MAKE IT EASY ON YOURSELF

EASY WAYS TO PAY IN 2016
Did you know we offer multiple ways to pay your bill to make it easier on you, your time, your budget, and even the planet? Take a look!

MYUNITIL ONLINE BILL-PAY
Pay your bill online by credit card (Visa or Mastercard) or directly from your checking account on our secure website. You can also view the prior 24 months of your account history, manage your accounts and profile information and sign up for other features such as budget programs and direct debit options. Just log in to your account and get started!

WWW.UNITIL.COM/ENROLL

PAPERLESS BILLS
We offer a free, secure and reliable electronic bill delivery and payment service with our partner, CheckFree. Customers can view and pay their monthly bill online with a simple click. Once enrolled, you will receive an electronic bill in addition to the one you currently receive in the mail. After you have paid your first bill online you will not receive a paper bill unless you request to do so.

PHONE PAYMENTS
With a quick, toll-free phone call, you can pay your bill using your credit card (Visa or Mastercard only) or via check using our automated call answering system. No waiting required!

MAILED PAYMENTS
We provide a return envelope in every mailed bill to make it easy to mail your payment back to our office by check or money order. Please make sure to allow enough time for return mail delivery and processing to avoid late fees.

To mail in your payment, please address it to:
UNITIL
P.O. BOX 981010
BOSTON, MA 02298-1010

CONVENIENT PAYMENT CENTERS
Through Western Union, we offer the convenience of walk-in utility bill payment at a number of store locations. When you wish to make a payment, simply bring your monthly bill and your payment in cash or check to one of these locations and allow 1 to 3 business days for the payment to be posted to your account. The store’s representative will process your payment, transmit it to our processing system and will provide you with a receipt validating your payment.

Please be aware that some locations may require a bill in order to make a payment or process a security deposit. For a full list of approved payment locations, visit us online at WWW.UNITIL.COM/MANAGE-MY-ACCOUNT/FAQS

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WWW.UNITIL.COM
IT’S TIME FOR THE UNITIL SCHOLARSHIP FUND: DEADLINE MARCH 15TH!

We are happy to announce that we are again offering scholarships for high school students. Six high school seniors from our service territories in New Hampshire, Maine and Massachusetts who are pursuing degrees in engineering, math, science or technology will each receive $5,000 for the first year of undergraduate study. Unitil Scholarship Fund application packets for the 2016-2017 academic year are available online at at www.unitil.com/scholarship or in the guidance department of select high schools throughout our service territories. The deadline to submit your completed application is on or before March 15th and recipients will be notified of selection by mail no later than April 30th.

APPLY TO: Unitil Attn: Kristen Anderson/Scholarship Committee, 6 Liberty Lane West, Hampton, NH 03842 or via email at community@unitil.com

WATCH FOR IT: GRANITE STATE CHALLENGE IS BACK

It takes a winning combination of knowledge, teamwork, grace under pressure, and a quick buzzer reflex to play GRANITE STATE CHALLENGE. Unitil is a proud sponsor of the annual show that brings New Hampshire’s top high school academic teams head-to-head in lively competition. The game emphasizes quick recall of material in all major disciplines - math, science, social studies, language, and fine arts - along with a mix of questions about current events, entertainment, sports, and regional topics.

The 16 teams competing in the 32nd season of New Hampshire Public Television’s GRANITE STATE CHALLENGE come from all over the state. See how the teams fare when the program premieres Saturday, February 6 at 6 PM; watch all matches online anytime at nhptv.org/gsc. The winner of the Granite State SuperChallenge in May will take on the winner of the WGBH Boston High School Quiz Show in the annual Governor’s Cup match. (New Hampshire has won two years in a row!)

14 FINAL TEAMS:
Bishop Guertin High School
Bow High School
Concord High School
ConVal High School
Dover High School
Fall Mountain Regional High
Hopkinton High School
Kearsarge Regional High School

Keene High School
Manchester Central High School
Merrimack High School
Nashua High School South
Plymouth Regional High
Salem High School
John Stark Regional High School
Souhegan High School

Check NHPTV for show times online and on air.

VOLUNTEER INCOME TAX ASSISTANCE PROGRAM

Tax season is approaching! But our United Way partners have good news!

If your family income is under $62,000, you may qualify to have your taxes prepared and e-filed for free. And if you are eligible for the Earned Income Tax Credit, the Child and Additional Child Tax Credit, Retirement Savers of Education Credit, you can see thousands of extra dollars returned to your bank account. IRS-certified volunteer tax preparers are eager to help you navigate your tax returns in a welcoming environment and ensure that you leave with the maximum amount of money coming back.

To find out if you qualify or to make an appointment now through April call:

In Portsmouth, Dover, Kittery area:
1-603-373-9002 (Northeast Credit Union)

In Rochester, Concord & other parts of NH: Call 211

In Portland, ME area:
Call 211 to get connected to a tax prep site near you.

In Fitchburg, MA area: Call 211
MY Unitil

If you are happy, we are happy! Here is some helpful information from our Customer Service team. And remember, you can visit UNITIL.COM anytime to track energy usage, review past payments and pay your bills right online!

Keep Your Spirits Up and Your Costs Down

There’s nothing like increased energy costs to bring you down as winter takes hold in New England. This season, we encourage you to take advantage of the resources and solutions we offer to help reduce costs, save energy, and get your family through the long cold winter without breaking the bank.

Billing Plans
If you are a residential customer having trouble paying your bills, we can help. Call us and we’ll help you work out a payment plan that will get you back on track. Or, you might consider enrolling in our Budget Billing Program. It provides you with a fixed bill amount each month, based on your energy usage history. Many customers find it easier to budget for a regular bill amount than to accommodate the cost fluctuations that go with higher energy usage periods. Call our customer service center for more information.

Explore Energy Efficiency Programs
Unitil offers an array of Energy Efficiency Programs that can help customers improve the energy efficiency and comfort of their homes. Our innovative programs offer rebates and contractor services to encourage the installation of energy saving improvements in our customer’s homes. For our business customers, our energy efficiency programs can help identify installation improvements that will help save energy and reduce your energy costs. To find out more, please visit the energy efficiency section of our website or call our Customer Service Center.

Find Residential Assistance Programs
Local and state organizations in Unitil’s service areas also offer highly supportive programs such as Federal Fuel Assistance, weatherization programs and home energy assistance for qualified customers to increase energy efficiency and manage energy costs. We work closely with these organizations to ensure that your needs are met throughout the year. Contact us at customer service or visit us online at:

WWW.UNITIL.COM/ESMARTKIDS

SUSTAINABILITY-SMART
1 DISCOVER HOW YOU CAN BE A PART OF IT!

ENERGY-SMART
2 LEARN HOW TO CONSERVE ENERGY.

ELECTRICAL SAFETY-SMART
3 LEARN HOW TO STAY SAFE AROUND ELECTRICITY!

NATURAL GAS-SMART
4 LEARN HOW TO USE NATURAL GAS RESPONSIBLY.

ENERGY SCIENCE-SMART
5 EXPLORE THE FASCINATING WORLD OF ENERGY, SCIENCE AND SAFETY.

GENERAL CUSTOMER SERVICE INQUIRIES

MASSACHUSETTS GAS & ELECTRIC: 1-888-301-7700
MAINE GAS: 1-866-933-3821
NEW HAMPSHIRE GAS: 1-866-933-3820
NH CAPITAL ELECTRIC: 1-800-852-3339
NH SEACOAST ELECTRIC: 1-800-582-7276

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: WWW.UNITIL.COM/CONTACT

JUST FOR KIDS

5 WAYS TO BE ENERGY SMART!!

Unitil invites you to become an e-SMART kid. Becoming e-SMART means learning about electricity and natural gas and how to use it safely and wisely. Check out our games and activities, and you’ll be on your way! Visit:

WWW.UNITIL.COM/ESMARTKIDS
OLD APPLIANCE? LOOK BEHIND THE STOVE!

If you have a gas appliance that is more than 20 years old, it may have an old gas connector made of brass, which could come apart, causing dangerous situations. Gas connectors are corrugated metal tubes used to connect appliances in your home to fuel gas supplies.

- If you have gas appliances more than 20 years old, they may be at risk.
- Connectors should always be replaced whenever an appliance is moved or relocated.
- Any uncoated brass connector should be replaced immediately.
- If you can’t see the connector, don’t try to move the appliance yourself to check it.
- Never try to replace a connector yourself! Contact a qualified professional for help.

FOLLOW US ON SOCIAL MEDIA & STAY INFORMED

There's a lot happening behind the scenes and across our communities, and we invite you to join the conversation and get social with us at UNITIL.COM/SOCIAL. You’ll find videos, updates, photographs, and comments from our customers all designed to help us engage, communicate, and stay up to date with what is important to you!

Visit the Electric Outage Map

Visit the Outage Map online at: WWW.UNITIL.COM/MAP

Visit the OUTAGE CENTER!

WWW.UNITIL.COM/OUTAGE-CENTER

Prepare for the unexpected, get outage and restoration updates in your area, or find out more about how we restore power.

- Report an Electric Outage Online or call us toll-free at one of the numbers below.
- Gas Emergencies are serious. If you suspect a leak or have a Gas Emergency, call one of our toll-free hotlines below.

<table>
<thead>
<tr>
<th>GAS EMERGENCIES</th>
<th>ELECTRIC OUTAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>ME: 1-866-900-4460</td>
<td>NH CAPITAL: 1-800-852-3339</td>
</tr>
<tr>
<td>NH: 1-866-900-4115</td>
<td>NH SEACOAST: 1-800-582-7276</td>
</tr>
</tbody>
</table>

Follow us on Twitter for real-time outage updates. WWW.TWITTER.COM/UNITIL
Like us on Facebook to get useful tips and information. WWW.FACEBOOK.COM/UNITIL

WHY IT’S GOOD TO REVIEW YOUR MONTHLY BILL

Your bill is a good source for information on how and when you use gas and electricity each month. It is calculated based on the amount of energy you have used. It also shows you a one year history of your usage. Using this information you may be able to determine what has led to changes in your energy usage.