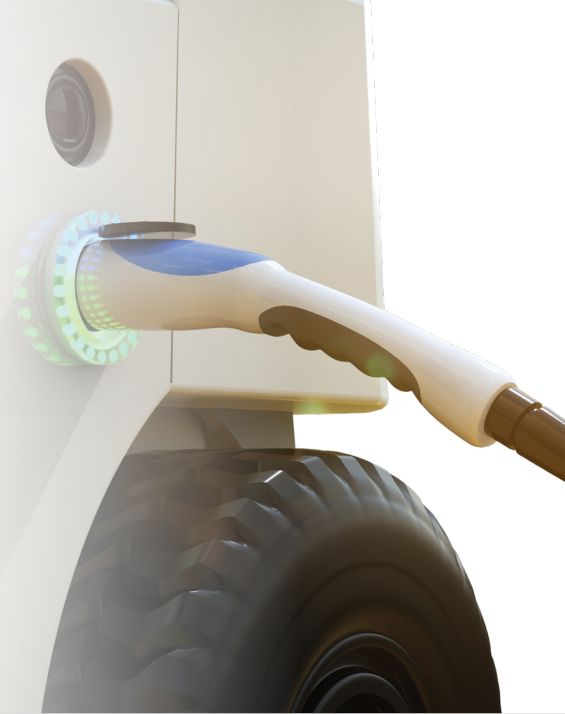


MOVING TOWARD A SUSTAINABLE FUTURE



At Unitil, we are staying abreast of emerging technologies and sharing the information with you to help speed the adoption of renewable energy for all.

WHAT IS RENEWABLE NATURAL GAS?

Renewable natural gas (RNG) is a highly refined form of biogas that captures the methane produced by decomposing waste—food waste, animal manure, wastewater sludge, and garbage—and repurposes it as a storable, replenishable fuel that looks and acts like natural gas. It's a practical, cost-efficient, and reliable energy solution that addresses the problem of solid waste and helps slow the effects of greenhouse gases on the environment. It also allows for the continued use of existing gas pipelines and infrastructure, enabling more rapid adoption through existing connections to our delivery system.

For over a decade we have partnered with the University of New Hampshire, which has a biogas program that provides heat and hot water to their campus. We are also actively soliciting RNG program proposals to integrate with our system.

To learn more, you can read our blog on this subject at:



[UNITIL.COM/BLOG/WHAT-RENEWABLE-NATURAL-GAS](https://unitil.com/blog/what-renewable-natural-gas)

WHAT IS ELECTRIFICATION?

Electrification is the practice of replacing technologies that rely on fossil fuels (gas, oil, etc.) with technologies that utilize electricity as their source of energy. When combined with the commitment to generate more electricity through renewable sources, electrification is a critical move toward decarbonizing our environment.

Prime targets for large-scale electrification include cars and medium-duty trucks, buses, building heating, cooling and water heating



through the use of high efficiency electric heat pumps.

For a smooth transition to electrification, changes to grid infrastructure will be necessary in order to accommodate increased demand as will the implementation of business models to address grid storage and load balancing. We are committed to providing value to our customers, communities, investors, and shareholders as we work toward a sustainable future.

Our blog "What is Electrification and How Does it Affect Me" has more details:



[UNITIL.COM/BLOG/WHAT-ELECTRIFICATION-AND-HOW-DOES-IT-AFFECT-ME](https://unitil.com/blog/what-electrification-and-how-does-it-affect-me)



NATIONAL ELECTRIC SAFETY MONTH

May is National Electrical Safety Month and we'd like to do our part to help reduce the number of electrical related accidents around the home.

Here are 5 quick reminders!

- ① Check electric cords for fraying or cracking, and replace them as needed
- ② Remember extension cords are intended to be temporary; they are not intended as permanent household wiring.

- ③ Don't run cords under carpets or rugs and don't tack or nail cords to walls or floors.
- ④ Never push furniture up against a cord plugged into a wall, as you can bend and damage the cord.
- ⑤ Make sure your outlets are grounded

For more electrical safety information visit: UNITIL.COM/ELECTRIC-SAFETY



Safety First

CAN YOU RECOGNIZE A GAS LEAK?

Gas leaks are rare, but when they do occur, it's important to know how to spot the signs and act in a safe manner:

- ✔ Watch for debris or fire blowing up from the ground or otherwise healthy vegetation dying in one spot.
- ✔ You may also hear a hissing sound, as the gas is pressurized and a break in the line causes it to move very swiftly.
- ✔ You may smell rotten eggs, caused by an odorant that is added to gas to make leaks more detectable.

If you suspect a gas leak, immediately leave the area or building. When at a safe distance, call 9-1-1. Emergency responders and the utility company will inspect and secure the area.

MY Unitil

IMPORTANT INFORMATION FOR OUR LIFE SUPPORT CUSTOMERS

If you or a family member uses electrically operated life support systems, we encourage you to notify Unitil by submitting a completed Physician's Certification Form, which you can find at:



UNITIL.COM/LIFE-SUPPORT

As part of our storm or scheduled outage planning, Unitil makes special efforts to communicate with customers using life-support equipment. This will include a notification to you that we anticipate adverse weather or a scheduled outage which may result in a power outage.



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

