



NET ZERO BY 2050



OUR COMMITMENT TO SUSTAINABILITY

At Unitil, we believe we have a responsibility as a regional leader in energy delivery to reduce emissions in a manner that is consistent with our nation's climate goals. While we have long taken steps to reduce our carbon footprint and promote energy efficiency opportunities for customers, we can do more. That's why Unitil has announced plans to reduce direct Company-wide greenhouse gas emissions by at least 50 percent by 2030, and to achieve net-zero emissions from Company operations by 2050.

We believe setting this goal is not only important in the global effort to slow climate change, but vital to the long-term health and well-being of the planet. To accomplish this, we will reduce greenhouse gas emissions in our buildings, our vehicle fleet and our pipelines, all while continuing to provide the safe, reliable and affordable service central to Unitil's Mission and Vision.

We do not make this commitment lightly as an organization. We believe by setting this goal, we can do our part to reduce emissions in a manner that limits global warming to 1.5 to 2 degrees, the standards put forward in the landmark Paris Climate Agreement. In the meantime, we will continue to work with customers, policy makers and industry leaders to reduce emissions from the energy supply delivered to customers.

In the months and years ahead, we look forward to sharing our roadmap to this emission-free future and celebrate landmark achievements along the way.

TO LEARN MORE ABOUT OUR COMMITMENT TO REACH NET ZERO EMISSIONS BY 2050, OR TO TAKE A LOOK AT OUR OVERALL REPORT ON WHAT SUSTAINABILITY MEANS AT UNITIL VISIT US ONLINE, AT [UNITIL.COM/NET-ZERO](https://unitil.com/net-zero) TODAY.

Energy Efficiency Tip



REVERSE THE SPIN OF CEILING FANS

Did you know that the direction of your ceiling fan can affect how you heat your home?

As Autumn arrives and chilly weather sets in, it's time to change those ceiling fans to clockwise so they'll push warm air back down into the room (remember, warm air rises!). A clockwise ceiling fan will redistribute the warm air from your heating system and keep cold air from settling into the corners of each room.



FOR MORE ENERGY SAVING TIPS VISIT [UNITIL.COM/ENERGY-EFFICIENCY](https://unitil.com/energy-efficiency)

Safety First

NATURAL GAS HOME SAFETY TIPS

Like all sources of energy, natural gas should be used wisely and treated with respect. Here are a few household reminders to help ensure that you and your family safely enjoy all the benefits natural gas has to offer:

- Some baths and showers can be way too hot, especially for the little ones, so be sure to keep your hot water tank between 115-120 degrees Fahrenheit
- Keep appliances clean and flammable materials away from their heat sources. Never store flammable liquids near a stove or furnace and never clean your natural gas appliances with gasoline.
- Never hang or lean items on gas pipes. Get regular inspections of your gas equipment and appliances to keep them safe and reliable.

Remember, safety puts people first. And a cared-for gas system keeps your home comfy and cozy, and your showers at just the right temperature!



VISIT [UNITIL.COM/SAFETY](https://www.unitil.com/safety) FOR MORE.



VISIT THE OUTAGE CENTER!

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

[UNITIL.COM/OUTAGE-CENTER](https://www.unitil.com/outage-center)



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.

MASSACHUSETTS:
1-866-542-3547

MAINE:
1-866-900-4460

NEW HAMPSHIRE:
1-866-900-4115



Report an Electric Outage Online or call us toll-free at **1-888-301-7700**.

MY  Unitil

ASK ABOUT OUR DISCOUNT PROGRAM!

Did you know that 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.

Learn more about our assistance programs:



[UNITIL.COM/ASSISTANCE](https://www.unitil.com/assistance)



[UNITIL.COM/GASASSISTANCE](https://www.unitil.com/gasassistance)

Visit the Outage Map online at:

[UNITIL.COM/MAP](https://www.unitil.com/map)

View real-time updates as to current electric outages, customers impacted and percentage of customers affected in a given community.



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General Customer
Service Inquiries

CALL US: 888-301-7700

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](https://www.unitil.com/contact)

