

A GLOBAL ENERGY CRUNCH



Energy costs are high this winter; we're here to help.

In December, Unitil's regulated basic service electric supply rates changed to reflect higher market prices resulting from an ongoing energy crisis. Lingering global effects of the pandemic and crippled natural gas production following Hurricane Ida have contributed to substantially higher oil, natural gas, propane and electricity costs for many.

To help, we've created a special page at Unitil.com where we've gathered information on our assistance programs as well as contact information on the agencies that offer fuel assistance. We've also added a list of third party suppliers if you choose to explore alternative supply options.

Unitil is not a part of the electric generation market and in no way benefits or profits from the higher energy supply prices impacting our region. Our focus this season is on helping you, our customer, manage your energy needs and to connect those in need with the support programs and services available. Falling behind on bills can feel overwhelming, and we're here to help. Visit UNITIL.COM today.



Safety First

CARBON MONOXIDE SAFETY

Many of us have experienced a few brutal New England winter storms, when strong winds can take down trees and leave us, and our homes, in the dark. Generators can be a useful tool to help act as a backup source of power, but it's critically important that they are used safely. Carbon monoxide is a natural byproduct of gas appliances, including generators, making it essential to have proper ventilation to prevent the carbon monoxide from staying in your home.

Carbon monoxide is a colorless and odorless gas and can cause dizziness, nausea, and red lips, and prolonged exposure requires immediate medical attention. If you have gas appliances, be sure to keep your vents clear of snow and debris. A carbon monoxide detector installed in your home can alert you of any elevated levels.



NON-DIGITAL WAYS TO GET STORM INFORMATION

During winter storms when power outages might occur, a lot of us get our information and updates online, but not everyone is connected to the digital world! Here are a few non-digital ways to stay informed:

- ✔ Keep a NOAA Weather Radio tuned to your local emergency station and monitor TV, radio, and follow mobile alert and mobile warnings about severe weather in your area.
- ✔ Keep emergency phone numbers handy for your doctor, police, fire and ambulance services
- ✔ Keep Unitil's phone number handy – **1-888-301-7700** so you can call in an outage and get updates
- ✔ Plan ahead and make arrangements in the event you must leave your home because of an extended outage.



I CAN'T PAY MY UTILITIES: NOW WHAT?

If you are struggling to pay your bills, please don't go it alone – the programs below are designed to help! Should you require additional information on any these programs, please call **1-888-301-7700** or visit our website UNITIL.COM

BUDGET BILLING

By enrolling in our Budget Billing Program, residential customers can spread out energy costs into a consistent flat rate paid each month. This means fewer changes month-to-month or fluctuations because of weather or rate changes — you'll know exactly what your bill will be, month over month. To find out more and to enroll, visit UNITIL.COM/BUDGETBILLING

PAYMENT PLANS

We offer a variety of payment plans that can help lower the overall month-to-month impact and create a manageable path forward for your business or family. Eligible customers can select a 3 or 6 month payment. Customers enrolled in a financial hardship program should call us at **1-888-301-7700** to discuss an extended payment plan.

COMMUNITY ACTION AGENCY ASSISTANCE

If you are having difficulty paying your heat and/or electricity bills you can also contact your local Community Action Agency (CAA) to discuss your energy assistance options.

New Hampshire: Visit the Office of Strategic Initiatives website at NH.GOV/OSI/ENERGY/PROGRAMS/FUEL-ASSISTANCE/AGENCIES.HTM

Massachusetts: Montachusett Opportunity Council at MOCINC.ORG

Maine: Visit Access Maine at ACCESSMAINE.ORG



VISIT OUTAGES AND EMERGENCIES

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

UNITIL.COM/OUTAGES-EMERGENCIES



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 a Power Outage Online or call us toll-free at **1-888-301-7700**.

Visit the Outage Map online at:

UNITIL.COM/MAP

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



Follow us on Twitter for real-time outage updates. TWITTER.COM/UNITIL



Like us on Facebook to get useful tips and information. FACEBOOK.COM/UNITIL



General Customer Service Inquiries

CALL US: 1-888-301-7700

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

