



CAN'T PAY YOUR BILL?



Unitil understands the challenges that customers may face trying to manage rising energy bills, and we are here to help. If you'd like to discuss your options, please feel free to call us at 1-888-301-7700, or visit us online to enroll in one of these two popular payment programs:

Budget Billing Program

Our residential customers can benefit from the convenience of Budget Billing Program. By enrolling in our [budget billing program](#), you can spread out your energy costs into a consistent flat rate paid each month.

Personalized Payment Plans

If you fall behind on your account, our Customer Service Team can help create a personalized plan to get you back on track. You can request a plan online or contact our team directly.

Learn more about these programs at [UNITIL.COM/ASSISTANCE](https://unitil.com/assistance)



Storms

RESTORING POWER STRATEGICALLY

When power outages occur, we immediately respond with actions that are carefully designed to keep you safe and get you up and running quickly. These actions can happen at the same time or in sequence depending upon the nature of the outage event.

- ✓ **Ensure Public Safety:** Job one is your safety! Stay clear of downed lines. We will act quickly so emergency responders, and eventually the public, can travel safely.
- ✓ **Assess the Damage:** Once safety is ensured, we assess the damage through automated systems, customer reports (don't forget to report your outage!), municipal reports and physical inspection.
- ✓ **Restore Key Facilities:** Our strategy focuses first on critical care facilities, municipal emergency operation centers, and large blocks of customers.
- ✓ **Restore Customers:** We start with sub-transmission lines, then distribution-service lines and secondary lines, to address the largest number of outages first. We then move on to restore any remaining individual homes and businesses.
- ✓ **Repair Individual Service Issues:** Sometimes once power is restored and a customer is still without service, there may be a separate problem that requires the customer to hire an electrician. Once crews first restore service in an area, they will investigate individual customer issues.

Watch our video at [UNITIL.COM/RESTORE](https://unitil.com/restore)



COMING SOON

A New Look for Your Bill

Utility bills require a lot of information and can be a bit overwhelming, so we're excited to announce a new and improved bill coming to you soon. Your redesigned Unitil bill will feature a new look and feel that highlights key information and is easy to read and understand.

The updated bill design will feature a simplified and prominently located summary with key info such as amount due and due date, colored graphs and visuals to help you understand key bill components, added space for important announcements, and much more!



UTILITY SCAMS ON THE RISE Don't Be a Victim!

Consumers are losing billions of dollars a year to fraud. Learn how to spot common utility scams so you won't be a victim! Visit our site for a full list of common utility scams to keep you and your loved ones safe.



[UNITIL.COM/BLOG/ HOW-AVOID-UTILITY-SCAM](http://UNITIL.COM/BLOG/HOW-AVOID-UTILITY-SCAM)

REMEMBER:

- ① Unitil employees carry company issued ID, and you can always call us to verify this information.
- ② Never share personal information such as birthdate or social security number or bank account information with a caller or visitor you don't know.



Safety First

HEADS UP!

A friendly reminder that ALL items and people must stay at least ten feet from any power lines! This includes ladders, tree trimming equipment, scaffolding, paint extenders—or any tool that can come in contact with the lines.

Remember—it's not just work tools that pose a danger! Drones, kites, and even balloons also pose a danger. When flying a drone (or any remote device), it's important to give yourself ample room to avoid contact with the lines – even a small gust of wind could take your device off course and into the lines. If your device does come in contact with the lines, never attempt to remove it. Call Unitil right away at 1-888-301-7700.

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](https://twitter.com/UNITIL)



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

