



# CONTROLLING ENERGY COSTS

## PUT A LITTLE MORE GREEN IN YOUR SPRING

After winter sunk into our bones and the cold snuck into our homes, our energy consumption rose – and along with it, anxiety about our energy bills. We understand this seasonal shock to the system, and have lots of tools for you to help you manage, track and save energy (and money!).

### 1 CHECK OUT OUR ENERGY SAVING TIPS & RESOURCES

Energy efficient improvements can yield long-term cost savings and increase the value of your home. We've compiled some great energy saving tips to show you how simple it is to reduce your home's energy use by making small changes to your daily routines. After a few weeks, you'll hardly remember you're doing them! Take a look at our energy saving resources and guides ([unitil.com/energy-tips](http://unitil.com/energy-tips)) to help you save on your energy bills and put you in control of your energy costs.

### 2 TAKE ADVANTAGE OF OUR INNOVATIVE ENERGY EFFICIENCY PROGRAMS

Unitil offers an array of Energy Efficiency Programs that can help you improve the energy efficiency and comfort of your home. Our innovative programs offer rebates and contractor services to encourage the installation of energy saving improvements in homes. For our business customers, our energy efficiency programs can help identify installation improvements that will help save energy and reduce your energy costs. To find out more, please visit the energy efficiency section of our website or call our Customer Service Center

### 3 REACH OUT TO OUR RESIDENTIAL ASSISTANCE PROGRAMS

We also offer a variety of informational resources, as well as contacts for local and state programs that offer financial assistance to residents.

 Visit [Unitil.com](http://Unitil.com) today.



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**Unitil**

WWW.UNITIL.COM

## This Spring, PROTECT YOURSELF FROM UTILITY SCAMS

Modern scam artists are using increasingly sophisticated and intimidating tactics, and one scam that is on the rise is the Utility Bill Scam. At Unitil, we want you to protect yourself—stay vigilant, stay informed and guard your personal information! Here are some scam tactics to watch out for:

**PHONE CALL COLLECTION SCAMS:** These scams target utility company customers by phone. Here's how they work:


- You are contacted by a caller who states that they work at a utility company and are collecting money that is past due. They inform you that you can avoid having your utility service disconnected if you immediately pay the past due amount using a Green Dot MoneyPak card that can be purchased at the local store.
- You are contacted by a caller who offers you a credit or discounted rate for the next 12, 24, or 36 months for being a good customer. They then ask for information about your utility account such as how you pay your bill (credit card, check, etc.).

If you are in the disconnect situation, we will mail out a notice to advise you of the details. We do place courtesy calls before the disconnection, however these are usually automated calls that give you the option to speak with a Unitil customer service representative. Our representatives have your account information so there is no need to ask for personal information. If you think you've been contacted by a scammer, contact law enforcement immediately or hang up and call our Customer Service team. This will ensure that you are able to talk to a Unitil representative directly and confirm your suspicions.

**EMAIL PHISHING SCAM:** Emails not connected to a utility company's paperless billing program are sent instructing customers to click on a link to pay their bill. Clicking on the link could result in downloading a virus onto the recipient's computer or theft of personal information. Customers should avoid clicking links or downloading attachments from businesses or individuals they don't know. **Please call us directly to discuss your account if you have any concerns.**

**THIRD-PARTY PAYMENT SCAM:** Scam artists who claim to be employees of the utility company tell customers they have the ability to wipe out entire account balances—for a cash fee. Unitil will never offer to pay your bill in exchange for a fee.

**MAINTENANCE OR OPERATIONAL SCAM:** Scam artists claim to need to enter the customer's home to check a meter or fix an issue with the meter. Scammers then get access to the home and see what is inside to come back at a later time to rob the home. **If you are unaware of a scheduled visit from us, please ask for valid company identification and call us immediately to verify that the utility workers are from Unitil.**

 **Please note!** These utility scam scenarios and tips are not meant to be a comprehensive list of all active scams. Any security concerns should be addressed with your local law enforcement agency.

### DID YOU KNOW?

The AARP Fraud Watch Network has lots of resources to help protect you from scams of all kinds—utility, cyber, Wi-Fi, even identity theft. Learn more about how to protect yourself and check out their scam-tracking map today at:

 [AARP.ORG/MONEY/SCAMS-FRAUD/FRAUD-WATCH-NETWORK](http://AARP.ORG/MONEY/SCAMS-FRAUD/FRAUD-WATCH-NETWORK)

## GO A LITTLE GREENER WITH NATURAL GAS

Many of us already know that natural gas provides comfort, convenience and cost-savings when compared to fuel sources like oil and propane. But in a time when we are all looking closely at our own personal impact on the environment,

**it's important to know that natural gas is also an environmentally-friendly resource that can help to reduce the carbon footprint of your home or business.**

Natural gas is clean, abundant and affordable—and better for the planet. Because natural gas is highly efficient and emits considerably less carbon dioxide, sulfur, nitrogen or particulates when combusted than other fossil fuels, natural gas results in a smaller environmental impact than other energy sources.

And supplies of natural gas are becoming even more environmentally friendly. Biogas is made from non-food sources of organic waste, such as landfill and manure. When cleaned to pipeline quality, biogas becomes Renewable Natural Gas that can be delivered to residential and commercial customers.

Natural gas also provides a critical back up for intermittent sources of renewable energy, such as wind and solar.

### IN THE NEIGHBORHOOD

## MARCH IS AMERICAN RED CROSS MONTH

Each year, the president of the United States  American Red Cross proclaims March "Red Cross Month." We'd like to take this opportunity to honor and celebrate our community partner, and the everyday heroes like you who help them fulfill their mission.

Every eight minutes the American Red Cross brings help and hope to people in need, and they can't do it without you. Whether you donate funds, donate blood or volunteer, The Red Cross depends on your support to make a difference in communities across the country.

This March, we encourage you to uncover your inner hero! Visit: [redcross.org/about-us/red-cross-month](http://redcross.org/about-us/red-cross-month) and choose your own way to get involved.

## MY Unitil

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

## YOUR NEW BEST FRIEND IN UNDERSTANDING YOUR ENERGY USE

If you are looking for ways to decrease costs and energy consumption, one of the first things we encourage is for you to get to know your MyUnitil Account. We've made some big changes on our MyUnitil website, changes designed to help you manage your account and better understand how you consume energy throughout the year. You'll find easy to understand, in-depth account management tools that will help stay one step ahead of those dropping temps (and two steps ahead of anxiety).

Have you been wondering how those Christmas lights in December increased your bill in January? Or how much electricity last year's display used compared to the year prior? On MyUnitil, you can make those comparisons and become a smarter user of energy.




At any time, check out MyUnitil to see a detailed snapshot of your energy usage—daily, monthly or even annually. The available data stretches back as far as 24 months; long enough to be able to pick out trends in your usage over time, and make the changes you need to help control your costs.

MyUnitil will also flag heating degree days for natural gas customers. These days show trends through the winter months and can reveal the true bill impact a single cold snap like the one we saw this past winter can have relative to the rest of the season.

Also, MyUnitil is compatible with Green Button, the federal ENERGY.GOV standard for exporting consumption data. There are tons of apps out there that use Green Button to help you make smart comparisons about your usage, and MyUnitil is built to work with these programs.

We know that understanding energy usage can seem like a daunting project at first, but with these tools anyone can become a savvy user of gas and electricity. **The more you know, the more you can lower bills while helping the environment—bringing a little more green to even the coldest winter days, (and a little more green in your pocket, too!).**

 For more information on MyUnitil and other programs, visit [UNITIL.COM](http://UNITIL.COM).

### 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](http://UNITIL.COM/CONTACT)



 Visit [UNITIL.COM](http://UNITIL.COM) or email [EFFICIENCY@UNITIL.COM](mailto:EFFICIENCY@UNITIL.COM) for more information.

## THE EFFICIENCY WORKFORCE

*Want More Efficiency? Ask Your Electrician!*

Did you know that your electrician can be an excellent source for helping you improve your energy consumption and control your costs? Whether you have an on-going relationship with an electrician for your business or home, or just hire one as needed, the key is to start a dialogue about energy efficiency right up front. Having early conversations can significantly improve your energy usage and lifetime system costs.

### ASK YOUR ELECTRICAL CONTRACTORS ABOUT OPPORTUNITIES FOR ENERGY COST SAVINGS RELATED TO:

- Energy Efficient Motors and Variable Frequency Drives (VFD)
- Electric HVAC and Energy Management Systems
- Efficient Electric Appliances
- LED Lighting and Networked Controls
- Tapping into the Professional Network

For more ideas, just reach out to Our Energy Efficiency Team—they offer no-cost audits for 'small commercial' electric customers, financial support for technical assessments of electrical efficiency opportunities, and financing for efficiency projects.





## WHAT YOU NEED TO KNOW ABOUT OVERHEAD POWERLINES

Accidental contact with live overhead power lines kills people and causes many serious injuries every year. Here are some important safety reminders:

### WORKER SAFETY

When working outside, always be aware of overhead power lines. If your ladder or piece of equipment touches an overhead line, both you and the equipment can become a path for electricity, putting your life in real danger. Survey your job site every day to find power lines, poles, guy wires and pad-mounted equipment, and point them out at your work briefings. Look for lines that may be hidden by trees or buildings. Conditions change, so check daily.

- 1 Assume all overhead lines are energized and potentially dangerous, including service drops that run from utility poles to buildings.
- 2 Remember the 10-Foot rule: Keep vehicles, equipment, tools, scaffolding, and people at least 10 feet away from overhead power lines.
- 3 Clearly mark boundaries to keep workers and equipment a safe distance from overhead lines.
- 4 Cranes and derricks in construction may require clearances greater than 10 feet and encroachment prevention precautions. For specific requirements consult with [osha.gov](http://osha.gov)
- 5 Use a spotter! Equipment operators need a designated spotter who can help keep you clear of power lines and other safety hazards.
- 6 Review your emergency plan for power line contact.
- 7 If your equipment contacts a power line, move the equipment away from the line if you can do so safely; stay on the equipment until utility workers say it is safe to get off, and warn others to stay away; have someone call 911 immediately.

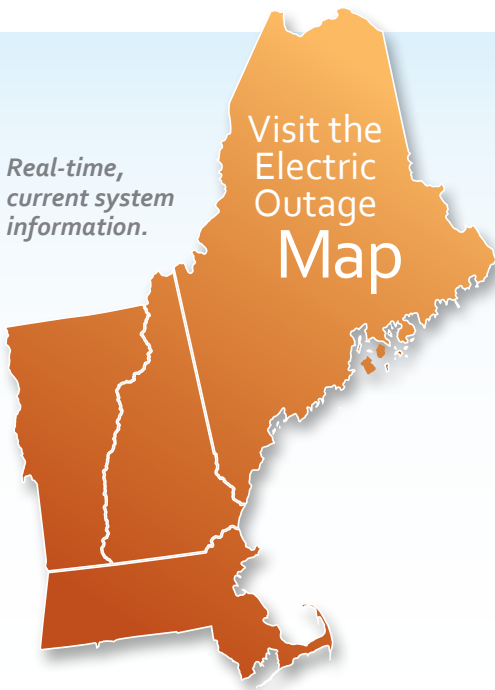
### KITES, BALLOONS, DRONES & HOBBY CRAFT

Fly kites, balloons, drones and remote-controlled hobby craft (e.g., airplanes or helicopters) away from power lines. If they come in contact with power lines, they can cause a shock or fire.

### TREE PRUNING

Always contact us before pruning, trimming or cutting down trees that are near power lines, and never let children climb trees that are beneath or near power lines.

If a trimmed or cut tree does fall into a power line, then stop work immediately. **Contact us at 1-888-301-7700.** Stay clear of the tree and power line, while you keep others away until our crew arrives.





## Visit the OUTAGE CENTER!

[UNITIL.COM/OUTAGE-CENTER](http://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](http://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)