



# PLAN FOR THE UNEXPECTED

## HOW TO CREATE AN EMERGENCY PLAN

Disasters—whether natural or man-made—can strike anytime, but a little preparation now can reduce stress, protect your family, and mitigate material losses.

**STAY CONNECTED:** Communication can break down during disasters, so having a backup plan ensures your family is able to stay in touch.

- ✔ **Have a backup contact list:** Networks can fail during emergencies. Keep a written list of important numbers for family, doctors, caregivers, and veterinarians.
- ✔ **Know school emergency plans:** If you have children, learn the protocols for emergencies during school hours.
- ✔ **Monitor emergency alerts:** Wireless Emergency Alerts (WEAs) from authorities provide critical updates for free.
- ✔ **Establish an out-of-town contact:** It's often easier to reach someone long-distance when local networks are overwhelmed.
- ✔ **Use ICE contacts:** Store at least one family contact under "In Case of Emergency" (ICE) on each family's mobile device to aid first responders.

**BE PREPARED:** A well-stocked emergency kit and advance planning can make all the difference when disaster strikes.

- ✔ **Stock essentials early:** Don't wait until supplies run low. Keep nonperishable food, water, and medications on hand.
- ✔ **Locate a shelter:** Text SHELTER + your zip code to 43362 for nearby public shelters. Plan ahead for pets, as many shelters don't allow them.
- ✔ **Build an emergency kit:** Include three days' worth of food, water, medications, and first aid. Store it in a plastic container where everyone can access it.
- ✔ **Secure important items:** Birth certificates, legal documents, medications, and irreplaceable belongings should be easy to grab in an evacuation.

**STAY SAFE:** Following official guidance and staying aware of potential hazards can help protect you and your loved ones.

- ✔ **Follow official guidance:** If told to evacuate, do so. Otherwise, stay put to keep roads clear for emergency responders.
- ✔ **Limit phone use:** Save bandwidth for critical communications. Texts often go through when calls fail.
- ✔ **Stay informed:** Monitor local news and emergency channels for updates.
- ✔ **Beware of hazards:** Downed power lines, damaged gas pipes, and floodwaters can be deadly—proceed with caution.

**HOPE FOR THE BEST, PREPARE FOR THE WORST:** Emergency planning isn't a one-time task—review your plan yearly, especially if family circumstances change.



Visit [UNITIL.COM/EMERGENCY-PLAN](https://www.unitil.com/emergency-plan) for more information and resources.



## PROTECT YOURSELF FROM SCAMS DON'T BE A VICTIM!

Consumers are losing billions of dollars a year to fraud, and one of the most popular scams is imposter fraud. Imposter fraud is where the scammer pretends to be a representative from your utility and demands payment or threatens utility shut-off. Remember:

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



Visit our site for a full list of common utility scams to keep you and your loved ones safe.

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



## ! SAFETY FIRST HEADS UP!



Making contact with a power line can be very dangerous. When you're outside, remember to look up, and always keep your person and ALL items 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! 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.



For more information, visit:

[UNITIL.COM/OVERHEAD-LINES](https://unitil.com/overhead-lines)

## 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://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.

<b>MASSACHUSETTS:</b>	<b>MAINE:</b>	<b>NEW HAMPSHIRE:</b>
1-866-542-3547	1-866-900-4460	1-866-900-4115



Report an electric outage at [UNITIL.COM/REPORT-OUTAGE](https://unitil.com/report-outage) or call us toll free at 1-888-301-7700.

Visit the Outage Map online at:  
[UNITIL.COM/MAP](https://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.

[X.COM/UNITIL](https://x.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](https://unitil.com/contact)

