

We're All in This Together

The COVID-19 pandemic has highlighted how vital a strong and structured response is to maintain public health and safety. We're committed to supporting the communities where we work and live and recognize that in these unprecedented times we are all in this together.

If you're looking for additional ways to support your neighbors in need, you can contribute to the Good Neighbor Energy fund. Your tax deductible donation goes straight to the Fund and your contribution assists a Massachusetts household with the payment of a month's energy expense. This program is specifically designed to offer an avenue for individuals to make donations on behalf of those struggling to pay their energy bills.

You can make a donation online at

<http://www.magoodneighbor.org/help.html>

or simply send a check payable to:

The Massachusetts Good Neighbor Energy Fund,
c/o The Salvation Army,
25 Shawmut Road,
Canton, MA 02021-1408.



Continued on reverse.

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If you are struggling to pay for your energy costs, we want to remind you there are many financial assistance options available. While shut-off and collection activities remain suspended until further notice, our Customer Service team is committed to working with all of our customers to find a solution that best fits each home or business's unique energy needs. All late payment or non-payment fees are currently being waived and our team is ready to help set up personalized payment plans designed to spread your energy costs over time.

Unitil has also created the U-CARE Fund by donating over \$150,000 to local Community Action Programs in our service areas. These programs can provide direct financial support by helping our customers review the local and federal assistance programs currently available, including those from the Low Income Home Energy Assistance Program (LIHEAP).

If you are struggling, please call us at **1-888-301-7700** to discuss how we can help. New England is no stranger to adversity. *As a community, we will get through this.*

Sincerely,
Unitil Customer Service

