



WELCOME TO OUR NEIGHBORHOOD

Sara Sankowich
System Arborist

Chris Moultroup
Forestry Supervisor



“We take pride in delivering to you the natural gas and electricity we all use every day to work and live here in New England. Our pledge to you is to provide energy for life with professional, friendly service and a commitment to safety and reliability.”

Tom Meissner

Chairman of the Board, Chief Executive Officer,
and President

Unitil's Chairman and CEO, Tom has been a part of the Unitil family for 25 years and is a leading voice in New England's energy industry.

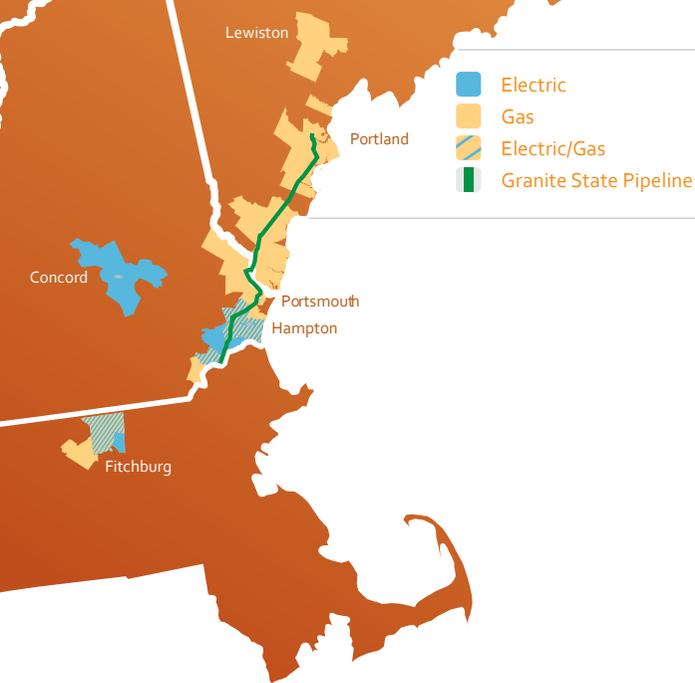


Welcome to the Unitil family! As your new utility, we are here to power your home or business so it runs smoothly, and to provide you with choices so you can customize your energy use to best fit your needs. While you explore the new neighborhood, explore your options at Unitil too—we think you'll be surprised how much we have to offer you.

Unitil is a public utility holding company, headquartered in Hampton, New Hampshire, that provides for the necessities of life—safely and reliably delivering natural gas and electricity throughout northern New England.

Our principal business is the local distribution of electricity and natural gas in the states of New Hampshire, Massachusetts and Maine. Together, we serve more than 106,100 electric customers and nearly 83,900 natural gas customers and provide energy brokering and advisory services to large commercial and industrial customers in the United States. We also greatly support the development of strong, successful communities through investments in their infrastructure as well as local economic and community development programs.

UNITIL.COM



106,100

Electric Customers

83,900

Natural Gas Customers

COMMITTED TO SAFETY

Unitil is steadfastly focused on the safety of our customers, our employees and the communities we serve. We maintain comprehensive training programs to ensure our electric line workers and gas service technicians are fully certified and experienced with any situation. We also provide emergency services 24 hours a day, seven days a week and are available to answer any questions about the safety of your energy services.

Recognizing and maintaining gas and electric safety around your home, business and community are the most important ways by which you can protect yourself, your loved ones and neighbors from injury or even worse. Take a few minutes to review our safety tips online, from what to do during a power outage to recognizing a gas leak.

Electrical Safety

For more information, please visit us online at UNITIL.COM/ELECTRICALSAFETY or by calling Customer Service (numbers listed on back).

Gas Safety

For more information, please visit us online at UNITIL.COM/GASSAFETY or by calling Customer Service (numbers listed on back).

MANAGING YOUR ENERGY ONLINE

We encourage you to visit our website at:
MYACCOUNT.UNITIL.COM.

It's full of helpful information and tools to assist you in managing your energy costs. Registered users can also select communication options for bill delivery, power outage updates and account notices; download usage and comparison reports and make secure payments.



SETTLE IN AND GET SET UP

Now that you've moved in and your new home or business is up and running, sign up for online account access at **UNITIL.COM/ENROLL**. Once you're enrolled you'll have access to an array of online tools that make managing your energy use and energy statement easy. We offer a variety of convenient ways to pay your statement – online, via phone, mail, or in person at convenient payment locations. And if you need help reading your energy statement, we have sample statements to walk you through the charges and terms you might see on yours. Be sure to check it all out!

E-BILL

With just a simple click, you can view and pay your monthly energy statement online. We offer a free, secure and reliable e-statement delivery and payment service. To sign up, visit:

UNITIL.COM/GOPAPERLESS

BE PREPARED

Sometimes Mother Nature, accidents, and other unforeseen circumstances can cause disruptions to your gas or electric service. When outages occur, your safety is our top priority.

Visit [UNITIL.COM/OUTAGE-CENTER](https://unitil.com/outage-center) to find helpful tips and resources to help you plan for—and handle—outages safely and comfortably.

To minimize inconvenience and maximize safety, we offer resources to help you understand and plan ahead, so you can stay safe and comfortable until service is restored.

DO YOU HAVE AN EMERGENCY KIT?

Every household should prepare an Emergency Kit and update it each season. Your kit should include:

1. A three-day supply of water
2. Ready-to-eat non-perishable foods
3. A manual can opener
4. Extra clothing as needed (according to the time of year)
5. Extra batteries
6. First Aid Kit
7. Prescription and non-prescription medications
8. Copies of important documents
9. List of important phone numbers
10. Candles and matches

FOR ELECTRIC POWER OUTAGES:

- Battery-powered or hand-cranked radio
- Flashlight



LIFE SUPPORT CUSTOMERS

If you or a family member uses electrically operated life support systems, we encourage you to notify Unitil in advance of any outages by completing our Physician's Certification Form at [HTTPS://UNITIL.COM/LIFESUPPORT](https://unitil.com/lifesupport). We maintain a list of customers with life sustaining equipment, and as part of our storm preparation procedures and planned maintenance outages we will include a notification to you in the event that we anticipate adverse weather or scheduled maintenance which may result in an extended power outage.

We suggest the following preparations for electric customers with life sustaining equipment:

1. Have an alternative source of electricity available, such as a battery backup or a generator.
2. Keep emergency phone numbers handy for your doctor, police, fire, and ambulance services.
3. Make arrangements in the event that you must leave your home because of an extended outage.

THE OUTAGE CENTER!

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

[UNITIL.COM/OUTAGE-CENTER](https://unitil.com/outage-center)

View real-time updates as to current outages and customers impacted in a given community. Visit the Electric Outage Map online at: [UNITIL.COM/MAP](https://unitil.com/map)

Report an Electric Outage online at:

[UNITIL.COM/REPORT-OUTAGE](https://unitil.com/report-outage)

Or call us toll-free. See phone numbers on the back cover.

GAS EMERGENCIES ARE SERIOUS. If you suspect a leak or have a Gas Emergency, call one of our toll-free hotlines on the back cover listed by state.

GAS SAFETY

Unitil operates an 86-mile interstate natural gas pipeline and 1,400-mile distribution system in Massachusetts, New Hampshire and Maine. The high pressure pipeline lies safely out of view, quietly carrying clean-burning natural gas in New England. The gas flowing through this network heats our nation's homes, cooks our families' meals and fuels our nation's industries.

We ask your help in keeping these facilities safe and secure. Please read this information and share with others, and keep for future reference. Our goal is an energy delivery system that operates safely and reliably, so people can count on the energy being there when they need it.

KEEPING OUR SYSTEM SAFE IS OUR TOP PRIORITY

Our gas control and monitoring center operates 24 hours a day, seven days a week. We regularly patrol our system. We conduct regular inspections of our pipeline system, and our operations employees receive regular training and are qualified under U.S. Department of Transportation standards for natural gas pipeline operators.

We spend millions of dollars per year in pipeline replacements and upgrades. Employees are on-call at all times ready to respond to any contingency. Certain sections of our transmission pipeline have been designated as high consequence areas – areas where a large number of people gather, such as hospitals, churches or schools. Unitil has developed a supplemental assessment and prevention program, called Integrity Management Program to address these areas. To learn more about our Integrity Management program, please go to:

UNITIL.COM/IMP



In addition, we work with emergency responders to make them aware of our pipelines and how to respond in case of emergency. And while natural gas pipelines have a proven record of safety, pipeline failures can and sometimes do occur. Hazards associated with a pipeline failure and gas release may include blowing gas, line rupture, fire, explosion or, if gas is present in a confined area, possible asphyxiation. Damages by outside forces, often by someone digging into a pipeline, is the largest single cause of failures. Incidents also may occur due to corrosion, material failure, equipment failure or other causes.

CALL DIG SAFE® – 811 BEFORE YOU DIG

Whether you are planning to build a major development, or simply landscape a property, do it safely by first calling Dig Safe® at 811. To reach Dig Safe®, regardless of where you are digging, dial "811." Every digging job requires that you call Dig Safe® at 811, even for small projects like planting trees and shrubs.



When notified through Dig Safe® in advance of your work, we will mark the location of our pipes and explain our construction guidelines. This free service allows you to begin your project with the assurance that your safety will not be compromised, and that our pipelines will not be damaged.

NOT JUST DIGGING? CALL BEFORE BLASTING OR CROSSING WITH HEAVY EQUIPMENT.

Not only does the law require that people performing excavation to call first, but anyone planning to cross pipeline rights of way with heavy equipment or perform blasting in the vicinity of any pipelines must contact Dig Safe® at 811.

WHAT IF YOU DIG AND DISTURB A PIPELINE?

Whether or not you've notified us in advance, if you dig and expose, hit or touch a pipeline or associated facility, leave immediately and from a safe place call 911. Even if it looks minor at the time, a gouge, scrape, scratch, dent or crease to the pipe or coating may cause a future safety problem. It is important that the pipeline company inspect any potential damage, whether apparent or not.

Esther Olson-Murphy Sr. Integrity Management & Pipeline Safety Analyst

Esther is a part of our Gas Operations Department and has over 15 years of industry experience.

HOW TO RECOGNIZE A NATURAL GAS LEAK

Natural gas is odorless, colorless and tasteless. We odorize our natural gas with mercaptan, to give it a rotten egg smell. Natural gas is also lighter than air, so if it escapes, it rises into the air and dissipates quickly. While leaks on natural gas pipelines are rare, it is important to know how to recognize the signs of a leak if one were to occur in your area.

WATCH FOR ONE OR MORE OF THE FOLLOWING SIGNS:

LOOK:

- For dirt being blown or appearing to be thrown into the air.
- For water bubbling or being blown into the air at a pond, creek, river, or other wet areas.
- For fire coming from the ground or appearing to burn above the ground.
- For dead or dying vegetation on or near a pipeline right of way in an otherwise green area.
- For a dry or frozen spot on the right of way.

LISTEN: For a roaring, blowing or hissing sound.

SMELL: For a gas odor of rotten eggs.

WHAT TO DO IF YOU SUSPECT A GAS PIPELINE LEAK:

- Turn off and abandon any motorized equipment you may be operating.
- Leave the area quickly.
- Warn others to stay away.
- From a safe place, call 911 to reach your local fire or police department.
- And call Unitol's 24-hour toll-free telephone number:
Maine: 1-866-900-4460
Massachusetts: 1-866-542-3547
New Hampshire: 1-866-900-4115
Granite State Transmission: 1-800-323-4410

HERE'S WHAT NOT TO DO IF YOU SUSPECT A GAS PIPELINE LEAK:

- Do not use open flames or bring anything into the area that may spark ignition (cell phones, light switches, garage door openers, flashlights, motor vehicles, electric or cordless tools, etc.).
- Do not turn off your gas meter.

GAS SAFETY INSIDE YOUR BUILDING

Gas heaters and equipment are clean, convenient and economical ways to keep your building comfortable year round. Gas safety is easy, too:

- Never hang objects from gas pipes or otherwise disturb the pipes that bring gas to your building.
- Disconnected gas lines should be plugged and sealed.
- Gas equipment should always be professionally installed by a licensed technician, vented and inspected. Never purchase or install a used gas heater.
- Set your water heater to a safe temperature to prevent scalding.
- Do not store or use gasoline and other flammable liquids in the same room as gas equipment.

CARBON MONOXIDE IS IMPOSSIBLE TO SEE, BUT NOT TO PREVENT

Gas appliances that are not getting a sufficient supply of air can release carbon monoxide, a dangerous gas. Carbon monoxide is a silent, odorless gas that gives no warning of its presence. Be alert to symptoms: flu-like illness, headaches, nausea or vomiting, and cherry red lips. If you experience symptoms, open windows and doors to get fresh air. Seek medical attention. Later, call your fuel supplier or licensed heating contractor for an emergency inspection.



George Cossaboom
Gas Service Technician

George has worked in our Maine location for more than five years.

OLD APPLIANCE? CHECK YOUR GAS CONNECTOR!

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

IF YOU HAVE STAINLESS STEEL TUBING IN YOUR BUILDING, YOU MAY NEED TO PROTECT YOURSELF

Check your home for corrugated stainless steel tubing! Corrugated stainless steel tubing (CSST) is a thin-walled metallic gas piping product that can be used as an alternative to conventional gas piping material or steel pipe. If your home uses corrugated stainless steel tubing, we recommend regular inspections for your safety and to prevent potential dangers and code violations. CSST may pose a risk of gas leaks and fire due to lightning strikes. In order to protect against lightning strikes, the building owner should install appropriate electrical bonding and conduct an inspection of their CSST gas piping system. Recently Unitol has been finding a high number of code violations on CSST gas piping installations that are not properly bonded. This code violation requires Unitol to yellow tag with a 30 day period for the customer to correct the issue. If not corrected and inspected in 30 days, a red tag is issued and service is shut off until repairs are completed and inspected. To ensure your home and your gas piping system is up to current building codes, please contact a licensed, qualified plumber for an evaluation or for more information.

WATCH FOR BURIED GAS LINES

Gas pipelines from the meter to within your home or business belong to you, the customer, and you are responsible for the maintenance and operation of these pipelines. We recommend you periodically inspect your pipelines for leaks and corrosion and repair any unsafe conditions that are discovered during the inspections.

WHAT TO DO IN CASE OF A FLOOD

In the event of a flood, turn off the electrical power to affected gas equipment only if you can do so safely. When safe, contact Unitol or a licensed gas technician to restore gas service.

GAS SAFETY OUTSIDE YOUR BUILDING

ICE AND SNOW CAN DO UNEXPECTED DAMAGE TO YOUR METERS AND VENTS

Ice and snow can build up outside your building and cause damage in unexpected places. Here's how to make sure your building stays safe this winter:

- Carefully remove ice and snow from meters or equipment vent pipes with a broom.
- Do not shovel snow against the meter or vent pipe.
- Remove icicles from overhead eaves and gutters so that dripping water doesn't freeze the meter or vent pipe.
- Install protection above your gas meter to prevent ice and snow build up on the meter and metering equipment.
- Do not kick your gas meter to break or clear ice.

CALL BEFORE YOU CLEAR YOUR SEWER LINE – KNOW WHAT'S INSIDE

A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through a sewer line. A cross bore is an unsafe intersection of two different utility lines. Do not try to clear the blockage. It can result in a serious accident. If you cannot see the cause of the sewer blockage, call Dig Safe® at 811 and request an emergency locate to get utility lines in the area marked. If utility markings cross the known path of the sewer line, it may be a cross bore blockage. If so, DO NOT attempt to clear the blockage. Contact Unitol for assistance.

MARKERS SHOW GENERAL LOCATION OF PIPELINE FACILITIES

Our pipelines are identified by markers placed at intervals along pipeline rights of way. Markers display our 24-hour emergency telephone number and may contain other identifying information. They are generally placed wherever needed to indicate the presence of a pipeline, such as where a pipeline easement intersects a street, railroad, river and in heavily congested areas.

Pipeline markers are important to public safety. It is a federal crime for any person to willfully deface, damage, remove, or destroy any pipeline sign or right-of-way



marker required by federal law. While the markers are very helpful to indicate the presence of pipelines in the area, they don't show the exact location, the depth, or necessarily how many pipelines are in the right of way. Don't rely solely on the presence or absence of a pipeline marker. Always call Dig Safe® 811, to have underground facilities marked.

PIPELINE RIGHTS OF WAY HELP MAINTAIN SAFETY

A right of way is the strip of land over and around a pipeline. Rights of way are kept clear of obstructions so we can safely operate, patrol, inspect, maintain, and conduct repairs. We regularly inspect our pipeline rights of way using foot or vehicle patrols.

A right-of-way agreement between Unitol and the property owner is called an easement. Easements provide Unitol with permanent, limited interest in the land to enable us to access, operate, test, inspect, maintain, and protect our pipelines.

It's important that property owners not install any structures, store anything that could be an obstruction, or plant trees or shrubs along the right of way. Normal gardening and agricultural activities are generally fine. But you should never dig or construct anything in the area without first having pipeline company personnel mark the pipeline, stake the right of way and explain the company's construction guidelines.

HELP US KEEP OUR FACILITIES SECURE

In these days of greater security consciousness, Unitol is operating with a heightened sense of awareness. We ask for your help in keeping our facilities safe. Besides watching for signs of a gas leak or unauthorized digging along pipeline rights of way, please be alert for any unusual or suspicious activity near pipeline facilities. Report any such activity to your local law enforcement agency and to Unitol.

PIPELINES PLAY A KEY ROLE IN DELIVERING OUR NATION'S ENERGY

Many people don't realize the importance of our nation's natural gas pipeline network carrying our country's daily energy supplies. These invisible highways span more than 300,000 miles across the United States, carrying natural gas safely from supply regions to customers throughout the country.

Interstate natural gas pipelines have a proven record of safety. You can learn more about the industry's safety record and safety procedures by visiting PHMSA.DOT.GOV, the website of the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration, Office of Pipeline Safety. PHMSA is the federal agency that regulates safety aspects of the interstate pipeline industry.

The National Pipeline Mapping System (NPMS) is a geographic information system (GIS) created by PHMSA to provide information about pipeline operators and the pipelines in your area. The NPMS website is searchable by ZIP code, county, or state where a printable display of a map for your area is available. The NPMS does not contain information about gathering or distribution systems. To access the NPMS go to NPMS.PHMSA.DOT.GOV.

UNITIL'S ACTIONS IN AN EMERGENCY

In the event of a natural gas emergency, Unitol's top priority will be people first, then property, and then the system. We will immediately work to control the situation. Our personnel will:

- Locate the site of the emergency and stop or reduce gas flow to the affected area.
- Notify appropriate public safety officials and work with them during the emergency.
- Repair the facility and restore service to customers.
- Investigate the cause of the incident.

For more information on our emergency response plan in your area, please contact us.

GAS EMERGENCIES

Gas Emergencies are serious. If you suspect a leak or have a Gas Emergency, call our toll free Hotline:

MA GAS EMERGENCIES:	1-866-542-3547
ME GAS EMERGENCIES:	1-866-900-4460
NH GAS EMERGENCIES:	1-866-900-4115

WE CAN HELP

PAYMENT AND BILLING PLANS

If you are a residential customer having trouble paying your bills, we can help. Please 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.

RATE INFORMATION

You'll find rate information listed directly on your monthly statement, and can learn more about rates, reading your statement, understanding how to read a meter, and all kinds of practical information right on our website. If there's a change in your rate, you'll be notified on your statement. And of course if you have any questions about your rate or services, you can contact our customer service department directly.

LOCAL AND STATE FINANCIAL AND ENERGY EFFICIENCY ASSISTANCE PROGRAMS

Local and state organizations in Unital's service areas also offer highly supportive programs for qualified customers to increase energy efficiency and manage energy costs. We work closely with these organizations to ensure that our customer's needs are met throughout the year. Contact us at customer service or visit us online at UNITIL.COM/ASSISTANCE for electric customers and UNITIL.COM/GASASSIST for gas customers.

DISCOUNT PROGRAMS

For residential customers, depending on your household size and income, you may be eligible for a discount on your monthly bill. Please contact our customer service center for more information, or check out various programs available in your state online.

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.

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. Services vary:

ME: WWW.211MAINE.ORG
MA: WWW.MASS211.ORG
NH: WWW.211NH.ORG



“Our goal is to provide you with the best customer service experience possible while meeting your energy needs. When you have a question about your service, we are here to help you find an answer.”

Lisa Desrochers

Manager, Customer Service
Lisa has over 35 years of Customer Service experience.



SAVING ENERGY AND MONEY

Energy efficiency is important to us and to our communities. Together, as partners in energy efficiency, we can work to reduce energy costs, increase regional economic productivity, strengthen domestic energy security and further protect our environment. We offer innovative energy efficiency programs

that can help you save energy, add greater comfort to your home, increase productivity for your business and reduce your monthly costs.

Visit us at:
**UNITIL.COM/
ENERGY-EFFICIENCY**

If energy efficiency improvements or upgrades aren't on your list this year, we offer resources, guides and tips that can help reduce your monthly utility bill without costing you a penny.

Carol has been at Unitil since 2009 and brings over 30 years of communications experience to her role.



STAY INFORMED

As a Unitil Customer you'll receive monthly newsletters from us, full of cost saving and energy efficiency tips, storm preparation guidelines, seasonal safety reminders for your family, frequently asked questions from our customers and news from within your community. Check out our latest issue online at:

UNITIL.COM/CUSTOMERNEWS or
UNITIL.COM/GASCUSTOMERNEWS



Follow us on Twitter for real-time updates on outages in your area, storm restoration efforts, and more.
@Unitil



Follow us on Facebook for energy efficiency info, outages and restorations, and how we support the communities we serve.
Facebook.com/Unitil



Check us out on LinkedIn to learn more about our company, industry insights and potential employment opportunities.
LinkedIn.com/Company/Unitil



Follow us on Instagram for fun graphics, beautiful photos and interesting videos on our operations, partnerships and volunteer efforts in the communities we serve.
@UnitilEnergy

Visit **UNITIL.COM** to find answers to your questions, or contact our customer service team.

“We work, live, and raise our families here in New England with you. That’s why investing in our communities, and in the issues that matter to our customers, is so important to us, and Unitil.”

Carol Valianti

Vice President, Communications & Public Affairs

KEEP IN TOUCH

Whether you want to know more about rate plans, need help paying your bill, or just need information, we're here to help.



GENERAL CUSTOMER SERVICE INQUIRIES

CALL US: 1-888-301-7700

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**



GAS EMERGENCIES ARE SERIOUS

If you suspect a leak or have a Gas Emergency, leave immediately and from a safe place, call 911 or one of our toll free hotlines below.

MASSACHUSETTS: 1-866-542-3547

MAINE: 1-866-900-4460

NEW HAMPSHIRE: 1-866-900-4115



REPORT AN ELECTRIC OUTAGE

Online at **UNITIL.COM/REPORT-OUTAGE**
or call us toll-free at 1-888-301-7700.