



# A LITTLE HELP WHEN WE NEED IT MOST

If you are a residential customer having trouble paying your bills, please don't go it alone! We are here to help, and so are two state assistance programs in Massachusetts and New Hampshire. These funds are sponsored by Unitil and other utility companies, along with the generous donations of many of our customers, and are available to help any qualifying family get through difficult times:

## In Massachusetts:



Now in its 38<sup>th</sup> year, the Massachusetts Good Neighbor Energy Fund has provided energy assistance to hundreds-of-thousands of residents in temporary crisis who are struggling to pay their energy bills and do not qualify for federal or state energy funds. Visit [MAGOODNEIGHBOR.ORG](https://www.magoodneighbor.org) to see if you qualify.

## In New Hampshire:

Neighbor Helping Neighbor (NHN) is a non-profit charitable corporation created in 1986 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 [NHNFUND.ORG](https://www.nhnfund.org) or call your local Community Action Agency (CAA) for an appointment to discuss your energy assistance options.



## In all states,

You may contact 211 and ask where to find help with utility bills in your area. Other Community Assistance Programs which help with utility bills are managed by the following agencies:

### MASSACHUSETTS

Making Opportunity Count  
978-342-4520 | [MOCINC.ORG](https://www.mocinc.org)

**Strafford County Community Action  
Partnership of Strafford County**  
844-435-7603 | [STRAFFORDCAP.ORG](https://www.straffordcap.org)

### NEW HAMPSHIRE

Belknap-Merrimack  
Community Action  
800-856-5525 | [BM-CAP.ORG](https://www.bm-cap.org)

### MAINE

**Cumberland County: The Opportunity Alliance**  
207-553-5900 | [OPPORTUNITYALLIANCE.ORG](https://www.opportunityalliance.org)

**Androscoggin & Oxford Counties: Community Concepts**  
1-800-866-5588 | [CCMAINE.ORG](https://www.ccmaine.org)

**York County Community Action Corp:**  
207-459-2950 | [YCCAC.ORG](https://www.yccac.org)

**Hillsborough & Rockingham Counties  
Southern New Hampshire Services**  
800-322-1073 | [SNHS.ORG](https://www.snhs.org)

## MY Unitil

Financial setbacks happen to us all, but we'd like you to know we are here to help! If you fall behind on your account, please contact Customer Service, and we can help:

### Arrange A Payment Plan

We are happy to arrange a payment plan to ease the financial pressure. Contact us and we'll work with you to create a personalized plan to get you back on track. Just fill out the Payment Request Form online at [UNITIL.COM/REQUEST PAYMENT PLAN](https://www.unitil.com/request-payment-plan), or call us at 1-888 301-7700.

### Create A Fixed Monthly Budget

Our residential customers can enjoy the convenience of fixed monthly payments throughout the year with our Budget Billing Program. To enroll in budget billing, log into your MyUnitil account, use the Questions and Comments form, and select "Budget Requests" from the dropdown.

## 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. Flexible gas connectors are corrugated metal tubes used to attach gas appliances to the natural gas pipes in your dwelling. Older flexible connectors made of uncoated brass can weaken or crack over time, which could lead to a dangerous gas leak. **Any uncoated brass gas appliance connector should be replaced immediately by a licensed contractor.**

Follow these tips when managing such connectors:

- ✓ Avoid moving gas appliances connectors can cause them to
- ✓ Do not move your natural gas to check the connectors you
- ✓ Leave the inspection and repair of such connectors to a qualified contractor, plumber or appliance representative.
- ✓ Ensure that connectors are certified by the American Gas Association and manufactured in accordance with the American National Standards Institute.



## Storm Preparedness:

## STAY ONE STEP AHEAD OF OLD MAN WINTER

Electric outages can occur without warning. It's a good idea to be prepared for the unexpected by checking and inventorying the following items before losing power:

- ✓ Blankets
- ✓ Warm coats, hats, and mittens for all family members
- ✓ Flashlights and fresh batteries
- ✓ A battery-operated radio & clock
- ✓ A car charger for portable electric devices (cell phones, etc.)
- ✓ Containers filled with water and/or bottled water
- ✓ Canned or dried food and a manual can opener
- ✓ List of important phone numbers
- ✓ First aid kit
- ✓ Masks, soap, hand sanitizer, and disinfectant wipes

Our website is full of useful information to help you stay one step ahead of storms.  
[UNITIL.COM/SAFETY-PREPAREDNESS](https://www.unitil.com/safety-preparedness)



## 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](https://www.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](https://www.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](https://www.twitter.com/unitil)



Like us on Facebook to get useful tips and information.  
[FACEBOOK.COM/UNITIL](https://www.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](https://www.unitil.com/contact)



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

