

EXCITING CHANGES COMING TO YOUR MONTHLY NEWSLETTER

YOUR NEWSLETTER IS GOING DIGITAL!

We look forward to bringing you the news and information you need—quickly, conveniently, and sustainably!



HERE'S WHAT YOU NEED TO KNOW:

We're pleased to announce that starting in July, your monthly customer newsletter will be delivered straight to your email inbox instead of as an insert in your bill. This transition will allow us to provide you with more timely, relevant, and personalized information about your utility services in the future.

Going digital also helps us reduce paper usage, which means fewer trees cut down and less energy used in the printing process.

TO ENSURE YOU WILL RECEIVE OUR EMAIL NEWSLETTERS, PLEASE TAKE A MOMENT TO:

- ✓ Add an email address to your account if you don't currently have one on file. Visit [MYACCOUNT.UNITIL.COM](https://myaccount.unitil.com) to create a MyUnitil account (you will need your account number) or contact us at 1-888-301-7700.
- ✓ Contact us at 1-888-301-7700 to verify and/or update your email address.
- ✓ Add INFO@UNITIL.COM to your email contact list to help prevent emails from being mistakenly sent to spam or junk.
- ✓ If you've previously unsubscribed from our emails, resubscribe at [UNITIL.COM/RESUBSCRIBE](https://unitil.com/resubscribe).

IMPORTANT INFORMATION FOR OUR LIFE SUPPORT CUSTOMERS

If you or a family member uses electrically-operated life support systems, we encourage you to notify Unitil by submitting a completed Physician's Certification Form, which you can find at:



**[UNITIL.COM/
LIFE-SUPPORT](https://unitil.com/life-support)**

As part of our storm or scheduled outage planning, Unitil makes special efforts to send advance notification to help you prepare for power outages.

NATIONAL ELECTRIC SAFETY MONTH

Roadway Safety



For the safety of our crews, as well as your own and other motorists, please drive slowly when you see any utility work warning signs, flashing lights from bucket trucks, or workers on or near roadways. Consider the following tips as you approach such areas:

- Follow the directions given by warning signs, traffic flaggers or law enforcement.
- Reduce speed as you approach and travel through a work area.
- Respect and give distance to traffic cones and other control devices. Often, these are the only items standing between our crews and your vehicle.
- Do not allow distractions to take your eyes off the roadway as you travel through the work area.



For more safety information, visit:
[UNITIL.COM/ELECTRIC-SAFETY](https://unitil.com/electric-safety)

SAFETY FIRST CAN YOU RECOGNIZE A NATURAL GAS LEAK?

Gas leaks are rare, but when they do occur, it's important to know how to spot the signs and act in a safe manner:

1

Watch for debris or fire blowing up from the ground, water bubbling in a wet area, or otherwise healthy vegetation dying in one spot.

2

You may hear a hissing sound, as the gas is pressurized and a break in the line causes it to move very swiftly. You may also hear an alarm from a residential methane detector. These devices work like a smoke detector, using an internal sensor that measures and monitors the concentration of methane in the air. There are a range of detectors available on the market. We recommend that whatever you purchase is UL rated (UL 1484).

3

You may smell rotten eggs, caused by an odorant that is added to gas to make leaks more detectable.

If you suspect a gas leak, immediately leave the area or building. When at a safe distance, call 9-1-1. Emergency responders and the utility company will inspect and secure the area.



Learn more at: [UNITIL.COM/GAS-LEAK](https://unitil.com/gas-leak)



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)**

