

### Electric or Gas Residential Discount Rate

Unitil offers a Discount Rate Program for certain income eligible customers. You may qualify for the Discount Rate if you meet the following criteria.

1. Your household income does not exceed 60% of the state median income.
2. You are a residential customer (primary dwelling, only).
3. You are the head of your household or principal wage earner.
4. The electric or gas bill is in your name.

AND

5. You are currently receiving benefits under one or more of the following programs:

*Please check the benefits you receive below.  
Check all that apply:*

- ☐ Transitional Aid to Families with Dependent Children (TAFDC)
- ☐ Emergency Aid to Elderly, Disabled and Children (EAEDC)
- ☐ SNAP
- ☐ Mass Health (DMA)
- ☐ Mass Health (DTA)
- ☐ Mass Health (Mass Comm for the Blind)
- ☐ School Breakfast/Lunch (Free)
- ☐ Fuel Assistance
- ☐ Veteran Chapter 115
- ☐ Veterans Non-Service Pension/DIC
- ☐ Head Start
- ☐ Supplemental Social Security (SSI)
- ☐ Public/Subsidized Housing

*Continued on reverse.*

Unitil le esta informando la siguiente información importante a neustros clients. Por favor llame el numero telefónico 888-301-7700 para traducir en español con un representante de clientes que habla español.

## Important Information about Customer Assistance Programs

- AND -

## Unitil's Discount Rate Program for Residential Gas and Electric Customers

Customer Service Center  
5 McGuire Street  
Concord, NH 03301

1-888-301-7700  
[www.unitil.com](http://www.unitil.com)



30384-I-0916

1-888-301-7700 | [www.unitil.com](http://www.unitil.com)

## Customer Assistance Programs

Local and state organizations in Unitil's service areas offer highly supportive programs for qualified customers to provide financial assistance, increase energy efficiency and manage energy costs. We work closely with these organizations to ensure that your needs are met throughout the year.

### Need Help and Don't Know Where To Turn? Dial 2-1-1

It's an easy-to-remember three-digit telephone number that serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs and other local resources. 211 is an initiative led by your local United Way.

2-1-1 is for everyone. It's free. It's confidential. It is available 24 hours a day, seven days a week, and is an easy way to find or give help in your community. Call 211 or visit [www.mass211.org](http://www.mass211.org) to start getting help today!

For additional information, please visit:  
[www.unitil.com/assistance](http://www.unitil.com/assistance) for electric customers  
or: [www.unitil.com/gasassist](http://www.unitil.com/gasassist) for gas customers.  
You can also contact our customer service center.

### Listed below are a variety of informational resources for you:

#### Making Opportunity Count (MOC)

[www.mocinc.org](http://www.mocinc.org)  
601 River Street, Fitchburg, MA.....978-345-7040

Administers the fuel assistance program (LIHEAP) during the heating season to qualifying households that meet federal income guidelines. A customer who is eligible for fuel assistance also qualifies for Unitil's discount rate, and is eligible to participate in the arrears management program.

Also, offers income-qualified conservation and education programs, delivering a variety of services including child care, education, workforce development, nutrition, health, community services, asset development, energy conservation and housing & homelessness services. MOC carries out those services through three main divisions: Child Care & Head Start; Nutrition & Wellness and Housing & Community Services.

#### Department of Transitional Assistance

[www.mass.gov/dta](http://www.mass.gov/dta)  
49 Nursery Lane #101, Fitchburg, MA.....978-665-8700

- Administers Food Stamp Program, Transitional Aid to Families with Dependent Children (TAFDC), Emergency Aid to Elderly, Disabled and Children (EAEDC) and emergency assistance to qualifying households.
- Transitional Assistance Opt-Out - Massachusetts utilities are required to cross reference their database of residential customers with a list of Transitional Assistance recipients to ensure that all eligible customers receive a discounted energy rate if they qualify.

If you receive benefits from the Department of Transitional Assistance (DTA) and are the customer of record, you will be automatically enrolled in this program. If you do not wish to be included in the automatic matching process, contact Unitil's customer service center to opt out.

#### United Way of North Central Massachusetts

[www.uwncm.org](http://www.uwncm.org)  
649 John Fitch Hwy, Fitchburg, MA.....978-345-1577 or 800-551-2021

Focused on advancing the common good by creating opportunities for a better life locally for all. Also provides basic needs, i.e. food and utility assistance. Volunteer opportunities abound.

#### Catholic Charities

[www.ccworc.org](http://www.ccworc.org)  
10 Hammond Street, Worcester, MA.....508-798-0191

Provides support to elders, families and children in need; families who seek independence and community support; and families faced with developmental disabilities through a variety of resources (i.e. emergency shelter, educational programs, immigration counseling, etc).

#### Salvation Army

[www.salvationarmyusa.org](http://www.salvationarmyusa.org)  
739 Water Street, Fitchburg, MA.....978-342-3300

Provides comprehensive emergency assistance.

#### Massachusetts Department of Public Utilities

[www.mass.gov/dpu](http://www.mass.gov/dpu)  
Consumer Division.....877-886-5066  
Main Office.....617-305-3500

Provides assistance to customers in resolving problems with a utility bill or service.

#### Good Neighbor Energy Fund

[www.magoodneighbor.org](http://www.magoodneighbor.org)  
Salvation Army Location  
739 Water Street, Fitchburg, MA.....800-334-3047

Administered by the Salvation Army. Provides energy grants for eligible households that meet specific income guidelines and do not otherwise receive fuel assistance. You may apply by directly contacting your local Salvation Army Service Center (see above).



(Continued from reverse.)

I would like to apply for:

☐ Residential Electric Discount Rate\*

☐ Residential Gas Discount Rate\*

*\*Customers who qualify for these programs will be required to certify their eligibility each year.*

Please complete this form and send within 15 days, along with verification documentation, via secure fax #: 603-227-4784 or mail to:

Unitil Customer Service Center  
5 McGuire Street  
Concord, NH 03301-4622

Customer Name: \_\_\_\_\_

Account No.: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

I certify each of the following to be true:

I receive assistance benefits under the program(s) mentioned above. I receive a Unitil bill and it is in my name. I authorize the agency responsible for benefit(s) being received to release information on this application to Unitil. I authorize the administrator of the program to notify Unitil in the event that my benefits are terminated. I also understand that I am required to notify Unitil that my benefits have stopped.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_