

IMPORTANT INFORMATION

NORTHERN UTILITIES, INC. DG 21-104

Statement to Customers Pursuant to PUC 1203.02(c)

On August 2, 2021, Northern Utilities, Inc. ("Unitil") filed with the New Hampshire Public Utilities Commission a proposed increase of approximately 8.1% over the Company's total revenue under present rates. The proposed increase is designed to provide additional revenues in support of the Company's distribution investments and operations. As part of its filing, the Company is requesting a temporary increase of 3.6% to become effective October 1, 2021 while the Commission reviews Unitil's request. Both requests require Commission review and approval in a proceeding that may last up to a year or more, and the approved increases may be different from what has been requested. Additional information about Unitil's requested delivery rate increases is available below and on the NHPUC's website at: <https://www.puc.nh.gov/Regulatory/Docketbk/2021/21-104.html>

The proposed effects of Unitil's requested changes to rates are shown below. The actual effects of the rate changes will be determined by the Public Utilities Commission.

RESIDENTIAL SERVICE CUSTOMERS (SCHEDULES R5, R6 AND R10)

Based on Unitil's requested temporary rate increase, residential heating customers with R5 service would see an average increase of 4.7% effective October 1, 2021. Residential non-heating customers with R6 service would see an average increase of 3.0% effective October 1, 2021. The proposed projected average increase in monthly bills at the conclusion of the rate proceeding would be 13.6% for residential heating customers with R5 service and 29.4% for residential non-heating customers with R6 service. Low income customers served under rate R10 will see similar impacts to the R5 rate class, but overall bills will remain lower due to discounts provided in the R10 rate class.

Continued on reverse.

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COMMERCIAL AND INDUSTRIAL SERVICE CUSTOMERS (SCHEDULES G40, G41, G42, G50, G51 AND G52)

Based on Unitol's requested temporary rate increase, proposed for effect on October 1, 2021, the projected average increase to the total bill for general service customers with G40 Sales Service is 2.1%; for customers with G41 Sales Service, the increase is 2.6%; for customers with G42 Sales Service, the increase is 2.9%; for customers with G50 Sales Service, the increase is 2.2%; for customers with G51 Sales Service, the increase is 3.2%; and for customers with G52 Sales Service, the increase is 4.0%. The proposed projected average increase in monthly bills at the conclusion of the rate proceeding is as follows: G40 Sales Service: 6.3%; G41 Sales Service: 4.4%; G42 Sales Service: 3.4%; G50 Sales Service: 5.1%; G51 Sales Service: 2.7%; and G52 Sales Service: 1.4%. The proposed projected average increases for Commercial and Industrial customers with Delivery Service are comparable to those listed above if the customer's supply rate is the same as Unitol's.

If you are unsure of your customer rate class or rate schedule, please refer to the rate class indicated on your bill.



Unitil

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