

## Definitions

### Generation Price and Contract:

Generation Prices displayed are representative average prices for electricity at usage levels that are typical for a given customer type. Contract items displayed present the length of your contract for generation service, and the price terms included in your contract. See your recent bills to determine average monthly use, and your Terms of Service for additional information.

### Power Sources:

The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power throughout the region as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. Known Resources include resources that are owned by, or under contract to, the supplier. System Power represents power purchased in the regional electricity market. Biomass refers to power plants that are fueled by wood or other plant matter. Hydro resources of greater than 30 megawatts in size are deemed "large hydro." All other hydro resources are deemed "small hydro." Other Renewables include fuel cells utilizing renewable fuel sources, landfill gas, and ocean thermal.

### Air Emissions:

Emissions for each of the following pollutants are presented as a percent of the regional average emission rate. Triangles represent, for each pollutant, the emission rate from a hypothetical new generation facility.

**Carbon Dioxide** (CO<sub>2</sub>) is released when fossil fuels (e.g., coal, oil and natural gas) are burned. Carbon dioxide, a greenhouse gas, is a major contributor to global warming.

**Nitrogen Oxide** (NO<sub>x</sub>) forms when fossil fuels and biomass are burned at high temperatures. NO<sub>x</sub> contributes to acid rain and ground-level ozone (or smog), and may cause respiratory illness in children with frequent high-level exposure. NO<sub>x</sub> also contributes to oxygen deprivation of lakes and coastal waters, which is destructive to fish and other animal life.

**Sulfur Dioxide** (SO<sub>2</sub>) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO<sub>2</sub> include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO<sub>2</sub> combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.

### Labor Data:

The information on this label regarding whether generators or suppliers operate under collective bargaining agreements is provided to inform you about whether the energy was produced in plants where employee wages and working conditions are mutually determined by employees and management, and protected by union contracts. The information on this label regarding the use of replacement employees during a labor dispute is provided to inform you of whether or not a generator or supplier during a strike by or lock-out of its employees has replaced them with other workers.

## For Further Information Contact:

### Unitil

website: [www.unitil.com](http://www.unitil.com)

**1-888-301-7700**

### Massachusetts Department of Public Utilities Consumer Division:

website: [www.mass.gov/eea/energy-utilities-clean-tech/electric-power/customer-rights-and-info/consumer-assistance/](http://www.mass.gov/eea/energy-utilities-clean-tech/electric-power/customer-rights-and-info/consumer-assistance/)

**1-877-886-5066**

