



WHY ARE SUPPLY RATES GOING UP?



FAMILIES AND BUSINESS ACROSS THE REGION ARE SEEING HIGHER ENERGY COSTS. HERE'S WHY.

Winter is nearly here, and with it will come some of the highest energy rates New England has ever seen. We recognize the high cost of energy is going to create challenges for many families and businesses throughout the entire region this winter, and that many may have questions as to why this is happening.

All New England states are a collective group when it comes to energy procurement and supply, so what impacts one part of our region impacts all parts. To supplement our region's natural gas supply, especially during the winter, New England relies on ships to bring liquefied natural gas (LNG) from abroad because of limited pipeline capacity coming to our region. On the coldest days, as much as 35% of New England's natural gas supply comes in on those ships, and the energy crisis in Europe fueled by Russia's invasion of Ukraine last February has led to much higher costs for that shipped LNG this year. The conflict has put New England in direct competition with Europe, which increases energy costs in our region across the board.

We're doing what we can to help. In an effort to partially mitigate the size of electric rate increase this winter season, state regulatory agencies in Massachusetts and New Hampshire approved Unitil's request to get bids on supply rates for an eight-month period rather than the traditional six-month period. That means Unitil's winter electric supply rates will be effective from December 1 to July 31.

However, the above global issues will still create substantial increases in energy costs for all customers this season.

More information on winter energy supply costs for both natural gas and electric customers, as well as important information on energy efficiency programs and assistance programs, can be found at [UNITIL.COM/WINTER-ENERGY-PRICES](https://www.unitil.com/winter-energy-prices).

We are hopeful that in providing tools and up-to-date information, we can provide some assistance in getting through the difficult months ahead.



5 TIPS FOR ENERGY SAVING THIS HOLIDAY SEASON

- ✓ Replace your old lights with LED strings
- ✓ Use timers on your lighting displays
- ✓ Try mirrored or reflective ornaments rather than adding more lights to trees or décor
- ✓ Install a snug-fitting set of glass doors to your fireplace
- ✓ Prepare meals in microwaves and slow cookers to save energy

SAFETY FIRST

CLEAR ICE AND SNOW FROM VENTS

This winter, remember to gently clear snowfall from your gas meters and your vents after a snowfall or ice storm! When ice or snow covers your meters and vents, you run several risks. On gas meters, snow and ice can damage the equipment and cause a gas leak. And a clogged vent can trap dangerous levels of carbon monoxide inside your home or business.

GENERATOR SAFETY REMINDERS

If you plan to use an emergency generator, call our Customer Service Center to let us know. A double-throw transfer switch is required when connecting a generator to your permanent wiring system to protect your equipment and prevent feedback on our lines, which could cause serious injury to our workers.

Always check the operation of your emergency generators and battery systems. To identify potential problems before the time of need, test emergency generation under full-load conditions.

And remember — generators should be located outside and have appropriate venting to keep exhaust carbon monoxide from entering your home. For more information, visit our site at UNITIL.COM/STORM-SAFETY.

SOLAR PANEL SAFETY IN A STORM.

For safety reasons, please be aware that standard solar systems that are connected to the electric grid will shut down when there is an outage to your electrical service, and unless they are specially designed, solar systems will not provide back-up power during an outage. This function is required by national regulations so crews can safely work on the electrical system without the danger of electrical back feed onto the grid.

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.

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



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**.

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 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 (SCAN CODE TO CALL NOW)

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



Know what's Below.
Call 811 before you dig.

