

Electric or Gas Residential Discount Rate

Unitil offers a Discount Rate Program for certain income eligible customers. You may qualify for the Discount Rate if you meet the following criteria.

1. Your household income does not exceed 60% of the state median income.
2. You are a residential customer (primary dwelling, only).
3. You are the head of your household or principal wage earner.
4. The electric or gas bill is in your name.

AND

5. You are currently receiving benefits under one or more of the following programs.

*Please check the benefits you receive below.
Check all that apply:*

- Transitional Aid to Families with Dependent Children (TAFDC)
- Emergency Aid to Elderly, Disabled and Children (EAEDC)
- SNAP
- Mass Health (DMA)
- Mass Health (DTA)
- Mass Health (Mass Comm for the Blind)
- School Breakfast/Lunch (Free)
- Fuel Assistance
- Veteran Chapter 115
- Veterans Non-Service Pension/DIC
- Head Start
- Supplemental Social Security (SSI)
- Public/Subsidized Housing

Continued on reverse.



Unitil le esta informando la siguiente información importante a nuestros clientes. Por favor llame el número telefónico 888-301-7700 para traducir en español con un representante de clientes que habla español.

Important Information about Customer Assistance Programs

-AND-

Unitil's Discount Rate Program for Residential Gas and Electric Customers

Customer Service Center
5 McGuire Street
Concord, NH 03301

1-888-301-7700
www.unitil.com



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Customer Assistance Programs

Local and state organizations in Unitol's service areas offer highly supportive programs for qualified customers to provide financial assistance, increase energy efficiency and manage energy costs. We work closely with these organizations to ensure that your needs are met throughout the year.

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. 211 is an initiative led by your local United Way.

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. Call 211 or visit www.mass211.org to start getting help today!

For additional information, please visit: www.unitil.com/assistance for electric customers or www.unitil.com/gasassist for gas customers. You can also contact our customer service center.

Listed below are a variety of informational resources for you:

New England Farm Worker's Council

www.partnersforcommunity.org
473 Main Street, 3rd Floor.....978-342-4520
Fitchburg, MA

Administers the fuel assistance program (LIHEAP) during the heating season to qualifying households that meet federal income guidelines. A customer who is eligible for fuel assistance also qualifies for Unitol's discount rate, and is eligible to participate in the arrears management program.

Montachusett Opportunity Council (M.O.C)

www.mocinc.org
133 Prichard Street.....978-345-7040
Fitchburg, MA

- Offers income-qualified conservation and education programs, delivering a variety of services including child care, education, workforce development, nutrition, health, community services, asset development, energy conservation and housing & homelessness services. MOC carries out those services through three main divisions: Child Care & Head Start; Nutrition & Wellness and Housing & Community Services.

Department of Transitional Assistance

www.mass.gov/dta
473 Main Street.....978-665-8700
Fitchburg, MA

- Administers Food Stamp Program, Transitional Aid to Families with Dependent Children (TAFDC), Emergency Aid to Elderly, Disabled and Children (EAEDC) and emergency assistance to qualifying households.
- Transitional Assistance Opt-Out - Massachusetts utilities are required to cross reference their database of residential customers with a list of Transitional Assistance recipients to ensure that all eligible customers receive a discounted energy rate if they qualify. If you receive benefits from the Department of Transitional Assistance (DTA) and are the customer of record, you will be automatically enrolled in this program. If you do not wish to be included in the automatic matching process, contact Unitol's customer service center to opt out.

United Way of North Central Massachusetts

www.uwncm.org
649 John Fitch Highway.....978-345-1577 or 1-800-551-2021
Fitchburg, MA

Focused on advancing the common good by creating opportunities for a better life locally for all. Also provides basic needs, i.e. food and utility assistance. Volunteer opportunities abound.

Catholic Charities

www.ccworc.org
10 Hammond Street.....508-798-0191
Worcester, MA

Provides support to elders, families and children in need; families who seek independence and community support; and families faced with developmental disabilities through a variety of resources (i.e. emergency shelter, educational programs, immigration counseling, etc).

Salvation Army

www.salvationarmyusa.org
739 Water Street.....978-342-3300
Fitchburg, MA

- Provides comprehensive emergency assistance.

Massachusetts Department of Public Utilities

www.mass.gov/dpu
Consumer Division.....877-886-5066
Main Office.....617-305-3500
Boston, MA

- Provides assistance to customers in resolving problems with a utility bill or service.

Good Neighbor Energy Fund

www.magoodneighbor.org
Salvation Army Location
739 Water Street.....1-800-334-3047
Fitchburg, MA

- Administered by the Salvation Army. Provides energy grants for eligible households that meet specific income guidelines and do not otherwise receive fuel assistance. You may apply by directly contacting your local Salvation Army Service Center (see above).



(Continued from reverse.)

I would like to apply for:

- Residential Electric Discount Rate*
- Residential Gas Discount Rate*

**Customers who qualify for these programs will be required to certify their eligibility each year.*

Please complete this form and return, along with verification documentation to:

Unitol Customer Service Center
5 McGuire Street
Concord, NH 03301 - 4622

Customer Name: _____

Account No.: _____

Mailing Address: _____

Telephone No.: _____

I certify each of the following to be true:

I receive assistance benefits under the program(s) mentioned above. I receive a Unitol bill and it is in my name. I authorize the agency responsible for benefit(s) being received to release information on this application to Unitol. I authorize the administrator of the program to notify Unitol in the event that my benefits are terminated. I also understand that I am required to notify Unitol that my benefits have stopped.

Signature: _____

Date: _____