.
- You may also call or write to the Consumer Division of the Department of Public Utilities (DPU) to dispute any portion of your bill:

Massachusetts Department of Public Utilities
 Consumer Division, One South Station
 Boston, MA 02110
 or call: (617) 737-2836 or toll free 1-877-886-5066
www.mass.gov/dpu

Your electric service will not be terminated for failure to pay the disputed portion of your bill.

Payment Arrangements

Payment arrangements may be made for the WMECO portion of your bill over a minimum of four months and will include the payment of past due charges in addition to payment of future bills when due.

Check Processing

By sending your check, you authorize WMECO to use the check information to create an electronic funds transfer. The electronic transfer, for the original check amount, will be processed on the day your check is received. The check will be destroyed and an image of your check will be stored for two years. If the electronic transfer cannot be completed, a demand draft of your check can be created and used in place of the original.

Financial Hardship Arrearage Management Program

If you have a verified financial hardship in which your household income is within 60% of the state median income, the Company offers NUSStart. NUSStart is an arrearage management program that allows income eligible residential customers to earn past due balance forgiveness.

For more information on NUSStart, please contact the Company at 1-800-286-5844 Monday - Friday 8:00 a.m. - 4:30 p.m. to speak with a member of the Special Assistance Team.

Right to Electric Service**· During Serious Illness and Financial Hardship**

- If you or anyone presently and normally living in your home is seriously ill, we will not shut off your service provided you have a financial hardship as well.
- You must contact your physician or board of health. Have your physician or board of health call the Company immediately. Within seven days of the phone call, your physician or board of health must certify in writing to the Company that a serious illness exists.
- The certificate must be renewed monthly or quarterly if the illness is certified to be chronic. Your failure to renew your certification may result in your service being terminated.
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If you or anyone presently and normally living in your home has a child under 12 months old living in the home, we will not shut off your service provided you also have a financial hardship.

· In An Elderly Household

If all residents in your household are 65 years of age or older, the Company cannot shut off your electric service for failure to pay a past due bill without the approval of the DPU. If you cannot pay your bill, you may be able to work out a payment plan with the Company. You have a right to a hearing at the DPU before termination. You may call the Company or the Consumer Division of the DPU for further information.

CAROLYN B CAVE

0002010 LEIGNJM



Western Massachusetts Electric

A Northeast Utilities Company

Due Date Jul 30, 2012	Total Amount Due - \$1,895.70
--------------------------	----------------------------------

Statement date: Jul 5, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Or Pay by Phone 1-888-783-6618

Electricity Supplier

Western Massachusetts Electric
P.O. Box 150494
Hartford, CT 06115-0494
1-877-659-6326

Your account summary

Previous balance on Jun 5	- \$1,582.64
Balance Forward	- \$1,582.64
New Charges/Credits	
Delivery Services	- \$313.06
Electricity Supply Services	\$0.00
Total new charges	- \$313.06
Credit Balance	- \$1,895.70

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Jun 4 - Jul 3 (29 days)	Next read date on or about: Aug 2, 2012
Actual reading on Jul 3, 2012 purchases	18685
Actual reading on Jun 4, 2012 purchases	- 18446
Billed usage	= 239

Your meter reading for meter # 890985372

For billing period: Jun 4 - Jul 3 (29 days)	Next read date on or about: Aug 2, 2012
Actual reading on Jul 3, 2012 sales	32887
Actual reading on Jun 4, 2012 sales	- 30342
Billed usage	= 2,545

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

A Northeast Utilities Company

Account Number Statement date Total amount due
54145771010 Jul 5, 2012 - \$1,895.70

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001895700 0001895700

0002011 LEIGNJM

CAROLYN B CAVE



Western Massachusetts Electric

A Northeast Utilities Company

Due Date Jul 30, 2012	Total Amount Due - \$1,576.64
---------------------------------	---

Statement date: Jul 5, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOcustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Electricity Supplier

Your account summary

Previous balance on Jul 5	- \$1,895.70
Adjustment Jul 5	\$319.06
<hr/>	
Balance Forward	- \$1,576.64
New Charges/Credits	
Delivery Services	\$0.00
Electricity Supply Services	\$0.00
Total new charges	\$0.00
<hr/>	
Credit Balance	- \$1,576.64



Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

A Northeast Utilities Company

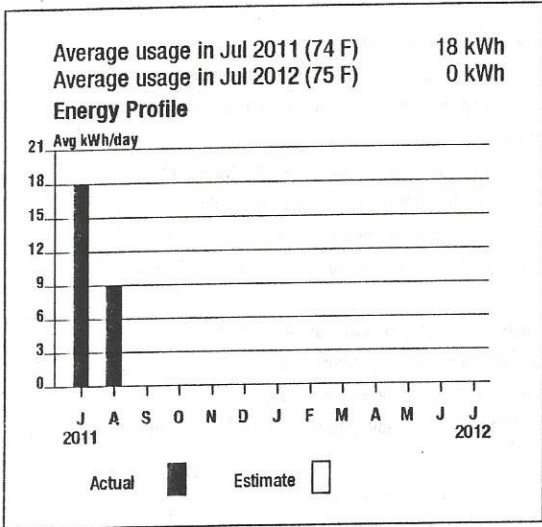
Account Number	Statement date	Total amount due
54145771010	Jul 5, 2012	- \$1,576.64

Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

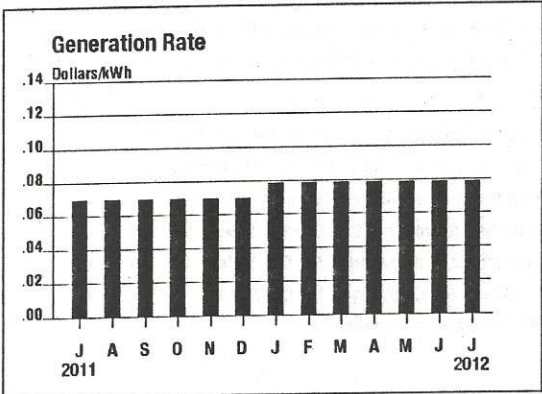
WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001576649 0000000000



WMECO Delivery Services Detail		RATE R1	
Customer Chrg			\$6.00
Net Generation Credit	2306.00KWH	x- \$0.138360	- \$319.06
Subtotal			- \$313.06

Electricity Supply Detail **RATE R1 - BASIC FIXED**



(continued on next page)

Right to Dispute Your Bill

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 Consumer Division, One South Station
 Boston, MA 02110
 or call: (617) 737-2836 or toll free 1-877-886-5066
www.mass.gov/dpu

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0680 LEIGNJM

CAROLYN B CAVE

**Western Massachusetts
Electric**

A Northeast Utilities Company

Due Date Aug 28, 2012	Total Amount Due - \$1,895.92
--------------------------	----------------------------------

Statement date: Aug 3, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
 Web Site: www.wmeco.com
 Email: WMECOCustomerService@wmeco.com
 Customer Service: 1-877-659-6326
 413-781-4300 Springfield area
 (M-F 7-7 & Sat 10-3:30 pm)

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 Or Pay by Phone 1-888-783-6618

Electricity Supplier

Western Massachusetts Electric
 P.O. Box 150494
 Hartford, CT 06115-0494
 1-877-659-6326

Your account summary

Previous balance on Jul 10	- \$1,576.64
Balance Forward	- \$1,576.64
New Charges/Credits	
Delivery Services	- \$319.28
Electricity Supply Services	\$0.00
Total new charges	- \$319.28
Credit Balance	- \$1,895.92

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Jul 3 - Aug 2 (30 days)	Next read date on or about: Aug 31, 2012
Actual reading on Aug 2, 2012 purchases	19059
Actual reading on Jul 3, 2012 purchases	- 18685
Billed usage	= 374

Your meter reading for meter # 890985372

For billing period: Jul 3 - Aug 2 (30 days)	Next read date on or about: Aug 31, 2012
Actual reading on Aug 2, 2012 sales	35612
Actual reading on Jul 3, 2012 sales	- 32887
Billed usage	= 2,725

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.

**Western Massachusetts
Electric**

A Northeast Utilities Company

Account Number	Statement date	Total amount due
54145771010	Aug 3, 2012	- \$1,895.92

Do Not Pay

CAROLYN B CAVE
 18 KENNEDY DR
 HADLEY MA 01035-3511

WMECO
 PO Box 150494
 Hartford, CT 06115-0494

5414577101035 0001895924 0001895924

CAROLYN B CAVE

0000681 LEIGNJM



Western Massachusetts Electric

A Northeast Utilities Company

Due Date Aug 28, 2012	Total Amount Due - \$1,570.64
--------------------------	----------------------------------

Statement date: Aug 3, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

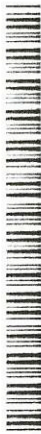
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Or Pay by Phone 1-888-783-6618

Electricity Supplier

Your account summary

Previous balance on Aug 3	- \$1,895.92
Adjustment Aug 3	\$97.58
Cancel Adjustment Aug 3	\$227.70
<hr/>	
Balance Forward	- \$1,570.64
New Charges/Credits	
Delivery Services	\$0.00
Electricity Supply Services	\$0.00
Total new charges	\$0.00
<hr/>	
Credit Balance	- \$1,570.64



Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

A Northeast Utilities Company

Account Number
54145771010

Statement date
Aug 3, 2012

Total amount due
- \$1,570.64

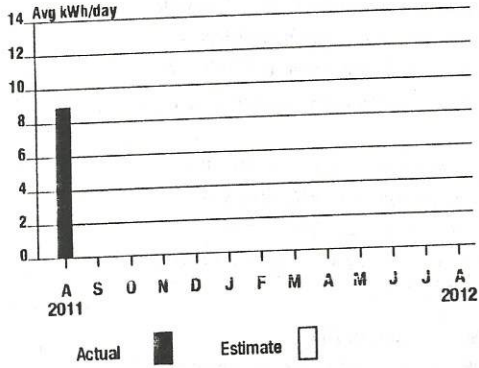
Do Not Pay

CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

Average usage in Aug 2011 (71 F) 9 kWh
 Average usage in Aug 2012 (77 F) 0 kWh

Energy Profile

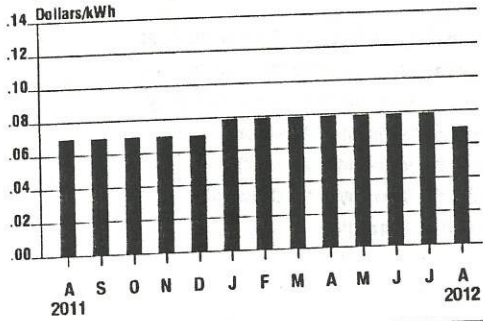


WMECO Delivery Services Detail		RATE R1	
Customer Chrg			\$6.00
Net Generation Credit	2351.00KWH	x- \$0.138360	- \$325.28
Subtotal			- \$319.28

Electricity Supply Detail

RATE R1 - BASIC FIXED

Generation Rate



(continued on next page)

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Massachusetts Department of Public Utilities
 Consumer Division, One South Station
 Boston, MA 02110
 or call: (617) 737-2836 or toll free 1-877-886-5066
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CAROLYN B CAVE

0002132 LEIGNJM



Western Massachusetts Electric

A Northeast Utilities Company

Due Date Sep 30, 2012	Total Amount Due - \$1,893.11
---------------------------------	---

Statement date: Sep 5, 2012

Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
 Web Site: www.wmeco.com
 Email: WMECOCustomerService@wmeco.com
 Customer Service: 1-877-659-6326
 413-781-4300 Springfield area
 (M-F 7-7 & Sat 10-3:30 pm)

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 Or Pay by Phone 1-888-783-6618

Electricity Supplier

Western Massachusetts Electric
 P.O. Box 150494
 Hartford, CT 06115-0494
 1-877-659-6326

Your account summary

Previous balance on Aug 3	- \$1,570.64
Balance Forward	- \$1,570.64
New Charges/Credits	
Delivery Services	- \$322.47
Electricity Supply Services	\$0.00
Total new charges	- \$322.47
Credit Balance	- \$1,893.11

Detail for Service at:

18 KENNEDY DR , HADLEY MA 01035

Service reference: 659613005

Billing cycle: 01

Your meter reading for meter # 890985372

For billing period: Aug 2 - Aug 31 (29 days)	Next read date on or about: Oct 1, 2012
Actual reading on Aug 31, 2012 purchases	19368
Actual reading on Aug 2, 2012 purchases	- 19059
Billed usage	= 309

Your meter reading for meter # 890985372

For billing period: Aug 2 - Aug 31 (29 days)	Next read date on or about: Oct 1, 2012
Actual reading on Aug 31, 2012 sales	38295
Actual reading on Aug 2, 2012 sales	- 35612
Billed usage	= 2,683

(continued on next page)

Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

A Northeast Utilities Company

Account Number Statement date Total amount due
 54145771010 Sep 5, 2012 - \$1,893.11

Do Not Pay

CAROLYN B CAVE
 18 KENNEDY DR
 HADLEY MA 01035-3511

WMECO
 PO Box 150494
 Hartford, CT 06115-0494

5414577101035 0001893113 0001893113

CAROLYN B CAVE

0002133 LEIGNJM



Western Massachusetts Electric

A Northeast Utilities Company

Due Date Sep 30, 2012	Total Amount Due - \$1,564.64
--------------------------	----------------------------------

Statement date: Sep 5, 2012
Customer name key: CAVE

Account number: 54145771010

Contact Information

Emergency: 1-877-659-6326 (anytime)
Web Site: www.wmeco.com
Email: WMECOCustomerService@wmeco.com
Customer Service: 1-877-659-6326
413-781-4300 Springfield area
(M-F 7-7 & Sat 10-3:30 pm)

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Or Pay by Phone 1-888-783-6618

Electricity Supplier

Your account summary

Previous balance on Sep 5	- \$1,893.11
Adjustment Sep 5	\$328.47
<hr/>	
Balance Forward	- \$1,564.64
New Charges/Credits	
Delivery Services	\$0.00
Electricity Supply Services	\$0.00
Total new charges	\$0.00
<hr/>	
Credit Balance	- \$1,564.64

Account messages

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Go to your app store to get a list of barcode reader apps for your mobile device.



Please detach this stub and return it with your check made payable to WMECO. Please consider adding a \$1 for Good Neighbor to your payment.



Western Massachusetts Electric

A Northeast Utilities Company

Account Number	Statement date	Total amount due
54145771010	Sep 5, 2012	- \$1,564.64

Do Not Pay

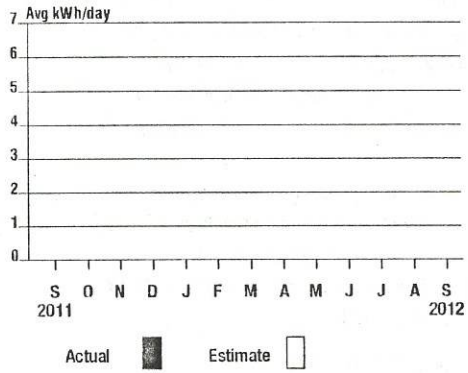
CAROLYN B CAVE
18 KENNEDY DR
HADLEY MA 01035-3511

WMECO
PO Box 150494
Hartford, CT 06115-0494

5414577101035 0001564646 0000000000

Average usage in Sep 2011 (66 F) 0 kWh
 Average usage in Sep 2012 (71 F) 0 kWh

Energy Profile



WMECO Delivery Services Detail RATE R1

Customer Chrg		\$6.00
Net Generation Credit	2374.00KWH x - \$0.138360	- \$328.47
Subtotal		- \$322.47

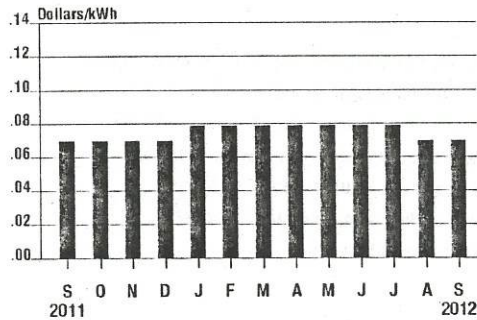
Electricity Supply Detail RATE R1 - BASIC FIXED

Account messages

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 Go to your app store to get a list of barcode reader
 apps for your mobile device.



Generation Rate



(continued on next page)

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Payment arrangements may be made for the WMECO portion of your bill over a minimum of four months and will include the payment of past due charges in addition to payment of future bills when due.

Check Processing

By sending your check, you authorize WMECO to use the check information to create an electronic funds transfer. The electronic transfer, for the original check amount, will be processed on the day your check is received. The check will be destroyed and an image of your check will be stored for two years. If the electronic transfer cannot be completed, a demand draft of your check can be created and used in place of the original.

Financial Hardship Arrearage Management Program

If you have a verified financial hardship in which your household income is within 60% of the state median income, the Company offers NUSStart. NUSStart is an arrearage management program that allows income eligible residential customers to earn past due balance forgiveness. For more information on NUSStart, please contact the Company at 1-800-286-5844 Monday - Friday 8:00 a.m. - 4:30 p.m. to speak with a member of the Special Assistance Team.

Right to Electric Service**· During Serious Illness and Financial Hardship**

- If you or anyone presently and normally living in your home is seriously ill, we will not shut off your service provided you have a financial hardship as well.
- You must contact your physician or board of health. Have your physician or board of health call the Company immediately. Within seven days of the phone call, your physician or board of health must certify in writing to the Company that a serious illness exists.
- The certificate must be renewed monthly or quarterly if the illness is certified to be chronic. Your failure to renew your certification may result in your service being terminated.
- For assistance or further information, you may call the Company or the Consumer Division of the DPU.

· If You Have A Child Under 12 Months Of Age

If you or anyone presently and normally living in your home has a child under 12 months old living in the home, we will not shut off your service provided you also have a financial hardship.

· In An Elderly Household

If all residents in your household are 65 years of age or older, the Company cannot shut off your electric service for failure to pay a past due bill without the approval of the DPU. If you cannot pay your bill, you may be able to work out a payment plan with the Company. You have a right to a hearing at the DPU before termination. You may call the Company or the Consumer Division of the DPU for further information.

Explanation of Western Mass Electric statements

The statement for September 2012 includes credit for the solar production at our current house, along with a charge for electricity used at our old house, which we were in the process of selling.

The statements for October 2011 to January 2012 include only the current house. We generated surplus electricity each month, and additional credit is added to the total each month, appearing as a negative number. That credit is reduced by \$6 each month to cover the customer charge.

In February 2012, we instructed WMECO to distribute the new credit that we received each month to two different recipients. WMECO sent us a normal statement that month, showing a small credit of \$4.15, along with the monthly \$6 customer charge, resulting in \$1.85 being removed from our credit total. They then sent two additional statements, each with an adjustment reflecting the credit that was being transferred to the new recipients. The net result is that our total credit was reduced by the \$6 monthly charge.

For March-September 2012, we received two statements each month. In the first statement, the normal statement with new credit is added to the total and the \$6 customer charge subtracted. In the second, an adjustment removes the new credit that is transferred to our two recipients. The net result is that our credit total diminishes by \$6 each month.

The May statement also has a \$7.46 merger credit added in.