



# ADVANCING THE GRID

Unitil's recently published 2020 Annual Report not only provides important information as to what projects your local utility is up to these days, but it also provides a glimpse into something much more exciting: a smarter energy future for us all.

We're hard at work preparing for what's to come in terms on energy advancements. Our mission as a company is to ensure energy remains affordable and sustainable for our customers, and we recognize the way you use energy on a day-to-day basis is changing. You care about where your energy comes from and want to know we are making the most of the renewable energy being generated through solar or wind projects. You may wonder if we could offer our natural gas customers a similar renewable natural gas supply option. You might have even seen in the news how nearly all major car manufacturers have big plans for electric vehicles, and wonder whether your garage is equipped to charge the next generation of cars and trucks.

At Unitil, we aren't just thinking about these important initiatives, we are working hard to make them a reality. In Massachusetts, we've combined battery storage and two-way communication to create one of the most advanced "smart grids" in the region, one that is lowering peak loads by releasing stored energy and making the most of the solar power generated on rooftops in the neighborhood. In New Hampshire, we've proposed a program designed to promote the adoption of electric vehicles at homes and businesses in the state and to make overnight charging more affordable. And, in Maine, we continue to explore how a true renewable portfolio of gas supply may create a zero-emission heating solution for users.

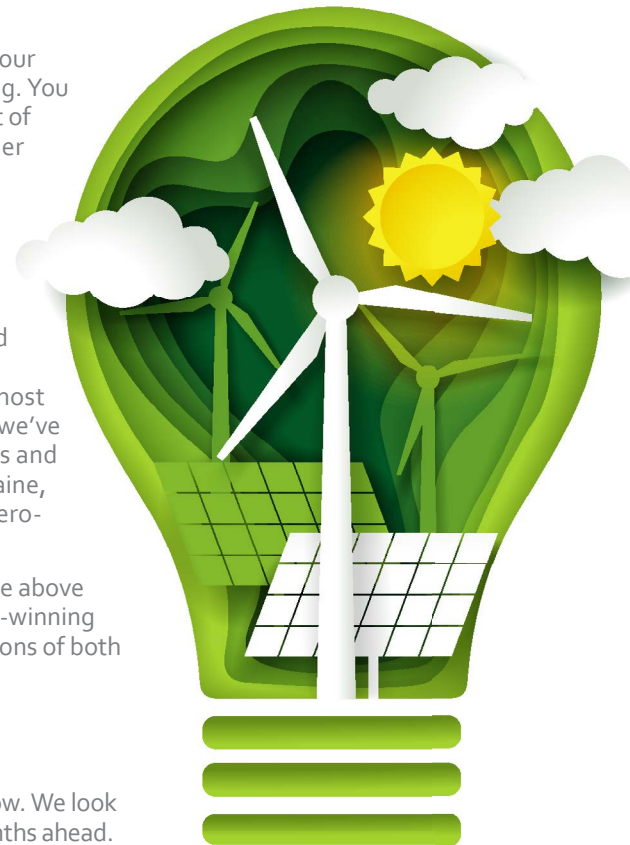
Our Annual Report, combined with our 2020 Sustainability Report, highlights all of the above and more, including details about our best-in-the-Northeast customer service, award-winning emergency response and commitment to sustainable business practices. Digital versions of both can be found online:



**ANNUAL REPORT: [UNITIL.COM/ANNUAL-REPORT](https://www.unitil.com/annual-report)**

**SUSTAINABILITY REPORT: [UNITIL.COM/2020-SUSTAINABILITY-REPORT](https://www.unitil.com/2020-sustainability-report)**

Part of providing energy for life is in planning for the future and at Unitil, the future is now. We look forward to sharing more with you an all of these exciting initiatives and more in the months ahead.



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## SUMMER ENERGY SAVING TIPS

This summer, save energy, keep cool, and keep costs down when the weather heats up by following a few easy tips:

### OPERATE YOUR THERMOSTAT EFFICIENTLY

- ✔ Set your thermostat at a temperature you find comfortable and that provides humidity control, if needed. The smaller the difference between the indoor and outdoor temperatures, the lower your overall cooling bill will be.
- ✔ Keep your house warmer than normal when you are away, and lower the thermostat setting when you return home and need cooling. A programmable thermostat allows you to do this automatically and without sacrificing comfort.
- ✔ Avoid setting your thermostat at a colder setting than normal when you first turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling and unnecessary expense.

### USE FANS AND VENTILATION STRATEGIES TO COOL YOUR HOME

- ✔ Turn off ceiling fans when you leave the room. Remember that fans cool people, not rooms, by creating a wind chill effect.
- ✔ When you shower or take a bath, use the bathroom fan to remove heat and humidity from your home. Your laundry room might also benefit from spot ventilation. Make sure bathroom and kitchen fans are vented to the outside (not just to the attic).

### KEEP YOUR COOLING SYSTEM RUNNING EFFICIENTLY

- ✔ For maximum energy affordability, schedule regular maintenance for your cooling equipment.
- ✔ Avoid placing lamps or TV sets near your room air-conditioning thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.
- ✔ Vacuum your air intake vents regularly to remove any dust buildup. Ensure that furniture and other objects are not blocking the airflow through your registers.



### CONSIDER A RANGE OF APPLIANCES AND LIGHTING OPTIONS

- ✔ Consider lighting options that operate at cooler temperatures.
- ✔ If convenient, take advantage of daylight instead of artificial lighting, but avoid direct sunlight.
- ✔ Wash full loads of dishes and clothes for better efficiency.

Source: Department of Energy

### Safety First

## GAS LEAK RESPONSE

Do you know how to recognize a gas leak, and what to do if you suspect one? If there's a gas leak in the area, you might see fire or debris being oddly thrown into the air or hear a hissing sound, but the most common sign is the smell of rotten eggs.

If you suspect a leak, do not try to turn off your gas. Immediately leave the area and avoid using electronics, garage door openers, light switches, or anything that could cause a spark or flame. Once you're at a safe distance, call 9-1-1.



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](https://myaccount.unitil.com) anytime to track energy usage, review past payments and pay your bills or make payment arrangements right online!

## MOVING OR CHANGING SERVICE?

We know how busy this time of year can be and would love to help! Renters, homeowners and vacationers alike are looking for homes, relocating families, and enjoying seasonal houses. Wherever your summer takes you, make sure you have the service you need all lined up by contacting us online to:

- ✔ Change your Address
- ✔ Request to Stop Service
- ✔ Request to Start Service

Visit [unitil.com/manage-service](https://unitil.com/manage-service) today!



## NEED HELP WITH BILLS? JUST ASK!

If you are having trouble paying your bills, please don't go it alone. There are lots of ways we can help, including:

**BUDGET PLANS:** Unitil's budget billing programs can help take the surprise out of month-to-month bills. By looking at a previous year's usage, we can set up a plan that offers a fixed amount to pay each month based on an estimate for the year.

**PAYMENT PLANS:** 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.

**ENERGY EFFICIENCY PROGRAMS:** Unitil supports a variety of energy efficiency programs which can put a dent into your monthly bills, from cost saving energy strips to new bulbs to rebates for swapping out old appliances for a new one.

**DISCOUNT 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](https://unitil.com/assistance)

 [UNITIL.COM/GASASSISTANCE](https://unitil.com/gasassistance)



GENERAL CUSTOMER SERVICE INQUIRIES

CALL US: 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](https://unitil.com/contact)







## ENERGY SOURCES

*In the U.S., we produce and use a mix of energy from various sources, which can be grouped into two general categories: nonrenewable and renewable. Here's a little about each!*

### NONRENEWABLE

In 2019, about 89% of the energy consumed in the United States was from non-renewable energy sources, which include uranium ore and fossil fuels—coal, natural gas, and petroleum.

- ③ **OIL (PETROLEUM)** We call crude oil and petroleum fossil fuels because they are mixtures of hydrocarbons that formed from the remains of animals and plants (diatoms) that lived millions of years ago in oceans, lakes, and swamps before dinosaurs roamed the earth.
- ③ **NATURAL GAS** is a fossil energy source that formed deep beneath the earth's surface. Natural gas contains many different compounds, the largest of which is natural gas is methane.
- ③ **COAL** is a combustible sedimentary rock with a high amount of carbon and hydrocarbons. Coal is classified as a nonrenewable energy source because it takes millions of years to form.
- ③ **URANIUM (NUCLEAR)** Nuclear energy is energy in the core of an atom, that can be released through the process of nuclear fission – when atoms are split apart. Uranium is the fuel most widely used by nuclear plants for nuclear fission.

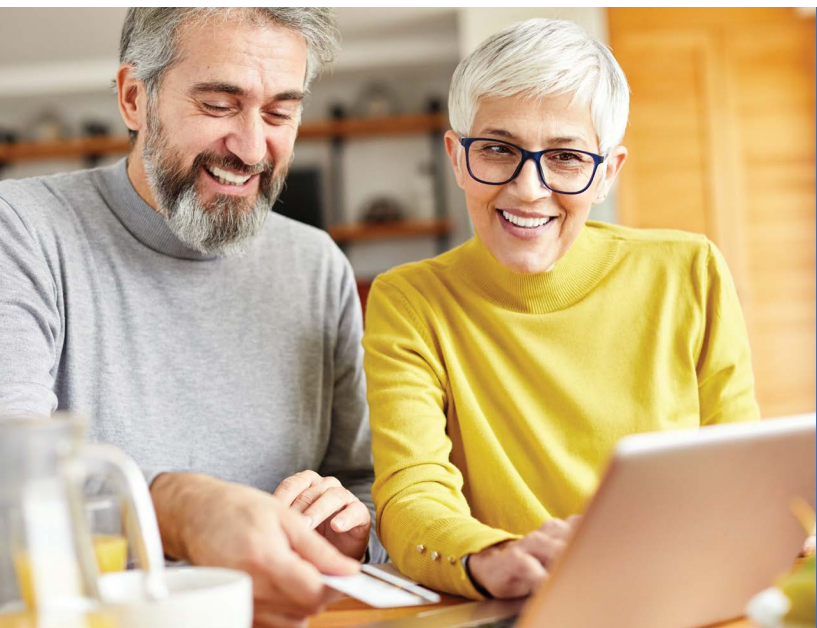
### RENEWABLE

Renewable energy sources include biomass, which includes biofuels, hydropower, geothermal, wind, and solar. In 2019, about 11% of U.S energy consumption was from renewable energy. Most of renewable energy use is for producing electricity.

- ③ **BIOMASS** is renewable organic material that comes from plants and animals. Sources include wood, agriculture crops, paper, cotton, wool, food and yard wastes, and even animal manure and human sewage – all of which can be converted to energy through various processes.
- ③ **GEOTHERMAL** energy uses heat within the earth itself. People use geothermal heat for bathing, to heat buildings, and to generate electricity.



- ③ **HYDROPOWER** is energy in moving water, harnessed through hydroelectric power plants.
- ③ **SOLAR** is energy from the sun, collected through many different technologies all designed to convert solar radiation into heat energy.
- ③ **WIND** energy comes from moving air. Today it's used primarily to generate electricity through the use of wind turbines.



## HAVE AN ONLINE ACCOUNT?

If the answer is no, sign up today at [myaccount.unitil.com](https://myaccount.unitil.com) and take control. Our online experience gives you personalized communication options, including email and text notifications when your bill is ready, power outage updates and account and service notifications. You can manage these preferences within your profile. You can also view and pay your bill, submit service requests, sign up for UniPay, our automatic bank draft option, along with reviewing your monthly energy usage.

The power is in your hands!