



Welcome to our
Neighborhood



30384-I-0867

“ We take pride in delivering to you the natural gas and electricity we all use every day to work and live here in New England. Our pledge to you is to provide energy for life with professional, friendly service and a commitment to safety and reliability.

Tom Meissner

Chairman of the Board, Chief Executive Officer and President



Unitil's Chairman and CEO, Tom has been a part of the Unitil family for over 25 years and is a leading voice in New England's energy industry.

Welcome to the Unitil family!

As your new utility, we are here to power your home or business so it runs smoothly, and to provide you with choices so you can customize your energy use to best fit your needs. While you explore the new neighborhood, explore your options at Unitil too—we think you'll be surprised how much we have to offer you.

Unitil is a public utility holding company, headquartered in Hampton, New Hampshire, that provides for the necessities of life —safely and reliably delivering natural gas and electricity throughout northern New England.

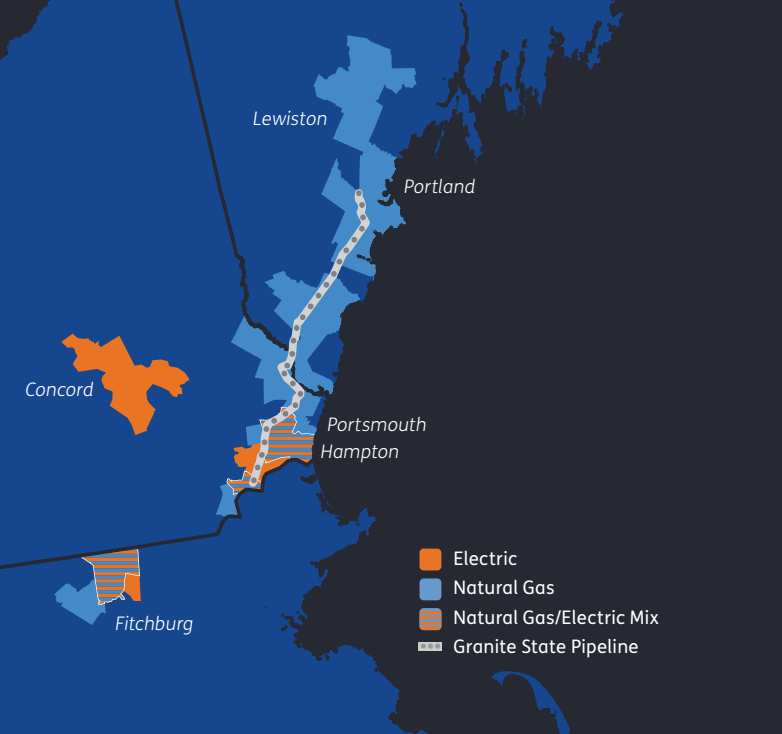
Our principal business is the local distribution of electricity and natural gas in the states of New Hampshire, Massachusetts and Maine. Together, we serve more than 108,500 electric customers and nearly 88,400 natural gas customers and provide energy brokering and advisory services to large commercial and industrial customers in the United States. We also greatly support the development of strong, successful communities through investments in their infrastructure as well as local economic and community development programs.

We're here to help!

 **1-888-307-7700**

 **unitil.com**





108,500

Electric Customers

88,400

Natural Gas Customers

Managing your energy online

We encourage you to visit our website at:
myaccount.unitil.com.

It's full of helpful information and tools to assist you in managing your energy costs. Registered users can also select communication options for bill delivery, power outage updates and account notices; download usage and comparison reports and make secure payments.



Committed to safety

Unitil is steadfastly focused on the safety of our customers, our employees and the communities we serve. We maintain comprehensive training programs to ensure our electric line workers and gas service technicians are fully certified and experienced with any situation. We also provide emergency services 24 hours a day, seven days a week and are available to answer any questions about the safety of your energy services.

Recognizing and maintaining gas and electric safety around your home, business and community are the most important ways by which you can protect yourself, your loved ones and neighbors from injury or even worse. Take a few minutes to review our safety tips online, from what to do during a power outage to recognizing a gas leak.

 unitil.com/electric-safety

 unitil.com/gas-safety

Settle in and get set up

Now that you've moved in and your new home or business is up and running, sign up for online account access at unitil.com/enroll. Once you're enrolled you'll have access to an array of online tools that make managing your energy use and energy statement easy. We offer a variety of convenient ways to pay your statement – online, via phone, mail, or in person at convenient payment locations. And if you need help reading your energy statement, we have sample statements to walk you through the charges and terms you might see on yours. Be sure to check it all out!

Go Paperless

You can view and pay your monthly energy statement online with our free, secure and reliable e-statement delivery and payment service. Learn more at unitil.com/gopaperless.

Be prepared

Sometimes Mother Nature, accidents and other unforeseen circumstances can cause disruptions to your gas or electric service. When outages occur, your safety is our top priority. To minimize inconvenience and maximize safety, we offer resources to help you understand and plan ahead, so you can stay safe and comfortable until service is restored.

Do you have an emergency kit?

Every household should prepare an Emergency Kit and update it each season. Your kit should include:

- A three-day supply of water
- Ready-to-eat non-perishable foods
- A manual can opener
- Extra clothing as needed (according to the time of year)
- Extra batteries
- First-aid kit
- Prescription and non-prescription medications
- Copies of important documents
- List of important phone numbers
- Candles and matches
- Battery-powered or hand-crank radio
- Flashlight



Life support customers

If you or a family member uses electrically operated life support systems, we encourage you to notify Unitil in advance of any outages by completing our Physician's Certification Form at unitil.com/lifesupport. We maintain a list of customers with life sustaining equipment, and as part of our storm preparation procedures and planned maintenance outages we will include a notification to you in the event that we anticipate adverse weather or scheduled maintenance which may result in an extended power outage.

We suggest the following preparations for electric customers with life sustaining equipment:

- Have an alternative source of electricity available, such as a battery backup or a generator.
- Keep emergency phone numbers handy for your doctor, police, fire, and ambulance services.
- Make arrangements in the event that you must leave your home because of an extended outage.

The Outage Center

Prepare for the unexpected, get outage and restoration updates in your area, or find out more about how we restore power by visiting unitil.com/outages-emergencies.

View real-time updates as to current outages and customers impacted in a given community. Visit the Electric Outage Map online at unitil.com/map.

Report an electric outage

Visit unitil.com/report-outage or call us toll-free at 1-888-301-7700.

Gas emergencies are serious

If you suspect a leak or have a Gas Emergency, call one of our toll-free hotlines on the back cover listed by state.

Gas safety

Unitil operates an 85-mile interstate natural gas pipeline and 1,100-mile distribution system in Massachusetts, New Hampshire and Maine. The high pressure pipeline lies safely out of view, quietly carrying clean-burning natural gas in New England. The gas flowing through this network heats our nation's homes, cooks our families' meals and fuels our nation's industries.

We ask your help in keeping these facilities safe and secure. Please read this information and share with others, and keep for future reference. Our goal is an energy delivery system that operates safely and reliably, so people can count on the energy being there when they need it.

Keeping our system safe is our top priority

Our gas control and monitoring center operates 24 hours a day, seven days a week. We regularly patrol our system. We conduct regular inspections of our pipeline system, and our operations employees receive regular training and are qualified under U.S. Department of Transportation standards for natural gas pipeline operators. We spend millions of dollars per year in pipeline replacements and upgrades. Employees are on-call at all times ready to respond to any contingency. Certain sections of our transmission pipeline have been designated as high consequence areas – areas where a large number of people gather, such as hospitals, churches or schools. Unitil has developed a supplemental assessment and prevention program, called Integrity Management Program to address these areas. To learn more about our Integrity Management program, please visit unitil.com/IMP.

In addition, we work with emergency responders to make them aware of our pipelines and how to respond in case of emergency. And while natural gas pipelines have a proven record of safety, pipeline failures can and sometimes do occur. Hazards associated with a pipeline failure and gas release may include blowing gas, line rupture, fire, explosion or, if gas is present in a confined area, possible asphyxiation. Damages by outside forces, often by someone digging into a pipeline, is the largest single cause of failures. Incidents also may occur due to corrosion, material failure, equipment failure or other causes.

Notify Dig Safe® – 811 before you dig

Whether you are planning to build a major development, or simply landscape a property, do it safely by first notifying Dig Safe®. To reach Dig Safe®, regardless of where you are digging, visit digsafe.com or dial “811.” Every digging job requires that you notify Dig Safe®, even for small projects like planting trees and shrubs.



When notified through Dig Safe® in advance of your work, we will mark the location of our pipes and explain our construction guidelines. This free service allows you to begin your project with the assurance that your safety will not be compromised, and that our pipelines will not be damaged.

Not just digging? Call before blasting or crossing with heavy equipment.

Not only does the law require that people performing excavation to call first, but anyone planning to cross pipeline rights of way with heavy equipment or perform blasting in the vicinity of any pipelines must contact Dig Safe® at 811.

What if you dig and disturb a pipeline?

Whether or not you've notified us in advance, if you dig and expose, hit or touch a pipeline or associated facility, leave immediately and from a safe place call 911. Even if it looks minor at the time, a gouge, scrape, scratch, dent or crease to the pipe or coating may cause a future safety problem. It is important that the pipeline company inspect any potential damage, whether



**Know what's below.
Call 811 before you dig.**

How to recognize a natural gas leak

Natural gas is odorless, colorless and tasteless. We odorize our natural gas with mercaptan, to give it a rotten egg smell. Natural gas is also lighter than air, so if it escapes, it rises into the air and dissipates quickly. While leaks on natural gas pipelines are rare, it is important to know how to recognize the signs of a leak if one were to occur in your area.

Watch for one or more of the following:

Look:

- For dirt being blown or appearing to be thrown into the air.
- For water bubbling or being blown into the air at a pond, creek, river, or other wet areas.
- For fire coming from the ground or appearing to burn above the ground.
- For dead or dying vegetation on or near a pipeline right of way in an otherwise green area.
- For a dry or frozen spot on the right of way.

Listen:

- For a roaring, blowing or hissing sound.
- For an alarm from a residential methane detector.

Smell: For a gas odor of rotten eggs.

Residential Methane Detectors

A residential methane detector alerts residents of natural gas leak inside a building. The detector works like a smoke detector, using an internal sensor that measures and monitors the concentration of methane in the air. (Natural gas consists primarily of methane.) The detector will activate an alarm when safe levels of methane are exceeded.

There are a range of detectors available on the market. Unitil recommends that whatever you purchase is UL rated (UL 1484).

If you suspect a gas pipeline leak:

What **TO DO**

- Turn off and abandon any motorized equipment you may be operating.
- Leave the area quickly.
- Warn others to stay away.
- From a safe place, call 911 to reach your local fire or police department.
- And call Unitil's 24-hour toll-free telephone number:

Maine: 1-866-900-4460

Massachusetts: 1-866-542-3547

New Hampshire: 1-866-900-4115

Granite State Transmission: 1-800-323-4410

What **NOT TO DO**

- **Do not** use open flames or bring anything into the area that may spark ignition (cell phones, light switches, garage door openers, flashlights, motor vehicles, electric or cordless tools, etc.).
- **Do not** turn off your gas meter.



Gas safety inside your building

Gas heaters and equipment are clean, convenient and economical ways to keep your building comfortable year round. Gas safety is easy, too:

- Never hang objects from gas pipes or otherwise disturb the pipes that bring gas to your building.
- Disconnected gas lines should be plugged and sealed.
- Gas equipment should always be professionally installed by a licensed technician, vented and inspected. Never purchase or install a used gas heater.
- Set your water heater to a safe temperature to prevent scalding.
- Do not store or use gasoline and other flammable liquids in the same room as gas equipment.

Carbon monoxide is impossible to see, but not to prevent.

Gas appliances that are not getting a sufficient supply of air can release carbon monoxide, a dangerous gas. Carbon monoxide is a silent, odorless gas that gives no warning of its presence. Be alert to symptoms:

flu-like illness, headaches, nausea or vomiting, and cherry red lips. If

you experience symptoms, open windows and doors to get fresh air. Seek medical attention. Later, call your fuel supplier or licensed heating contractor for an emergency inspection.



Old appliance? Check your gas connector!

Gas connectors are corrugated metal tubes used to connect appliances in to fuel gas supplies. If your appliance is more than 20 years old, it may have a brass connector that could come apart, causing dangerous situations. Connectors should always be replaced whenever an appliance is moved or relocated. Any uncoated brass connector should be replaced immediately. If you can't see the connector, don't try to move the appliance yourself to check it. Never try to replace a connector yourself! Contact a qualified professional for help.

If you have stainless steel tubing in your building, you may need to protect yourself.

Check your home for corrugated stainless steel tubing! Corrugated stainless steel tubing (CSST) is a thin-walled metallic gas piping product that can be used as an alternative to conventional gas piping material or steel pipe. If your home uses corrugated stainless steel tubing, we recommend regular inspections for your safety and to prevent potential dangers and code violations. CSST may pose a risk of gas leaks and fire due to lightning strikes. In order to protect against lightning strikes, the building owner should install appropriate electrical bonding and conduct

an inspection of their CSST gas piping system. Recently Unutil has been finding a high number of code violations on CSST gas piping installations that are not properly bonded. This code violation requires Unutil to yellow tag with a 30 day period for the customer to correct the issue. If not corrected and inspected in 30 days, a red tag is issued and service is shut off until repairs are completed and inspected. To ensure your home and your gas piping system is up to current building codes, please contact a licensed, qualified plumber for an evaluation or for more information.

Watch for buried gas lines.

Gas pipelines from the meter to within your home or business belong to you, the customer, and you are responsible for the maintenance and operation of these pipelines. We recommend you periodically inspect your pipelines for leaks and corrosion and repair any unsafe conditions that are discovered during the inspections.

What to do in case of a flood.

In the event of a flood, turn off the electrical power to affected gas equipment only if you can do so safely. When safe, contact Unutil or a licensed gas technician to restore gas service.

Gas safety outside your building

Ice and snow can do unexpected damage to your meters and vents.

Ice and snow can build up outside your building and cause damage in unexpected places. Here's how to make sure your building stays safe this winter:

- Carefully remove ice and snow from meters or equipment vent pipes with a broom.
- Do not shovel snow against the meter or vent pipe.
- Remove icicles from overhead eaves and gutters so that dripping water doesn't freeze the meter or vent pipe.
- Install protection above your gas meter to prevent ice and snow build up on the meter and metering equipment.
- Do not kick your gas meter to break or clear ice.

Call before you clear your sewer line – know what's inside.

A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through a sewer line. A cross bore is an unsafe intersection of two different utility lines. Do not try to clear the blockage. It can result in a serious accident. If you cannot see the cause of the sewer blockage, call Dig Safe® at 811 and request an emergency locate to get utility lines in the area marked. If utility markings cross the known path of the sewer line, it may be a cross bore blockage. If so, DO NOT attempt to clear the blockage. Contact Unutil for assistance.

Markers show general location of pipeline facilities

Our pipelines are identified by markers placed at intervals along pipeline rights of way. Markers display our 24-hour emergency telephone number and may contain other identifying information. They are generally placed wherever needed to indicate the presence of a pipeline, such as where a pipeline easement intersects a street, railroad, river and in heavily congested areas.

Pipeline markers are important to public safety. It is a federal crime for any person to willfully deface, damage, remove, or destroy any pipeline sign or right-of-way marker required by federal law. While the markers are very helpful to indicate the presence of pipelines in the area, they don't show the exact location, the depth, or necessarily how many pipelines are in the right of way. Don't rely solely on the presence or absence of a pipeline marker. Always call Dig Safe®, 811, to have underground facilities marked.



Pipeline rights of way help maintain safety

A right of way is the strip of land over and around a pipeline. Rights of way are kept clear of obstructions so we can safely operate, patrol, inspect, maintain, and conduct repairs. We regularly inspect our pipeline rights of way using foot or vehicle patrols.

A right-of-way agreement between Unutil and the property owner is called an easement. Easements provide Unutil with permanent, limited interest in the land to enable us to access, operate, test, inspect, maintain, and protect our pipelines.

It's important that property owners not install any structures, store anything that could be an obstruction, or plant trees or shrubs along the right of way. Normal gardening and agricultural activities are generally fine. But you should never dig or construct anything in the area without first having pipeline company personnel mark the pipeline, stake the right of way and explain the company's construction guidelines.

Help us keep our facilities secure

In these days of greater security consciousness, Unitil is operating with a heightened sense of awareness. We ask for your help in keeping our facilities safe. Besides watching for signs of a gas leak or unauthorized digging along pipeline rights of way, please be alert for any unusual or suspicious activity near pipeline facilities. Report any such activity to your local law enforcement agency and to Unitil.

Pipelines play a key role in delivering our nation's energy

Many people don't realize the importance of our nation's natural gas pipeline network carrying our country's daily energy supplies. These invisible highways span more than 300,000 miles across the United States, carrying natural gas safely from supply regions to customers throughout the country.

Interstate natural gas pipelines have a proven record of safety. You can learn more about the industry's safety record and safety procedures by visiting phmsa.dot.gov, the website of the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration, Office of Pipeline Safety. PHMSA is the federal agency that regulates safety aspects of the interstate pipeline industry.

The National Pipeline Mapping System (NPMS) is a geographic information system (GIS) created by PHMSA to provide information about pipeline operators and the pipelines in your area. The NPMS website is searchable by ZIP code, county, or state where a printable display of a map for your area is available. The NPMS does not contain information about gathering or distribution systems. To access the NPMS, visit npms.phmsa.dot.gov.

Unitil's actions in an emergency

In the event of a natural gas emergency, Unitil's top priority will be people first, then property, and then the system. We will immediately work to control the situation. Our personnel will:

- Locate the site of the emergency and stop or reduce gas flow to the affected area.
- Notify appropriate public safety officials and work with them during the emergency.
- Repair the facility and restore service to customers.
- Investigate the cause of the incident.

For more information on our emergency response plan in your area, please contact us.

Gas emergencies are serious

If you suspect a leak or have a gas emergency, leave immediately and from a safe place, call 911 or one of our toll free hotlines below.

MA: 1-866-542-3547

ME: 1-866-900-4460

NH: 1-866-900-4115





We can help

Payment and billing plans

If you are a residential customer having trouble paying your bills, we can help. Please call us and we'll help work out a payment plan to get you back on track. Or, you may choose to enroll in a payment plan using our automated phone system or over the web, anytime day or night. You may also consider enrolling in our Budget Billing Program. It provides you with a fixed bill amount each month, based on your energy usage history.

Rate information

You'll find rate information listed directly on your monthly statement, and can learn more about rates, reading your statement, understanding how to read a meter, and all kinds of practical information right on our website. If there's a change in your rate, you'll be notified on your statement. And of course if you have any questions about your rate or services, you can contact our customer service department directly.

Local and state financial and energy efficiency assistance programs

Local and state organizations in Unitol's service areas also offer highly supportive programs for qualified customers to increase energy efficiency and manage energy costs. We work closely with these organizations to ensure that our customer's needs are met throughout the year. Contact us at customer service or visit us online at unitil.com/assistance.

Discount programs

For residential customers, depending on your household size and income, you may be eligible for a discount on your monthly bill. Please contact our customer service center for more information, or check out various programs available in your state online.

Need help and don't know where to turn? Dial 2-1-1



It's an easy-to-remember three-digit telephone number that serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources.

2-1-1 is for everyone. It's free. It's confidential. It is available 24 hours a day, seven days a week, and is an easy way to find or give help in your community. Services vary:

ME: www.211maine.org

MA: www.mass211.org

NH: www.211nh.org

Saving energy and money

Energy efficiency is important to us and to our communities. Together, as partners in energy efficiency, we can work to reduce energy costs, increase regional economic productivity, strengthen domestic energy security and further protect our environment. We offer innovative energy efficiency programs that can help you save energy, add greater comfort to your home, increase productivity for your business and reduce your monthly costs.

If energy efficiency improvements or upgrades aren't on your list this year, we offer resources, guides and tips that can help reduce your monthly utility bill without costing you a penny. To learn more, visit unitil.com/energy-efficiency.

Stay informed

As a Unitil Customer you'll receive monthly newsletters from us, full of cost saving and energy efficiency tips, storm preparation guidelines, seasonal safety reminders for your family, frequently asked questions from our customers and news from within your community.

Check out our latest issue online at

unitil.com/newsletter.



Follow us on Twitter for real-time updates on outages in your area, storm restoration efforts, and more. [@Unitil](https://twitter.com/Unitil)



Follow us on Facebook for energy efficiency info, outages and restorations, and how we support the communities we serve. Facebook.com/Unitil



Check us out on LinkedIn to learn more about our company, industry insights and potential employment opportunities. LinkedIn.com/Company/Unitil



Follow us on Instagram for fun graphics, beautiful photos and interesting videos on our operations, partnerships and volunteer efforts in the communities we serve. [@UnitilEnergy](https://Instagram.com/UnitilEnergy)

General customer service inquiries



1-888-307-7700



unitil.com/contact



Report an electric outage

Visit unitil.com/report-outage or call us toll-free at 1-888-301-7700.



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