



HOW TO MAKE THE MOST OUT OF YOUR HEAT THIS WINTER



The cold is here, the heat is on, and we are all looking for ways to stay cozy while keeping up with rising energy prices. Here are some small things we can do to make the most out of every cozy moment around the home.

KEEP THE HEAT IN, AND THE COLD OUT

Harness the power of the sun by opening the curtains to take advantage of that greenhouse effect, allowing the sun to naturally heat your home. Of course, windows – older, single-paned windows in particular – can be a significant source of heat loss, so be sure to close the curtains once the sun has set!

Block air leaks and drafts around windows with insulated curtains.

External doors may need weatherstripping but even a draft stopper can make a big difference!

Electrical outlets on exterior walls can fight drafts with the installation of foam gaskets behind the faceplate.

Remove window air-conditioning units if possible; if not, invest in an insulated cover and double-check that there aren't any gaps around the opening.

Keep the fireplace flue closed when not in use.

USE LESS HEAT

Dress for the weather. While no one wants to wear a parka and mittens around the kitchen table, an extra layer or two can help keep the thermostat at a reasonable level.

Keep those toes warm with a pair of cozy slippers. When we are cold, our extremities feel it the most!

Add bedtime blankets to significantly reduce your heating costs while you sleep. You can lower the thermostat by as much as 10 degrees! Invest in a programmable thermostat so you can wake to a cozy room.

Close off rooms that aren't being used so that your boiler or furnace doesn't need to work as hard.



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!

 **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/ASSISTANCE

BUDGET BILLING

Unitil's Budget Billing Program allows residential customers to enjoy the convenience of fixed monthly payments throughout the year. To find out more and to enroll, visit UNITIL.COM/BUDGET-BILLING

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 or go to UNITIL.COM/REQUEST-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 CAPNH.ORG/HOME

Massachusetts: Visit Masscap at MASSCAP.ORG

Maine: Visit Maine Housing at MAINEHOUSING.ORG



Safety First



CARBON MONOXIDE SAFETY

Winter storms can bring strong winds that 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.

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.

