



SAVE A LITTLE GREEN THIS SPRING

ENERGY SAVINGS FOR YOU AND THE PLANET

When many of us think of clean energy, we think of big-ticket items such as solar and electric vehicles. But there is another kind of clean energy solution that should be top of mind: energy efficiency with conservation – because the cheapest, cleanest energy is energy you don't use at all!

An energy efficient lifestyle can begin small by converting to efficient lighting, utilizing advanced power strips, installing smart/wifi thermostats, replacing aging inefficient appliances, electronics and end of life heating/cooling/water heating equipment with ENERGY STAR® certified models. An energy audit will help to identify areas of greater need where air sealing and insulation installation could help to reduce energy loss/usage and increase overall comfort.

DID YOU KNOW?

According to ENERGY STAR®, if every household changed just one traditional incandescent light bulb to an efficient LED version, the reduction in greenhouse gas emissions would be the equivalent of taking 2 million cars off the road?

Energy efficient homes and businesses bring us closer to more sustainable lifestyles and a healthier planet. Reducing our energy usage reduces the demand for fossil fuels and, in turn, lowers the levels of carbon dioxide in the atmosphere.

HELP TO REDUCE YOUR PERSONAL IMPACT ON CLIMATE CHANGE

With global climate change we are experiencing an increase in extreme weather patterns resulting in natural disasters such as droughts, floods, heat waves, hurricanes, wildfires, wind events, etc. Small steps and minor changes in behavior can have a major impact.

Energy conservation can start with turning lights off when leaving a room and powering down electronics/gaming systems when not in use. Unplug cell phone chargers. Close curtains at night as a thermal barrier to help keep the cold temps out and open during the day to let the sun shine in with its natural warmth. Run the dishwasher with full loads and wash laundry on the cold water setting. For heating turn the thermostat back 6-8 degrees while away and before bed.

By reducing energy consumption you are not only saving money and energy, but you're helping to conserve natural resources, minimize waste and protect the environment.

Visit UNITIL.COM today for more information on energy efficiency programs, rebates, tips, and tools to help you start saving money and energy!



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SPRING ENERGY-SAVING CHECKLIST

With warm weather rolling in, it's important to thoroughly inspect inside and outside your home for any gaps in energy efficiency. Use this checklist to help you prepare for the warm months ahead:

1 CLEAN YOUR AIR CONDITIONING UNIT AND GET IT INSPECTED.

Remove any leaves from inside or around the unit and dust, vacuum or spray the condenser fins to get off remaining dirt and debris. After you do that, replace the filter inside the house.

2 EXAMINE YOUR ROOF AND SIDING TO MAKE SURE WINTER STORMS DIDN'T CAUSE ANY DAMAGE.

Cracking ice, downed tree limbs and the weight of snow could have dislodged shingles or siding. This can create a hole in your building envelope.

3 CAULK AROUND WINDOWS AND DOORS TO SEAL ANY CRACKS.

Harsh winter weather could have damaged the seals around your doors and windows. Check to make sure you don't see or feel any cracks. If you do, use a caulking gun to fill them.

4 PLANT NATIVE OR USDA ZONE-APPROPRIATE FLOWERS, TREES AND BUSHES.

If you need to replace or add any plants to your yard, try to make sure they grow naturally in your climate. This means they will require less water and will thrive with less care.

5 DON'T OVER-WATER THE LAWN.

Your grass probably needs less water than you think. The general rule is 1 inch of water a week. In many places, rain provides most if not all of this.

6 OPEN THE WINDOWS ON WARMER DAYS.

Don't forget to turn off the heat and open the doors and windows when the temperature warms up. This allows your home to air out any built-up pollutants or humidity.



7 SWITCH THE DIRECTION OF YOUR CEILING FAN.

In the winter, your ceiling fans should be rotating clockwise on low speed to distribute the rising warm air around the room. In the summer, the fan should turn counter-clockwise to force air down into the room to help cool its occupants.

8 CLEAN OFF THE REFRIGERATOR COILS.

As the weather warms and your pets start to shed, more hair will collect on the coils making the refrigerator work harder. A long-handled brush is perfect for cleaning coils on the bottom or back of the refrigerator.

9 CHANGE THE SETTINGS FOR LIGHTS THAT ARE ON A TIMER.

You may have set indoor or outdoor lights on a timer so there's light when you get home. Now that the afternoons are getting longer, you may be able to reset it for later or turn it off altogether.

10 CLEAN THE GRILL.

Cooking outdoors is a great way to keep your kitchen cool, so pull out your grill from the garage and clean it up. If it's a gas grill, make sure you have a full tank and check the lines to make sure there aren't any holes or cracks.



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 or make payment arrangements right online!



THIS SPRING, PROTECT YOURSELF FROM UTILITY SCAMS

Modern scam artists are using increasingly sophisticated tactics to intimidate and confuse customers, and we want you to protect yourself – stay vigilant, stay informed and guard your personal information! Here are some scam tactics to watch out for:

PHONE CALL COLLECTION SCAMS:

These scams targets utility company customers by phone. Here's how they work:

- You are contacted by a caller who states that they work at a utility company and are collecting money that is past due. They inform you that you can avoid having your utility service disconnected if you immediately pay the past due amount using a Green Dot MoneyPak card that can be purchased at the local store.
- You are contacted by a caller who offers you a credit or discounted rate for being a good customer. They then ask for information about your utility account such as how you pay your bill (credit card, check, etc.).

Remember, we do place courtesy calls if you are at risk for disconnection, but these are usually automated calls that give you the option to speak with a Unitil customer service representative. Our representatives have your account information so there is no need to ask for personal information. If you think you've been contacted by a scammer, contact law enforcement immediately or hang up and call our Customer Service team. This will ensure that you are able to talk to a Unitil representative directly and confirm your suspicions.

EMAIL PHISHING SCAM:

Emails not connected to a utility company's paperless billing program are sent instructing customers to click on a link to pay their bill. Clicking on the link could result in downloading a virus onto the recipient's computer or theft of personal information. Customers should avoid clicking links or downloading attachments from businesses or individuals they don't know. Please call us directly to discuss your account if you have any concerns.

THIRD-PARTY PAYMENT SCAM:

Scam artists who claim to be employees of the utility company tell customers they have the ability to wipe out entire account balances- for a cash fee. Unitil will never offer to pay your bill in exchange for a fee.

MAINTENANCE OR OPERATIONAL SCAM:

Scam artists claim to need to enter the customer's home to check a meter or fix an issue with the meter. Scammers then get access to the home and see what is inside to come back at a later time to rob the home. If you are unaware of a scheduled visit from us, please ask for valid company identification and call us immediately to verify that the utility workers are from Unitil.

OTHER DECEPTIVE BUSINESS PRACTICES:

Some businesses may misrepresent their relationship with Unitil or another utility in order to build a level of trust with a prospective customer in order to make a sale. Unitil employees carry identification and do not endorse one specific third party supplier or solar installation company over any other. If someone comes to your door claiming to work for Unitil and offering a long-term energy contract, call Unitil Customer Service immediately.

Unfortunately, new scams pop up all the time. You can check out recently reported phone scams listed on our website at:

UNITIL.COM/BE-AWARE



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



YOU CAN HELP FIGHT COVID-19

Our Partner, The American Red Cross, needs help fighting COVID-19.

If you are fully recovered from a verified COVID-19 diagnosis, you may qualify to donate plasma. The plasma in your blood may contain COVID-19 antibodies that can attack the virus. This convalescent plasma is being evaluated as a possible treatment for currently ill COVID-19 patients, so your donation could help save the lives of patients battling this disease! It's a special gift only those who have recovered from the virus can give.

If you haven't had COVID-19 and still want to find a way to help others, you can also consider giving blood. To find a donation site or see if you are qualified to donate plasma, visit: [redcrossblood.org](https://www.redcrossblood.org)



Safety First

LOOKING UP CAN SAVE YOUR LIFE

What You Need to Know about Overhead Powerlines

Finally, spring is in the air and you are ready to tackle those outdoor projects! Whether you're a weekend warrior or a professional – whether your project is big or little – we urge you to be careful of overhead powerlines. Accidental contact with live overhead power lines is a serious matter; it can be fatal and causes many serious injuries every year.

When using ladders and scaffolding or moving vehicles and equipment, or even out just flying a kite, always look up first and take note of any utility wires. All items and people must stay at least ten feet from any power lines.

To keep yourself, your crew, and your neighbors safe, it's important to respect the dangers of power lines. If you are a contractor, your cranes and derricks may need even more than 10 feet of clearance. For specific rules, visit [osha.gov](https://www.osha.gov).

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](https://www.unitil.com/outage-center)



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:
866-542-3547

MAINE:
866-900-4460

NEW HAMPSHIRE:
866-900-4115



Report a Power Outage Online or call us toll-free at **888-301-7700**.

Visit the Outage Map online at:

[UNITIL.COM/MAP](https://www.unitil.com/map)

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



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[TWITTER.COM/UNITIL](https://twitter.com/unitil)



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