



WINTER ENERGY SAVINGS

CONTROLLING ENERGY COSTS THIS WINTER

We know winter can be tough on the wallet, and have a whole range of programs that can help you reduce your energy costs and provide options for paying your energy bills:

YOUR MONTHLY BILL

Did you know that your bill is actually a great 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 and the average daily temperature for each month, so using this information may help you plan for future use, or at least be prepared for seasonal changes. You can also login into your online account and check your energy usage for the previous 24 months.

PAYMENT & BILLING PLANS

We want you to know that if you are a residential customer having trouble paying your bills, we can help. Call us when it's convenient for you 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. We also offer bill payment by web, credit card or direct debit from your checking account.

ENERGY SAVING RESOURCES

We encourage you to take a look at energy saving resources and guides to find tips to help you save on your energy bills and put you in control of your energy costs. From heating your home to using your appliances, there's a wealth of information that can help you control energy costs around the house. Visit UNITIL.COM/ENERGY-EFFICIENCY/ENERGY-EFFICIENCY-RESOURCES/ENERGY-SAVING-TIPS

ENERGY EFFICIENCY PROGRAMS

At Unitil, we are committed to providing educational resources to encourage Energy Efficiency. We offer a full array of

Energy Efficiency Programs that can help you save money and improve the comfort of your home. Our innovative programs also offer rebates and contractor services to help with the installation of energy saving improvements. For our business customers, our energy efficiency programs can help identify installation improvements to 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:



MASS:
888-301-7700

MAINE:
866-933-3821

NH:
866-933-3820



MASS:
888-301-7700

NH CAPITAL:
800-852-3339

NH SEACOAST:
800-582-7276

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MY UNITIL 3

*Esta información es importante. Por favor haberlo traducido.
Cette information est importante. S'il vous plaît veuillez faire la traduction.*



Unitil

WWW.UNITIL.COM

IN THE COMMUNITY 2018 COMMUNITY HIGHLIGHTS

At Unitol, we are deeply committed to helping our communities thrive. Our employees work side by side with over 186,000 customers in 3 states, giving our time, attention and resources to encourage and support the best our communities have to offer. Here are a few highlights from 2018.



600 PTS

BLOOD DONATED



\$240K

SCHOLARSHIP FUNDS AWARDED



275 HRS

VOLUNTEERED IN SEPTEMBER

HIGH SCHOOL QUIZ SHOWS

In partnership with NH Public Broadcasting, we sponsor two different television shows each year – The Granite State Challenge and the Maine Quiz Show – to give academically talented students a platform in which they can receive the same recognition and generate school spirit in the same manner as their athletic peers.

THE RED CROSS

We work closely with the Red Cross throughout the year, sponsoring the Red Cross Hero Events and holding Blood Drives in our offices. The Hero Events recognize everyday heroes in our local communities, while our blood drives support the ongoing efforts of the Red Cross to help out when natural disasters strike. We've collected over 600 pints of blood since holding our very first one!

UNITIL SCHOLARSHIP FUND

Each year, we award scholarship money to students pursuing careers in science, technology, engineering or math that live and attend school in one of our company's service territories. Each recipient receives \$5,000 toward their first year of undergraduate study. Since the beginning of the program, we've awarded \$240,000 worth of scholarship money to students in our local service territories. 2018 winners can be found at: UNITIL.COM/SCHOLARSHIP

UNITED WAY PARTNERSHIP

This year we held employee fundraising campaigns to raise money to support the agencies of the United Way. We also held employee Lunch N' Learn events which focus on a different initiative of the United Way.

2018 also saw a tremendous group of Unitol volunteers participating in the annual United Way Day of Caring events in NH and MA. In total we volunteered over 275 hours in the month of September during these events.

HOLIDAY GIVING

Every year we give back to our communities during the holiday season. We hold coat drives and toy drives, collect holiday gifts for the elderly and children, provide holiday meals, and raise funds for local Veterans. We hope you'll join in, too!



COMMITTED TO HELPING OUR COMMUNITIES THRIVE.

GETTING TO KNOW OUR MASS SAVE & NHSAVES ENERGY EFFICIENCY BRANDS



Savings through energy efficiency

Mass Save is a collaborative of Massachusetts' electric and natural gas utilities and energy efficiency service providers, including Berkshire Gas, Blackstone Gas Company, Cape Light Compact, Columbia Gas of Massachusetts, Eversource, Liberty Utilities, National Grid and Unitol. We empower residents, businesses, and communities to make energy efficient upgrades by offering a wide range of services, rebates, incentives, trainings, and information.

The Mass Save brand, programs and services are managed and delivered by Unitol along with our peers (working closely with the Massachusetts Department of Energy Resources), providing the energy expertise

to help you save energy, money and improve comfort. The funding is supported from a charge on customers' energy bills.



NHSaves is a collaboration of New Hampshire's electric and natural gas utilities, including Eversource, Liberty Utilities, NH Electric Co-op and Unitol working together to provide NH customers with information, incentives, and support designed to save energy, reduce costs, and protect our environment statewide.

The NHSaves brand, programs and services are managed and delivered by Unitol along with our peers providing the energy expertise to help you save energy, money and improve comfort. The funding is supported from a charge on customers' energy bills.



STORM PREPAREDNESS STAYING ONE STEP AHEAD OF OLD MAN WINTER

When storms hit, service can be interrupted –but rest assured we work hard to make sure you are safe, prepared, and have the tools you need to weather any weather and its effects, any time. On UNITIL.COM/OUTAGE-CENTER you'll find a wealth of storm preparedness and restoration information, including:

- ✓ **THE OUTAGE MAP**
View our real time map for current electric outages in our service territories.
- ✓ **STAY INFORMED**
We provide real time restoration information on Twitter, Facebook, our website and through our automated phone system.
- ✓ **LEARN HOW TO PREPARE FOR ELECTRIC AND GAS OUTAGES**
Electric outages and natural gas interruptions can occur, sometimes without warning. You'll find lots of tips and useful ideas for how to stay prepared in case of outages.
- ✓ **SEE HOW WE RESTORE POWER**
We take a planned approach to restoring your power safely and quickly. Learn more depending on which energy service we provide for you.
- ✓ **GET LIFE SUPPORT INFORMATION**
If you or a family member uses electrically-operated life support systems, we can help you plan ahead for emergency situations.

DID YOU KNOW? ALWAYS CALL BEFORE YOU CLEAR YOUR SEWER LINE!

If your sewer line is blocked, do not try to clear the blockage — it could result in a serious accident. A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line (a cross bore is an unsafe intersection of two different utility lines). If you are unable to visually verify the cause of the sewer blockage, follow these steps:

- ✓ Call Dig Safe at 811 and request an emergency locate to get utility lines in the area marked.
- ✓ If you suspect or discover that the blockage is caused by a cross bore, please do NOT attempt to clear the blockage with a mechanical device. Please call us for assistance.



For more about Cross Bores, check out this video on our site (UNITIL.COM/ENERGY-FOR-RESIDENTS/SAFETY/NATURAL-GAS-SAFETY/HOME-SAFETY) created by the Gas Technology Institute.



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!

NEED HELP WITH BILLS? JUST ASK!

If you are having trouble paying your bills this winter, don't go it alone. There ways we can help – from setting up budget plans to pointing you in the right direction to apply for state or federal assistance programs.

You may also qualify for our **Low Income Discount Program**. Depending on the size of your family and your combined gross annual income, you may be eligible to receive a discounted rate for your Unitil gas and electric service. To qualify, you need to meet the following criteria:

- ✓ You are a residential customer (primary dwelling only)
- ✓ You are the head of your household or principal wage earner
- ✓ The electric or gas bill is in your name AND you are currently receiving benefits under one of the programs listed on our website.

Learn more about all of our assistance programs by visiting our website:

- ⚡ UNITIL.COM/ASSISTANCE
- 🔥 UNITIL.COM/GASASSISTANCE



**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: UNITIL.COM/CONTACT



HOLIDAY LIGHTS

CONTEST

WIN A WI-FI THERMOSTAT

Visit unitil.com/holidaylights to enter!

THIS HOLIDAY, LET SAFETY SHINE!

The holidays wouldn't be the same without the sparkle of lights inside and out, but before you deck the halls, here are a few safety tips to keep in mind:

- ✔ Always use the appropriate lights! Indoor lights aren't waterproof and are unsafe outdoors. And outdoor lights are too hot for indoors and can start a fire.
- ✔ Make sure all cords, lights, and decorations carry the "UL" label, meaning they have been safety tested.
- ✔ Stay clear of overhead power lines when decorating outside.
- ✔ Never nail or staple through electrical wires or attach lights to a metal fence.
- ✔ Always turn off lights before leaving home or going to bed.



VISIT 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



GAS EMERGENCIES ARE SERIOUS. If you suspect a leak or have a Gas Emergency, call one of our toll-free hotlines below.

MASS:
1-866-542-3547

MAINE:
1-866-900-4460

NEW HAMPSHIRE:
1-866-900-4115



Report an Electric Outage Online or call us toll-free at one of the numbers below.

MASS:
1-888-301-7700

NH CAPITAL:
1-800-852-3339

NH SEACOAST:
1-800-582-7276

Visit the Outage Map online at:

UNITIL.COM/MAP

View real-time updates as to current electric outages, customers impacted and percentage of customers affected in a given community.



Follow us on Twitter for real-time outage updates.
TWITTER.COM/UNITIL



Like us on Facebook to get useful tips and information.
FACEBOOK.COM/UNITIL