

MUTUAL AID TO THE RESCUE

COMING TOGETHER IN TIMES OF CRISIS

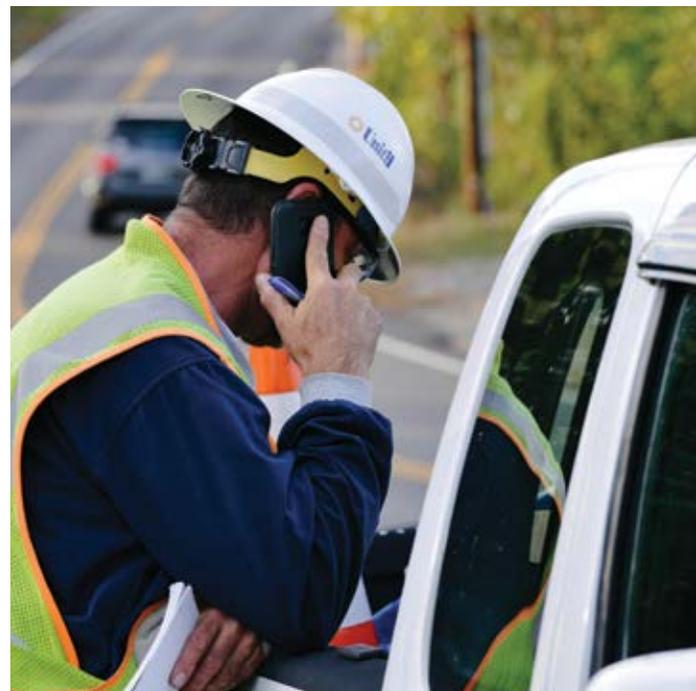
When a major storm event threatens another utilities' infrastructure, neighboring line crews, vegetation crews and technicians — sometimes from across the nation and Canada — pack their bags, fuel up their trucks, load specialized equipment, and hit the road. Through mutual assistance programs (and the bond of brother and sisterhood!), linemen, vegetation workers and service technicians come together to repair damaged infrastructure and restore service as swiftly and safely as possible.

Mutual assistance programs are set up for both electric and gas industries, and are a critical restoration resource to ensure the safety of customers, communities and crews during any power or infrastructure restoration process. Regional and national groups manage mutual assistance programs, which is a partnership of electric or gas companies in North America who are committed to helping each other restore service whenever and wherever assistance is needed.

While the concept of "mutual assistance"—utilities lending material and personnel support to neighboring utilities during crisis situations—is not new, it is becoming a more prominent practice, in part, because of the increase in storm activity.

Mutual aid is activated every year. For example, mutual aid was activated in the wake of 2012's Superstorm Sandy, which devastated major parts of the Northeast. Over 2 million electric customers lost power in the Northeast, and it's estimated that the gas distribution to over 225,000 customers was also impacted by the storm. In response, over 800 personnel were dispatched to assist, from about 50 different utility companies, from the US and Canada.

The work continues, regionally and nationally, to improve and strengthen mutual aid networks, sharing best practices for response in order to keep our customers and communities safe, and to promptly restore power and service in the aftermath of mother nature.



INSIDE THIS ISSUE:

Do You Have the Energy to Invest in the Efficiency of your Facilities?

MY UNITIL3
SAFETY FIRST4



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





THE BUSINESS CORNER

Do You Have the Energy to Invest in the Efficiency of your Facilities?



Unitil's Energy Efficiency Programs for electric and natural gas business and municipal customers provide technical assistance and financial incentives to help upgrade your facilities while reducing energy costs.

Owners of existing buildings can leverage retrofit efficiency products which aim to cover 35% - 50% of the project cost for energy upgrades. New Construction, Major Renovation, and Capital Equipment projects can receive incentives up to 75% of the incremental cost for investing in high efficiency systems compared to standard efficiency, such as:

- LED Lighting and Networked Lighting Control Systems
- Refrigeration Cycle Controls
- Premium Motors and Variable Frequency Drives
- Natural Gas Water Heating Conservation Measures
- Simple Solutions like Programmable Thermostats
- Advanced Solutions like Energy Management System Retrofits
- Facility-specific 'Custom' Projects developed by Energy Engineering Consultants

Our Efficiency Workforce commonly develops project opportunities with 1-3 year payback periods when leveraging efficiency incentives. Beyond reduced energy costs, efficiency projects result in incredible non-energy benefits:

- Reduced Operation & Maintenance Costs
- Improved Comfort and Productivity
- Improved Facility Aesthetics
- Increased Property Value
- Promoting Your Participation in Sustainability Programs

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.



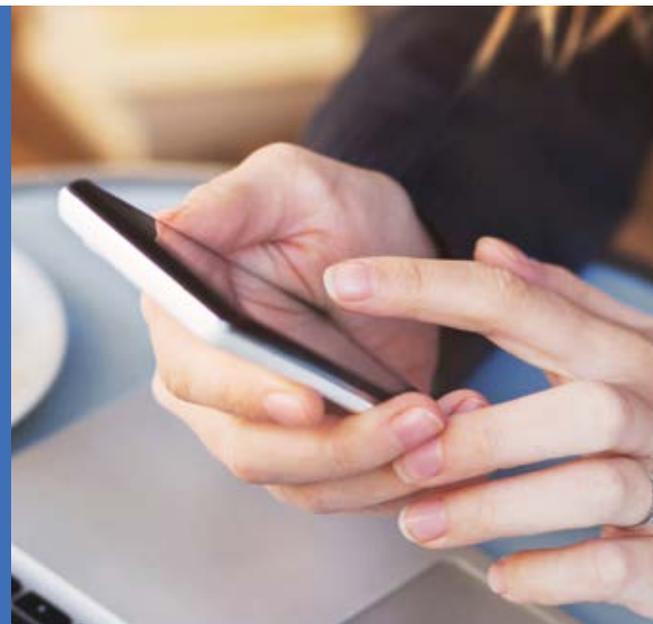
Visit [UNITIL.COM/ENERGY-EFFICIENCY](https://unitil.com/energy-efficiency) or email EFFICIENCY@UNITIL.COM for more information.

LOOK WHO'S JOINED INSTAGRAM!

We've expanded our social community! Come say hello to us on Instagram and check out what is truly means to be part of #TeamUnitil, get an inside look at the day-to-day operations, how we volunteer within the community and so much more.



Peek "under the hardhat" and experience what it is like to work for a utility in New England. Give us a follow, @unitilenergy!





MyUnitil (at myaccount.unitil.com) is your online access to your account. From here, you can see your bill, make a payment, track your energy usage and set your communication preferences. Below are the most frequently asked questions about MyUnitil.

What do I do once I log in with a temporary password?

Navigate to the "Profile", navigate to the "Security Profile" section and click "Change Password".

Where can I find my net metering information?

Log into your MyUnitil profile and navigate to the left hand navigation, click "Net Metering". Here you will find the difference between the electricity supplied by your utility and the electricity generated by an eligible on-site generator and fed back to the utility's distribution system. The meter registers the flow of electricity in both directions and only the net amount is billed (or credited/banked) each month.

Why am I not receiving emails from Unitil?

Sometimes if you haven't received email from us before, certain email providers may think it is spam. To help prevent this, add NOREPLY@UNITIL.COM to your contacts.

Can I report an outage on MyUnitil?

Yes! You just have to navigate to the "Report Outage" link on the left-hand navigation menu and with a few clicks you have reported your outage. No need to fill anything out, we have everything we need from your account information.

DID YOU KNOW?

Unitil has over 500 employees working 24/7 to deliver safe and reliable energy to 79 communities across 2,000+ miles of wire and 1,470+ miles of natural gas pipe.



500 EMPLOYEES



79 COMMUNITIES



2K+ MILES OF WIRE



1.4K+ MILES OF NATURAL GAS PIPE



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





SENIOR SMARTS

Winter storms can lead to power outages, and many communities now provide preparedness information online, through the internet, social media, or other digital apps. But not every senior is connected to social media or the digital world, so here are a few alternative ways to be sure you stay safe:

- ✔ Keep a NOAA Weather Radio tuned to your local emergency station and monitor TV, radio, and follow mobile alert and mobile warnings about severe weather in your area.
- ✔ Keep emergency phone numbers handy for your doctor, police, fire and ambulance services
- ✔ Keep Unitil's phone number handy so you can call in an outage and get updates
- ✔ Plan ahead and make arrangements in the event you must leave your home because of an extended outage.

Safety First

CARBON MONOXIDE SAFETY

Carbon monoxide is completely odorless and impossible to see, but carbon monoxide poisoning is entirely possible to prevent!

- ✔ Be alert for symptoms:
 - Flu like illness, headaches, nausea or vomiting
 - Cherry-red lips
- ✔ Be alert for indicators:
 - Excess humidity or condensation
 - Stale indoor air
 - Soot/water collecting around appliances or vents
- ✔ When using a generator, make sure it properly vents outside
- ✔ Never use a charcoal or gas grill indoors
- ✔ Have all fuel burning appliances, flues, vents, and chimneys checked regularly
- ✔ Install and maintain carbon monoxide detectors

If you do 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.

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](https://twitter.com/UNITIL)



Like us on Facebook to get useful tips and information.
[FACEBOOK.COM/UNITIL](https://facebook.com/UNITIL)