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Keep in mind that not all licensed suppliers are available to serve all customers. Although the opportunities may be different for different types of customers, be mindful that different competitive supply opportunities may become available at various times. Therefore, check periodically at the phone number or web site below to stay current on competitive suppliers in Massachusetts.

If you choose a Competitive Power Supplier, the supplier's prices will go into effect on your next scheduled meter reading date, provided Unitil had notice of this change at least two business days prior to your next scheduled meter reading date. Your next scheduled meter reading date appears on your electric bill.

Where Can You Get More Information?

If you have questions about your electric service, please call Unitil at **1-888-301-7700**. Our customer service representatives are available Monday-Friday 7 am to 7 pm. We have automated customer service 24 hours/day, 7 days a week. You may also access a current list of Licensed Competitive Power Suppliers at the Unitil web site: unitil.com

If you have a grievance, you may contact the Massachusetts Department of Public Utilities at **1-877-886-5066**.



1-888-301-7700 • www.unitil.com



Important Information about Electric Basic Service Prices

————— November 2019 —————

The availability of Basic Service ensures that no one will ever be without a supplier of electricity. To provide Basic Service, your electric company must solicit bids from competitive electricity suppliers and then enter into a contract to purchase electricity from one or more of those suppliers. The price paid by your electric company for electricity reflects current market pricing.

Over time, market prices change depending on a number of factors, including the amount of supply and demand for electricity. These prices fluctuate similar to the ways home heating oil, gasoline, and some grocery prices fluctuate. The price for Basic Service will closely indicate the cost of providing the service to you. As a Basic Service customer, however, you will have pricing options available to you.

Competitive Supplier Option

You may wish to shop the competitive market. We encourage you to compare the Competitive Supplier's options to the Basic Service options from Unitil. In addition to price, other service offerings may be of value to you. The length and terms of your contract with your supplier, as well as billing, payment, deposit, warranty, and other information are also important to review. You may also access a current list of Licensed Competitive Power Suppliers by calling Unitil's Customer Service Center at **1-888-301-7700** or by visiting our web site: unitil.com

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Important Information about Electric Basic Service Prices

As described in this pamphlet, Electric Basic Service customers in rate classes RD-1, RD-2, GD-1, GD-2, GD-4, GD-5, SD, and SDC have two pricing options – a monthly price and a fixed price. The fixed price option is calculated based on the monthly price, and is provided for those customers who seek the convenience of having a more stable electric bill. GD-3 customers will receive a monthly price for the period December 1, 2019 through May 31, 2020. Since the monthly price for GD-3 customers is calculated based on hourly wholesale prices, the price will not be known until the end of the calendar month.

Monthly Basic Service Prices (per kWh)*

Rate Classes	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Residential Schedules RD-1, RD-2	\$0.13183	\$0.14390	\$0.13603	\$0.11485	\$0.10216	\$0.09961
Small General Service Schedule GD-1	\$0.13183	\$0.14390	\$0.13603	\$0.11485	\$0.10216	\$0.09961
Regular General Service & Outdoor Lighting Schedules GD-2, GD-4, GD-5, SD, SDC	\$0.12276	\$0.13926	\$0.13750	\$0.11182	\$0.09854	\$0.09110

- Basic Service customers have the option of paying the **monthly prices** (shown above) or a **fixed price** (below) that will remain the same between December 1, 2019 and May 31, 2020, for customers in rate classes RD-1, RD-2, GD-1, GD-2, GD-4, GD-5, SD, and SDC. The fixed price is based on the average price over the designated period.

Fixed Basic Service Prices (per kWh)*

Customer Group	Rate Classes	Dec 2019 - May 2020
Residential	RD-1, RD-2	\$0.12388
Small General Service	GD-1	\$0.12388
Regular General Service & Outdoor Lighting	GD-2, GD-4, GD-5, SD, SDC	\$0.11850

- All Residential (RD-1, RD-2) and Small General Service (GD-1) customers are automatically placed on this fixed price. You are allowed to change to the monthly price. However, you may make this change only once.
- All Regular General Service & Outdoor Lighting (GD-2, GD-4, GD-5, SD, SDC) customers are automatically placed on the monthly price. You are allowed to change to the fixed price. However you may make this change only once.
- Depending on your usage patterns, your costs may be lower with one option than the other. Your costs are affected by use of major appliances such as air conditioners or electric space heating during certain months when the monthly prices may be higher.
- For up-to-date information on this and other future Basic Service price changes, call Unitil at 1-888-301-7700. Basic Service price information is also available on our web site at: unitil.com

*Includes proposed Basic Service Costs Adder of \$0.00635 per kWh.