

WINTER ENERGY SUPPLY RATES



February is here and with it comes some of the coldest weeks of the season.

While forecasters believe we may see a more mild winter this year, ongoing energy concerns have led to higher energy costs for many. The global energy crisis has brought higher market energy prices this winter that has impacted many home heating options including oil natural gas, and electricity. These higher market rates have resulted in higher regulated supply rates for Unitil as well.

The reasons for this seasonal increase are many, including the ongoing Covid-19 pandemic, a heating fuel crisis in Europe and crippled natural gas production in the gulf coast following Hurricane Ida. As a distribution utility, Unitil in no way benefits or profits from the higher energy supply prices set to impact our region this winter. All supply costs, whether they are the Unitil default rate, those of a town aggregation plan, or a personal third-party choice, are a direct pass-through on bills.

These seasonal rates will be in effect through April 30 for natural gas and May 31 for electricity. With costs across the board running higher than normal for households and businesses alike, our focus is on helping you, our customer, manage your energy needs and to connect those in need with the support programs and services available.

We've created a special page on [UNITIL.COM](https://www.unitil.com) to outline the programs and services available for customers this winter. We've gathered information on budget billing programs and payment plans available through Unitil, and we've included contact information for the Community Action Program agencies that offer fuel assistance, and we've added a list of third-party suppliers if you choose to explore alternative supply options.

With energy rates higher than normal this winter, it is wise to closely monitor usage and to be mindful of costs associated with electricity, natural gas, oil, propane, or any other heating option this season. If you need assistance this winter, please don't hesitate to reach out to our customer service team. Falling behind on bills can feel overwhelming, and we're here to help.



Safety First **OLD APPLIANCE? BE CAREFUL OF THOSE CONNECTORS!**

If you have a gas appliance that is more than 20 years old, it may have an old gas connector made of brass, which could come apart, causing dangerous situations. **Any uncoated brass gas appliance connector should be replaced immediately by a licensed contractor.** Whenever an appliance is moved or relocated, the connectors should also be replaced by a professional. Keep appliances clean, vents clear, and pilots lit. Regular maintenance and inspection by a professional are necessary and provide peace of mind.



IF YOU NEED HELP, PLEASE REACH OUT!

If you are a residential customer having trouble paying your bills, there are programs offered in Massachusetts and New Hampshire that may be able to help. These funds are sponsored by Unitil and other utility companies, along with the generous donations of many of our customers, and are available to qualifying families.

IN MASSACHUSETTS:

The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Gross household Income must fall between 60 and 80 percent of the state's median income levels. For more information visit MAGOODNEIGHBOR.ORG or call **1-800-334-3047**.



IN NEW HAMPSHIRE:



Neighbor Helping Neighbor (NHN) is a non-profit charitable corporation designed to help utility customers who experience some sort of emergency or financial hardship but are unable to qualify for other government-funded energy assistance programs. If you are having difficulty paying your heat and/or electricity bills, visit NHN.FUND.ORG or call your local Community Action Agency (CAA) for an appointment to discuss your energy assistance options.

You can call 211 or reach out to your local Community Action Agency for assistance with your energy bills.

MASSACHUSETTS:

New England Farm Workers Council
[PARTNERSFORCOMMUNITY.ORG /ABOUT/AFFILIATES-PROGRAMS/NEW-ENGLAND-FARM-WORKERS-COUNCIL/](http://PARTNERSFORCOMMUNITY.ORG/ABOUT/AFFILIATES-PROGRAMS/NEW-ENGLAND-FARM-WORKERS-COUNCIL/)
978-342-4520

NEW HAMPSHIRE:

BELKNAP-MERRIMACK COUNTY
Belknap-Merrimack Community Action
BM-CAP.ORG
800-856-5525

HILLSBOROUGH & ROCKINGHAM COUNTIES
Southern New Hampshire Services
SNHS.ORG, 800-322-1073

STRAFFORD COUNTY

Community Action Partnership of Strafford County
STRAFFORDCAP.ORG
844-435-7603

CUMBERLAND COUNTY

Peoples Regional Opportunity Program
PROPEOPLE.ORG
207-874-1140

MAINE:

ANDROSCOGGIN COUNTY
Community Concepts, Inc. (CCI)
CCIMAINE.ORG
207-795-4065

YORK COUNTY

York County Community Action Corporation
YCCAC.ORG/HEAT-ENERGY-FUEL/
207-324-5762

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

