



A SEASON OF GRATITUDE

A TIME FOR CUSTOMER APPRECIATION

As the leaves turn and the days fill with the nostalgic scent of woodsmoke, apples and all things pumpkin-spice, we take a moment to turn our thoughts toward gratitude; for the abundance of nature, for the beauty of New England in the fall, and for the safety and well being of our families and friends. To say that 2020 has been a difficult year is an understatement; we are living in an unprecedented time and it can be hard to conjure gratitude when life is bringing each of us new and astonishing challenges every day.

Here at Unitil, we find gratitude easily just by thinking about you, our customers. We are fortunate enough to see first-hand both the kindness of our communities, and also the curiosity, the engagement, and the sense of care our customers have for the world around them and for the neighborhoods in which they live and work. We asked some of our employees to tell us what they are grateful for, and here's what they had to say.

"I am grateful to Unitil customers because we are all in this together, and during all of the 2020 chaos, they have showed so much compassion and kindness to me as a representative for helping them any way I can. It makes my heart sing!"

Christina F - Customer Operations

"I'm grateful for our customers because their inquiries, changing needs and support drive us to continuously improve our procedures and services. It challenges us individually and as a company to do better than we did the day before."

Lisa B - Customer Operations

"I am grateful for the customers who are the heroes among us: the hospitals treating the sick, the schools and teachers finding new ways to educate our children, and the people in our communities working so hard to keep loved ones safe and healthy. We may be their providers of energy, but they are providing energy for life."

Alec - Communications

"Unitil is thankful for our customers for their generous donations to Neighbor Helping Neighbor and the Good Neighbor Energy Fund to help others in their community who may be struggling during this difficult time."

Sue - Customer Operations

"We are simply grateful to you, our customers for your support. We are inspired by how you strive to control your energy costs. We are "energized" by your pre-storm well wishes, and we are thankful for your feedback. Especially in these crazy times, the words of Winne the Pooh author A. A. Milne remind us "You are braver than you believe, stronger than you seem, smarter than you think and loved more than you'll ever know."

Steph - Communications



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Energy Saving

KEEP THE HOLIDAYS ENERGY SMART!

With cooler weather, more time spent indoors and appliances running overtime, your bills might be higher than usual. But the holidays don't have to be expensive or wasteful! Here are a few tips to help keep your utility bills low and your home efficient:



1 INVEST IN LED CHRISTMAS LIGHTS.

LEDs are more efficient, use 90% less energy than incandescents, and last much longer. They also stay cool to the touch and produce much less heat in your home, so your A/C doesn't have to work as hard. They're bright and pretty, too!

2 SET UP TIMERS TO REDUCE VAMPIRE LOADS.

Did you know that a device can still use energy when plugged in, even if it's turned off? By plugging your lights or appliances into a timer, you can automatically turn your lights on and off, eliminate vampire loads, and save energy and money.

3 USE YOUR OVEN EFFICIENTLY.

Use your oven light to check your holiday baking instead of opening the door. Every time you open the oven door, the internal temperature can drop 25-75 degrees, and it will require more time and energy to fully cook your food.

4 POWER YOUR YARD DECORATIONS WITH THE SUN.

Save energy while spreading the holiday spirit! Charge solar-powered lightbulbs, hanging ornaments and lawn decorations during the day to keep your home festive at night without costing you any extra money.

5 BUY ENERGY EFFICIENT GIFTS.

Electronics, appliances, lighting, and office equipment all receive ENERGY STAR® labeling and can use up to 60% less electricity than non-Energy Star labeled electronics.

6 USE RECHARGEABLE BATTERIES.

If you buy or receive electronic gifts, consider purchasing rechargeable batteries and a charger to save money and reduce waste.

EMERGENCY GENERATOR SAFETY

Emergency generators can be a helpful tool by providing electricity during a power outage, but proper installation and use is critical, and could save your life. Take a moment to educate yourself about generator use:

- ✓ Consult an electrician or generator dealer to help you select the size of generator and transfer switch (manual or automatic) that meet your needs.
- ✓ Have your generator installed by a licensed electrician qualified to do so, and have the work reviewed by the local municipal wiring inspector. The back-up generator should be installed to receive power from either your utility or the generator, but never both at the same time.
- ✓ Read the owner's manual (thoroughly) before starting your generator. Ensure that your municipality does not require a permit and inspection when installing a portable generator.
- ✓ If you plan to use an emergency generator, call our Customer Service Center to let us know. A double-throw transfer switch is required when connecting a generator to your permanent wiring system. This switch protects your equipment and prevents feedback on our lines, which could cause serious injury to our workers.
- ✓ Check the operation, adequacy and maintenance (e.g., fuel supply, filter, coolant levels) of your emergency generators and battery systems. To identify potential problems before the time of need, test emergency generation under full-load conditions.
- ✓ Generators should be located outside and have appropriate venting because generators exhaust carbon monoxide. Carbon monoxide is a deadly, silent, odorless gas. Install a carbon monoxide detector in your home and be alert to the symptoms of carbon monoxide poisoning, which are sudden nausea, cherry red lips or headaches. If you suspect carbon monoxide poisoning, leave the area to get fresh air.



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!

IMPORTANT INFORMATION FOR OUR LIFE SUPPORT CUSTOMERS

If you or a family member uses electrically-operated life support systems, we encourage you to notify Unitil in advance of any outages by submitting a completed Physician's Certification Form, which you can find at:



UNITIL.COM/OUTAGE-CENTER/LIFE-SUPPORT-INFORMATION

Once we receive this form, your account will be noted and we will include a notification to you in the event that we anticipate adverse weather or a scheduled outage which may result in a power outage.

As part of our storm or scheduled outage planning, Unitil makes special efforts to communicate with customers using life-support equipment. This will include a notification to you that we anticipate adverse weather or a scheduled outage which may result in a power outage. You should have a backup plan prepared to respond to an extended power or service outage. We suggest the following preparations for customers with life sustaining equipment:

- ✓ Have an alternative source of electricity available, such as battery backup or a generator
- ✓ Keep emergency phone numbers handy for your doctor, police, fire and ambulance services
- ✓ Make arrangements in the event that you must leave your home because of an extended outage

During a power outage, customers depending on life support equipment should follow these tips:

- ✓ Contact Unitil to notify us that you have no power (unitil.com/outage-center/report-outage)
- ✓ Inform Unitil of any special problems or concerns
- ✓ Use your backup plan, if needed



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





Safety First

CLEAR ICE & SNOW FROM YOUR METERS AND VENTS!

Depending on who you ask, snow is one of the many things that makes New England such a magical place. But honestly, let's face it – it also keeps us very busy; plowing, shoveling, and working hard to keep our families safe and warm. And because keeping our families safe is so critically important, we remind you that you have one more chore to add to your winter storm routine; it's always a good idea to get in the habit of removing snow and ice from utility meters and appliance vent pipes after any winter storm.

When snowfall covers vents or meters, you run several risks. Ice or snow covering your gas meters can damage the equipment, causing gas leaks. Clogged vents can trap carbon monoxide inside your home or business. Snow and ice accumulation may also interfere with the operation of natural gas meters and regulators, or may slow access in case of an emergency.

When clearing your meters and vents, be careful not to damage them. Never hit them with a shovel or snow blower, and gently brush or wipe the snow off. Remove icicles from overhead eaves and gutters so that dripping water doesn't freeze the meter or vent pipe. Do not kick your gas meter to break or clear ice.

But remember, safety puts people first. And keeps all of the possibilities of snow and winter fully, and magically, alive!

- ✓ Remove icicles from overhead eaves and gutters so that dripping water doesn't freeze the meter or vent pipe.
- ✓ Do not kick your gas meter to break or clear ice.

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, 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 an Electric Outage Online or call us toll-free at **888-301-7700**.

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.



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



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