

GIVE THE GIFT OF PREPAREDNESS



STAY ONE STEP AHEAD WITH AN EMERGENCY STORM KIT

Recent natural catastrophes, from hurricanes to western wildfires, are a fresh reminder that disaster can strike at any time. And while we can't always know what Mother Nature's up to, we can always stay prepared.

Before winter takes us by storm, gather your supplies and keep them in an easy-to-carry Emergency Storm Kit. In the event of a major event, you can use your Kit while sheltering in place, or take it with you in case you must evacuate.

The American Red Cross recommends that at a minimum, you should have the basic supplies listed below:

- Water: one gallon per person, per day (3-day supply for evacuation, 2-week supply for home)
- Food: non-perishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply for home).
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items
- Multi-purpose tool
- Sanitation and personal hygiene items

- Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Emergency blanket
- Map(s) of the area

It's also important to consider the needs of all of your family members, and add supplies that might help with their unique needs. Suggested items to help meet additional needs are:

- Medical supplies (hearing aids with extra batteries, glasses, contact lenses, syringes, etc)
- Baby supplies (bottles, formula, baby food, diapers)
- Games and activities for children
- Pet supplies (collar, leash, ID, food, carrier, bowl)

- Two-way radios
- Extra set of car keys and house keys
- Manual can opener

Additional supplies to keep at home or in your survival kit based on the types of disasters common to your area:

- Extra blankets or sleeping bags
- Mittens, hats, and socks
- Matches
- Rain gear
- Towels
- Work gloves
- Tools/supplies for securing your home
- Plastic sheeting
- Duct tape
- Scissors
- Household liquid bleach
- Entertainment items



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Unitil

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We pledge to provide you with safe, reliable, electric power and natural gas – in ways that improve your comfort, stabilize your energy costs, and increase efficiency for your business.”

— RAY LETOURNEAU & CHRIS LEBLANC
VP, Electric Operations & VP, Gas Operations



Unitil's commitment to you begins with your business, and that starts with understanding that our commercial, industrial and municipal customers, have different needs than our residential customers.

We understand you need solutions that will stabilize your energy costs, and increase efficiency – and that there's no one-size-fits-all answer. With that in mind, we offer comprehensive customer support, personalized account management, opt-in services, purchasing options and technical and even financial assistance towards energy efficiency projects. We can even work to find customized solutions depending on the size and load of your business.

We're committed to your success, and continually seek energy solutions to benefit your organization. Check out our service options, efficiency programs, economic development opportunities, and more at:



UNITIL.COM/ENERGY-FOR-BUSINESSES

THE HAPPY HOLIDAYS JUMPING TINSEL EXPERIMENT.

Have you ever rubbed a balloon vigorously against your clothes and stuck it to a wall? I bet you have! This is called static electricity, and it is an awesome simple science experiment that doesn't require a whole lot of supplies. This Jumping Tinsel science experiment puts a holiday twist on that classic, and is an easy, fun way to see static electricity in action!

WHAT IS STATIC ELECTRICITY?

Let's talk about some basic principles of static electricity. Talking about atoms, proton and electrons can be a bit tricky with young kids, but let's break it down. Everything we see around us is made of atoms. Atoms have protons, electrons, and neutrons. Protons are positive, electrons are negative, and neutrons are neutral. Everything has the same amount of protons and electrons. When you create static electricity, you change the balance of protons and electrons.

Rubbing two different materials together like a balloon and hair creates static electricity. More negative electrons are transferred to the balloon and the hair has more positive protons. Positive and negative charges attract each other. Negative and neutral charges also can attract each other. In this experiment, the tinsel acts as the neutral charge so the balloon and tinsel attract each other!

SUPPLIES NEEDED :

- Balloons
- Tinsel or tinsel garland
- Multiple surfaces to test static electricity charge



- 1 Blow up your balloons and cut up your tinsel – if you are using a tinsel garland, it may have a bit of metal in it so just remove that and use the tinsel pieces.
- 2 Rub a balloon on your hair to “charge it” (also, run around the house and see how many ways you can find to charge your balloon!)
- 3 Move the balloon above the tinsel and watch the tinsel jump! You can also “move” the tinsel without touching it.

HAPPY HOLIDAYS AND HAPPY TINSEL JUMPING!

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TAKING THE STORM BY STORM

When storms hit, service can be interrupted – but rest assured we work hard to make sure you are safe, prepared, and have the tools you need to weather any weather and its effects, any time. On our website you'll find a wealth of storm preparedness information, including:

THE OUTAGE MAP

View our real time map for current electric outages in our service territories.

STAY INFORMED

We provide real time restoration information on Twitter, Facebook, our website and through our automated phone system.

LEARN HOW TO PREPARE FOR ELECTRIC AND GAS OUTAGES

Electric outages and natural gas interruptions can occur, sometimes without warning. You'll find lots of tips and useful ideas for how to stay prepared in case of outages.

SEE HOW WE RESTORE POWER

We take a planned approach to restoring your power safely and quickly. Learn more depending on which energy service we provide for you.

REPORT YOUR OUTAGE

Electric customers can submit an online report on the outage they are experiencing. Or call in the outage at one of the customer service numbers in the newsletter.

Information on Hypothermia, Emergency Generators, Solar Panels, Portable Space Heaters, Sheltering in Place, and a surprising number of other life-saving information!



Learn More at UNITIL.COM/OUTAGE-CENTER

NEW – OUTAGE RESTORATION ALERTS

Did you know that Unitil customers can now subscribe to power outage restoration alerts on their mobile device?

With our recent software upgrade this summer, customers are now able to receive account-specific alerts and other Unitil communications via the channel of their choosing. Outage restoration alerts are available via phone, email, or text (SMS) message.

This enhancement helps Unitil better communicate with you. Location-specific estimated restoration times, or ETRs, are also available on our automated phone system when calling to report an outage and via our MyUnitil account management website. This information can help customers better prepare and stay safe during extended outage periods. Check out these new features online at:



MYACCOUNT.UNITIL.COM



If you are happy, we are happy! Here is some helpful information from our Customer Service team. And remember, you can visit unitil.com anytime to track energy usage, review past payments and pay your bills right online!

ARE YOU STRUGGLING TO MAKE ENDS MEET?

If you are a residential customer having trouble paying your bills, please don't go it alone. We're here to help! Here are a few good resources you should know about:

Depending on the size of your family and your combined gross annual income, you may be eligible to receive a discounted rate for your gas and electric service from Unitil. You may qualify for the Discount Rate Program if you meet the following criteria:

- Your household income does not exceed 60% of state median income level
- You are a residential customer (primary dwelling only)
- You are the head of your household or principal wage earner
- The electric or gas bill is in your name AND you are currently receiving benefits under one of the programs listed on our website.

Local and state organizations in Unitil'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 your needs are met throughout the year. Contact us at customer service or visit us online at:

UNITIL.COM/ASSISTANCE

UNITIL.COM/GASASSIST



GENERAL CUSTOMER SERVICE INQUIRIES

MASSACHUSETTS GAS & ELECTRIC: 1-888-301-7700

MAINE GAS: 1-866-933-3821

NEW HAMPSHIRE GAS: 1-866-933-3820

NH CAPITAL ELECTRIC: 1-800-852-3339

NH SEACOAST ELECTRIC: 1-800-582-7276

You can also contact us online. Fill out our online form and we'll respond to your request as soon as possible.

Visit us at: UNITIL.COM/CONTACT



DID YOU KNOW?

ALWAYS CALL BEFORE YOU CLEAR YOUR SEWER LINE!

If your sewer line is blocked, do not try to clear the blockage — it could result in a serious accident. A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line (a cross bore is an unsafe intersection of two different utility lines). If you are unable to visually verify the cause of the sewer blockage, follow these steps:

- 1 Call Dig Safe at 811 and request an emergency locate to get utility lines in the area marked.
- 2 If you suspect or discover that the blockage is caused by a cross bore, please do NOT attempt to clear the blockage with a mechanical device. Please call us for assistance.

For more about Cross Bores, check out this video on our site (UNITIL.COM/ENERGY-FOR-RESIDENTS/SAFETY/NATURAL-GAS-SAFETY/HOME-SAFETY) created by the Gas Technology Institute.

GENERATOR SAFETY

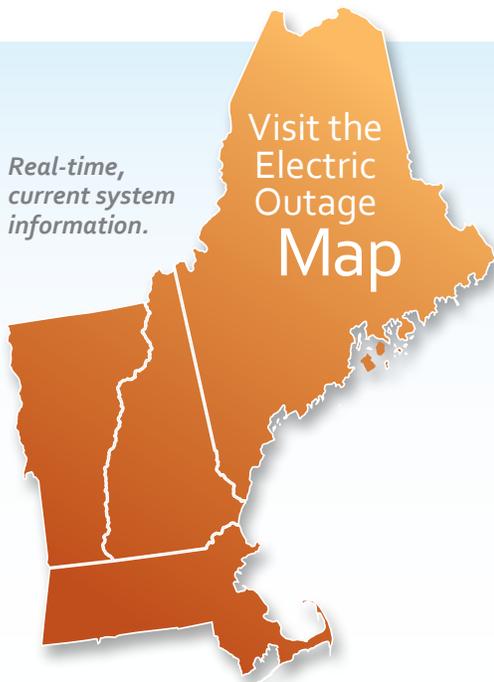
HOW TO USE A GENERATOR AND STAY SAFE

Emergency generators can be a helpful tool, providing temporary power if you experience an outage. Before you buy a generator, consult an electrician or generator dealer to help select the size of generator and transfer switch (manual or automatic) you need.

A double-throw transfer switch is required when connecting a generator to your permanent wiring system. This switch protects your equipment and prevents feedback on our lines, which could cause serious injury to our workers. Have your generator installed by a licensed electrician and have the work reviewed by the local municipal wiring inspector. Before you plan to use an emergency generator, call our Customer Service Center to let us know.

Generators should be located outside and have appropriate venting since generators exhaust carbon monoxide. Carbon monoxide is a deadly, silent, odorless gas. Install a carbon monoxide detector in your home and be alert to the symptoms of carbon monoxide poisoning, which are sudden nausea, cherry red lips or headaches. If you suspect carbon monoxide poisoning, leave the area to get fresh air and seek medical attention. To learn more about generator safety, go to:

 UNITIL.COM/ENERGY-FOR-RESIDENTS/SAFETY/ELECTRIC-SAFETY/HOME-SAFETY



Visit the OUTAGE CENTER!

UNITIL.COM/OUTAGE-CENTER

Prepare for the unexpected, get outage and restoration updates in your area, or find out more about how we restore power.

- Report an Electric Outage Online or call us toll-free at one of the numbers below.
- **Gas Emergencies are serious.** If you suspect a leak or have a Gas Emergency, call one of our toll-free hotlines below.

 GAS EMERGENCIES	 ELECTRIC OUTAGES
MA: 1-866-542-3547	MA: 1-888-301-7700
ME: 1-866-900-4460	NH CAPITAL: 1-800-852-3339
NH: 1-866-900-4115	NH SEACOAST: 1-800-582-7276

View real-time updates as to current electric outages, customers impacted and percentage of customers affected in a given community. Visit the Outage Map online at: UNITIL.COM/MAP

 Follow us on Twitter for real-time outage updates. [TWITTER.COM/UNITIL](https://twitter.com/UNITIL)

 Like us on Facebook to get useful tips and information. [FACEBOOK.COM/UNITIL](https://facebook.com/UNITIL)