

NEIGHBORS HELPING NEIGHBORS



A LITTLE HELP FROM A FRIEND

If you are a residential customer having trouble paying your bills, please don't go it alone. We are here to help, and so are two state programs offered in Massachusetts and New Hampshire. These funds are sponsored by Unitil and other utility companies, along with the generous donations of many of our customers, and are available to qualifying families.

IN MASSACHUSETTS:

Good Neighbor Energy Fund (MA) - MAGOODNEIGHBOR.ORG

Now in its 33rd year, the Massachusetts Good Neighbor Energy Fund has provided energy assistance to hundreds-of-thousands of residents in temporary crisis who are struggling to pay their energy bills and do not qualify for federal or state energy funds. Since 1985, the Fund has raised more than \$21.5 million and assisted over 88,750 MA residents. Last year, the Fund helped more than 1,500 families pay an energy bill.



The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance.

Gross household Income must fall between 60 and 80 percent of the state's median income levels.



For more information visit: MAGOODNEIGHBOR.ORG or call 1-800-334-3047

IN NEW HAMPSHIRE:

Neighbor Helping Neighbor (NHN) is a non-profit charitable corporation created in 1986 to help utility customers who experience some sort of emergency or financial hardship but are unable to qualify for other government-funded energy assistance programs. Grants are designed to prevent these customers from having their utility service disconnected because they are unable to pay their bills. Neighbor Helping Neighbor typically assists some 1,200 New Hampshire families each year.



If you are having difficulty paying your heat and/or electricity bills, visit NHN.FUND.ORG or call your local Community Action Agency (CAA) for an appointment to discuss your energy assistance options.

NEW HAMPSHIRE'S COMMUNITY ACTION AGENCIES

Belknap-Merrimack County
Belknap-Merrimack Community Action
800-856-5525 or BM-CAP.ORG

**Hillsborough &
Rockingham Counties**
Southern New Hampshire Services
800-322-1073 or SNHS.ORG

Strafford County
Community Action Partnership
of Strafford County
844-435-7603 or STRAFFORDCAP.ORG

INSIDE THIS ISSUE:

Bundle Up Your Building
Just for Kids

SAFETY FIRST2
MY UNITIL3

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



Just for Kids

PLAY GAMES AND **LEARN ONLINE!**

Have you ever wondered why shoes hanging on a power line don't get fried? Or why natural gas flames are blue? Or whether garbage could someday be a source of energy? Now you can get answers to these and all your energy-related questions.

Unitil invites you to become e-SMART about energy. Becoming e-SMART means learning about electricity and natural gas and how to use them safely, efficiently and sustainably.

You can also play interactive games, view interesting videos and participate in fun activities to help expand your knowledge about electric and gas energy.



Check out our ongoing energy education and let the learning begin: [UNITIL.E-SMARTONLINE.NET/KIDS](https://www.unitil.e-smartonline.net/kids)

Safety First

OLD APPLIANCE? BE CAREFUL OF THOSE CONNECTORS!

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. Flexible gas connectors are corrugated metal tubes used to attach gas appliances to the natural gas pipes in your dwelling. Older flexible connectors made of uncoated brass can weaken or crack over time, which could lead to a dangerous gas leak. Any uncoated brass gas appliance connector should be replaced immediately with a new stainless steel connector.

According to the U.S. Consumer Product Safety Commission, these uncoated flexible gas connectors have not been made for more than 25 years, but many are still in use in older appliances. Follow these tips when managing such connectors:

- ✔ Avoid moving gas appliances – stressing connectors can cause them to crack or fail.
- ✔ Do not move your natural gas appliances to check the connectors yourself.
- ✔ Leave the inspection and replacement of such connectors to a qualified heating contractor, plumber or appliance repair representative.
- ✔ Ensure that connectors are certified by the American Gas Association and manufactured in accordance with the American National Standards Institute.

BUNDLE UP YOUR BUILDING

Winter has fully settled upon New England which means we're all bundling up for outdoor ventures. Whether it is to run errands or hit the ski slopes, one thing is for certain – it's cold out there! While we layer up with sweaters, jackets, boots, and hats, the buildings in our communities can also benefit from bundling up as well. When the winter season heating bills arrive, they illustrate the costs of keeping warm. Unitil's energy efficiency programs can help manage those costs.

Bundling up our buildings is known as Weatherization. This is the process of designing and retrofitting buildings to increase energy efficiency by limiting unintended air and heat exchange between conditioned indoor spaces and unconditioned/outdoor spaces. Unitil's Energy Efficiency partners employ a range of air loss mitigation and building insulation strategies where appropriate, including:

- ✓ Air-Tightening the Enclosure
 - Seal cracks, gaps, and holes in the building envelope with vapor barriers and sealing products.
- ✓ Sealing Air-Distribution Systems
 - Air handlers, supply and return ducts, and plenums are all potential sources for air leakage, especially when pressurized.
- ✓ Insulation, Air Sealing, and Ventilation
 - Increasing the R-value, the capacity of insulation to resist heat flow, in walls and attics is a sure way to keep heated air inside your building. Matching this with targeted interior air sealing and controlled ventilation provides the right balance of air flow and energy conservation.

Building Envelope Investments will reduce heating and cooling equipment capacity requirements, even saving money when it comes to specifying HVAC equipment. These are investments that last for the lifecycle of the building, ensuring reduced costs and improved comfort and health for employees, customers, and residents for decades to come.

Unitil's Energy Efficiency Team offers no-cost audits for 'small commercial' electric and gas customers, financial support for technical assessments of complex efficiency opportunities, and incentives and financing for efficiency project implementations.



Visit UNITIL.COM/ENERGY-EFFICIENCY or email EFFICIENCY@UNITIL.COM for more information.



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



PAYMENT PLANS

Sometimes, life just happens in unexpected ways, and we understand. If you find yourself falling behind on utility bills because of a change in employment, illness, or any other reason, we're here to help you get things back on track. Payment plans are available to take care of past due balances and get caught up once again. Just give us a call to arrange.



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



Always be prepared with your

EMERGENCY STORM KIT

A storm kit should contain key items that will be essential during a power outage.
Keep the following items in one easy-to-grab bag or box:



BOTTLED WATER and container to fill



FLASHLIGHT & extra batteries



BATTERY-POWERED CLOCK & radio



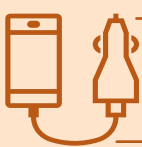
CANNED FOODS & a non-electric can opener



FIRST AID SUPPLIES & any essential medicines



EMERGENCY CONTACTS & Unitil's toll-free number



CAR CHARGER for portable electric devices



EXTRA BLANKETS or sleeping bags



WARM CLOTHES for every family member

For more preparedness tips and information visit Unitil's Outage Center at unitil.com/outage-center

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