



MAKE THE MOST OF YOUR HEAT THIS WINTER



Heating a home is responsible for more than 40% of home energy use, so even the smallest actions to optimize it can make a big difference. This winter, don't overlook these easy ways to stay comfortable, and save.

1. HARNESS THE SUN:

Take advantage of the greenhouse effect and let the sunshine through those windows during the day.

2. ADDRESS DRAFTS:

Insulated curtains on the windows can be a massive help, but don't forget all the sneaky little drafts hiding around the house. Weatherstrip external doors, consider adding foam gaskets behind the electrical outlet panes on exterior walls, check that your fireplace flue is closed when not in use, and remove window air conditioning units or invest in insulated unit covers.

3. LAYER UP:

Dressing appropriately may sound obvious, but so many of us skip the slippers, and forget to layer up. By adding and subtracting layers to match your activity level throughout the day, you'll be able to keep that thermostat at a constant level and stay comfortable in any room.

4. SLEEP COOL:

It's more cost-effective to heat your body than it is to heat your house, and your bedroom is another place where you can conserve energy. By layering on the blankets, you can lower the thermostat by as much as ten degrees, and you might just find that you sleep better in a cool room. To ensure your home has returned to a comfortable temperature when you rise, invest in a smart or programmable thermostat.

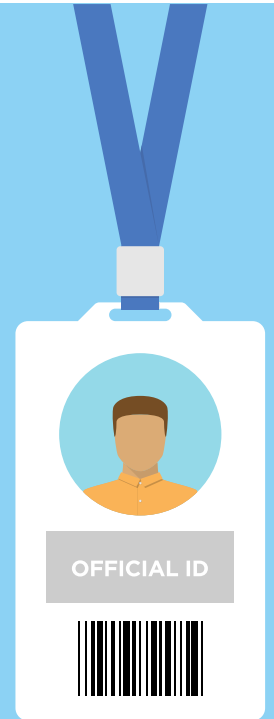
Visit [UNITIL.COM/WINTER-HEAT](https://www.unitil.com/winter-heat) for more.



PROTECT YOURSELF FROM UTILITY SCAMS

Always Ask for Employee Identification

Increasingly sophisticated and intimidating tactics are being used to frighten and confuse utility customers. At Unitil, we want you to protect yourself—stay vigilant, stay informed and guard your personal information! And remember: **ALL Unitil employees carry company-issued identification**, so if you receive an unscheduled visit from us, please ask for company ID and call us immediately at **888-301-7700** to verify that the utility workers are from Unitil. For more safety tips, visit [UNITIL.COM/BE-AWARE](https://www.unitil.com/be-aware).





I CAN'T PAY MY UTILITIES: NOW WHAT?

If you are struggling to pay your bills, please don't go it alone—we are here to help!

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

The unexpected can happen to any of us. If you fall behind on your account, our Customer Service Team can help create a personalized plan to get you back on track. Visit UNITIL.COM/PAYMENT-PLAN or call 1-888-301-7700 to learn more.

REGIONAL ASSISTANCE PROGRAMS

If you are having difficulty paying your utility bills, you can also look into regional assistance options. Visit UNITIL.COM/ASSISTANCE-PROGRAMS or call 211 to learn more.



Safety First CARBON MONOXIDE

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.

And remember—always keep generators outdoors and away from the property, to keep exhaust carbon monoxide from entering your home. For more information, visit UNITIL.COM/CARBON-MONOXIDE.

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 at UNITIL.COM/REPORT-OUTAGE 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.



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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

