

SLAYING THE ENERGY VAMPIRES



Standby power goes by many names—ghost power, vampire power, and phantom load to name a few—but what is this monster, exactly? It's the electricity consumed by appliances and electronics that are turned off, or in standby mode. If you want to save energy AND protect your wallet, it's time for a little ghost busting! Try these tips:

- Unplug your device as soon as it's fully charged.
- Set up a charging station in your home, where all the frequently used chargers are plugged into a single power strip.
- Check your appliance manuals to see if there's a "power save" mode that will turn off unnecessary displays when the device is not in use.
- When you're finished watching TV, be sure to turn off not just the TV itself but the peripherals as well.
- Consider using "smart" power strips where possible – these cut the power to all the devices plugged into it when the primary device is not in use. For example, when your TV is off, no power will go to the other devices (cable box, etc.) plugged into the strip.

For more information, visit us at



[UNITIL.COM/ENERGY-VAMPIRES](https://unitil.com/energy-vampires)

UNPLUG THESE SPOOKY LITTLE CULPRITS AND YOU COULD SAVE AN AVERAGE OF \$100 A YEAR.

Remote-Ready Electronics & Appliances:
TVs, gaming consoles, stereos, DVD and blue ray players

Non-remote Electronics & Appliances:
Cordless phones, clocks, WiFi/Cable modems

The Not-So-Obvious Suspects:
Cell phone chargers, desktop monitors, computers, printers, coffee makers, electric toothbrushes & shavers



OCTOBER IS CYBER SECURITY AWARENESS MONTH

Every day we are more and more connected online. It's important to take steps to stay safe when using our phones, laptops and smart devices:

- ✓ Turn on MFA (Multifactor Authentication) on your devices for each and every account or app that you have
- ✓ Always use strong passwords
- ✓ Always keep your software updated
- ✓ Learn to recognize phishing and imposter fraud

Imposter fraud, in which the scammer pretends to be a representative of your utility, is the most common type of fraud reported to the Federal Trade Commission (FTC). Remember:

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




We encourage you to visit our site to learn about these scams and others – and check back frequently to make sure you stay current with any new ones. To learn more visit:

 [UNITIL.COM/UTILITY-SCAMS](https://www.unitil.com/utility-scams)

Safety First

PROTECT YOUR HOME - CHECK FOR STAINLESS STEEL TUBING TODAY!

What do you know about the natural gas piping in your walls? Knowing what's there can help ensure the safety of everyone in your home. One type of natural gas piping is called Corrugated Stainless Steel Tubing, or CSST for short. It often has a yellow plastic coating. If work has been done on your home's gas piping system since 1990, it's possible that CSST was installed. If you think your gas piping is CSST, a professional inspection is necessary. If it's not bonded and grounded, CSST is susceptible to lightning strikes and leaks. When bonded, grounded, and used properly, CSST is a safe option for natural gas delivery.

 For more information on what to look for and staying safe, visit: [UNITIL.COM/CSST](https://www.unitil.com/csst)

MY Unitil

PRO TIP: TURN ON NOTIFICATIONS!

Email and text notifications are a great way to stay up to date on your account and service! Several notifications are available including your monthly bill, account management, service work, outage restoration, payment notifications, and appointment reminders.

 To get started, call us or visit: [MYACCOUNT.UNITIL.COM](https://www.unitil.com/myaccount)

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 at [UNITIL.COM/REPORT-OUTAGE](https://www.unitil.com/report-outage) 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 X for real-time outage updates.

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Like us on Facebook to get useful tips and information.

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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.

