

# ENERGY AWARENESS MONTH!



## IT'S NATIONAL ENERGY AWARENESS MONTH!

*October is National Energy Awareness Month, designed to promote the importance of energy for our sustainability and environmental well-being. This national effort provides an opportunity to help the next generation understand the concept of energy, and the role energy plays in the world around them. Here are 4 great ways to stay energy aware this month:*

### 1 START A CONVERSATION

Have you ever wondered which country produces the most electricity from nuclear power? Or from wind? Do you know the most common heating source used in U.S. homes? Or where natural gas comes from? Can you guess which appliance in your home uses the most energy? Or how much energy one person uses a year? Energy is one of the most talked about topics in the nation. Whether we are debating the most efficient fuels or teaching our kids to turn off the lights when they leave a room, there's no doubt that energy plays a huge part in our day-to-day lives and in our future.

The first step in energy awareness starts with understanding what energy is, and how important it can be to our lives and the world around us. Start a conversation this month with your family, get your kids involved, and keep it top of mind. There's a lot to know and even more to learn!



A great source of knowledge and conversation starters is the **Department of Energy's** site – check it out at [ENERGY.GOV/SCIENCE-INNOVATION/ENERGY-EFFICIENCY](http://ENERGY.GOV/SCIENCE-INNOVATION/ENERGY-EFFICIENCY)

### 2 DO A SCIENCE EXPERIMENT

Conduct a science experiment and have some fun! The best way to learn about energy is to participate, and science experiments are great ways to stay energy aware. From simple experiments like sprouting seeds to making your own solar distiller, there is no shortage of ways to get kids of any age involved.



A comprehensive source for science experiments is the **US Energy Information Association** website [EIA.GOV/KIDS/ENERGY.PHP?PAGE=SF\\_EXPERIMENTS](http://EIA.GOV/KIDS/ENERGY.PHP?PAGE=SF_EXPERIMENTS)

### 3 GET CREATIVE

For younger kids, try using illustrations that they can color to demonstrate concepts like solar power, wind power, and water power. Or try an activity book that may help solidify energy-related concepts.



You can find lots of games and great activities at the **Unitil e-Smartkids** site: [UNITIL.E-SMARTONLINE.NET/KIDS](http://UNITIL.E-SMARTONLINE.NET/KIDS)

### 4 READ

There is no shortage of books about energy – for every age. From conservation to renovation, from solar power to polar bears, there's something for everyone. And the best part? The source is easy; check out your **public library** today!

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**Unitil**

WWW.UNITIL.COM

## BE AWARE! FRAUDS & SCAMS

Scammers are becoming increasingly sophisticated and are using intimidating tactics to frighten and confuse customers. At Unitil, we want you to protect yourself – stay vigilant, stay informed and guard your personal information! Here are some tactics to watch out for:

**1 PHONE CALL COLLECTION SCAMS:** This scam targets utility company customers by phone. Often, the caller states they work at a utility company and are collecting past due money or risk disconnection. They tell you can avoid 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 may also be contacted by a caller who offers you a credit or discounted rate for the next 12, 24, or 36 months 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.).

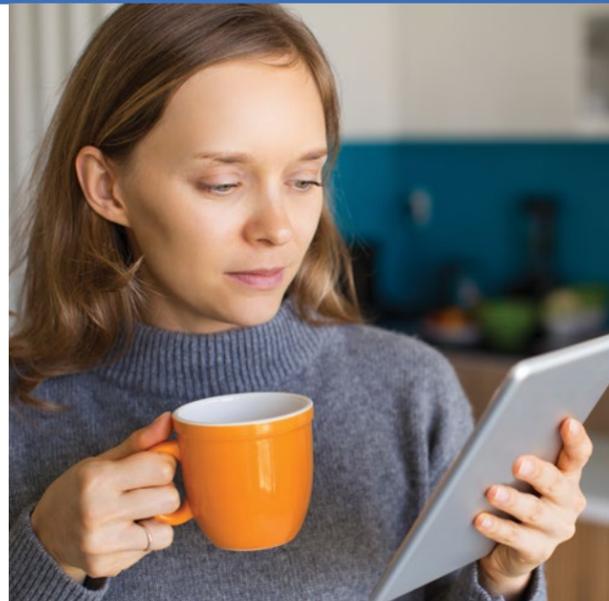
*Please note – We don't want you to fall victim to this scam. As a reminder, while we do place courtesy calls if you are at risk for disconnection, these are usually automated calls that give you the option to speak with a Unitil customer service representative. Our representatives have your account 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.*

**2 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.

**3 THIRD-PARTY PAYMENT SCAM:** Non-Unitil customers have received letters containing checks in the amount of \$3,776.25. The letters claim "Unitil" is a "Secret Shopper" business offering employment to the recipient. To enroll, the recipient is asked to wire approximately \$2,000 to an unlisted account and use the remaining amount of the bogus check to shop at businesses and review their customer service. These checks are counterfeit and not actually withdrawing money from Unitil accounts. Any individual who receives a letter claiming Unitil is asking them to shop at Sears, Best Buy or other businesses on the company's behalf are urged to contact their local law enforcement agency.

**4 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. Scam artists may come to your home and demand payment to avoid disconnection. Unitil will never demand payment in person. All Unitil employees will have valid identification.

**5 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.



### HOW TO PROTECT YOURSELF:

- ✓ Never share your personal information, including birthday, Social Security number or banking account information with an unknown source.
- ✓ Customers who are scheduled for disconnection due to nonpayment receive written notice that includes the actions they can take to maintain service.
- ✓ All employees carry company-issued identification, and any electrical contractors working with us carry documentation explaining the nature and location of their work. Customers can always call us to verify this information.
- ✓ Never wire money to someone you don't know- regardless of the situation. Once you wire money, you cannot get it back.
- ✓ Don't assume the name and number on your caller ID are legitimate. Caller IDs can be spoofed.
- ✓ Do not click links or call numbers that appear in unexpected emails or texts – especially those asking for your account information.

## ENERGY EFFICIENCY FOR MANUFACTURING FACILITIES

Optimize Plant Energy Utilization to Cut Costs and Boost Productivity!

Large Manufacturing facilities often have bountiful opportunity for investments in energy efficiency that can reduce consumption of electricity and natural gas while improving productivity. These plants have dedicated staff to study production systems, identify waste and design appropriate solutions. Small and Medium Manufacturers can be more constrained to commit staff time to such endeavors. They operate at a different scale, but energy efficiency opportunities are waiting to be exploited in these facilities as well.

Manufacturers should explore energy efficiency opportunities through economic models that outline project paybacks through the following steps:

- Review energy consumption across the facility, across different steps in the manufacturing process, and during different time over the course of a year
- Compare energy consumption to regional industry standards
- Set goals for improving energy utilization
- Incent staff to propose energy saving measures in the process
- Commission an Energy Audit to document efficiency investment opportunities



With a comprehensive profile of energy usage across the plant supported by an energy audit, consider which of the following typical energy efficiency investments can be made:

- **Motor and Pump Upgrades:** Swap out older units for Premium Efficiency models
- **Compressed Air Improvements:** Fix leaks, reduce system PSI, replace old equipment
- **Combined Heat and Power:** Generate power and process heat for your facility
- **Process Heating:** Capture heat being exhausted through the stack to pre-heat make up water in a boiler
- **Pipe and Valve Insulation:** Insulate any surface reaching 120F to conserve heat energy
- **Networked Lighting Controls:** Upgrade to LED Lighting and a Networked Control System

Our Energy Efficiency Team offers no-cost audits for 'small commercial' electric and gas customers, financial support for technical assessments of site-specific efficiency opportunities, and financial incentives for all cost-effective efficiency projects.

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

MY  Unitil

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

Pro Tip:

### TURN ON YOUR ALERTS!

Did you know that you can set your **Communication Preferences** and choose how and when you want to receive notifications from Unitil about your account status and activities? You can now get real-time alerts regarding your monthly bill, account management, service work, and outage restoration.

Enjoy the convenience of an email and/or text alert any time your monthly bill is available. For our customers who travel or use a generator, an email, call, or text alert can be a huge help when power has been restored at your home or business. It's the easiest way to know when it is time to turn off your generator – and the quickest way to peace of mind.

To get started, call us or visit:

[MYACCOUNT.UNITIL.COM](https://www.unitil.com/myaccount)

 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](https://www.unitil.com/contact)





### DIY Fall Project

## BUILD A SNOW & ICE SHIELD FOR YOUR METER

*Feel like getting your tools out of the workshop and digging into a quick project?*

Snow and ice shields can help protect natural gas equipment from the weather, are easy to make, and can be a quick little DIY project for a cool October afternoon. You'll be thankful you did it when that winter snow flies!

- Build an overhead shield that's strong enough to handle the force of falling ice and snow.
- Install a brace from the overhead shield to the structure to provide additional support.
- Use color-coded stakes around the meter to alert snow plows.

### Safety First

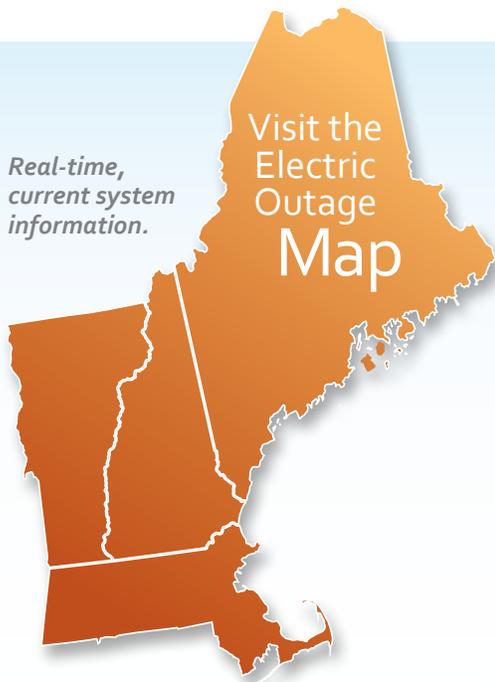
## PROTECT YOUR HOME - CHECK FOR STAINLESS STEEL TUBING TODAY!

Did you know that some properties have steel tubing that can make it vulnerable to gas leaks and fire due to lightning strikes? Corrugated stainless steel tubing (CSST) is a thin-walled metallic tubing product, typically covered with yellow exterior plastic coating, that can be used as an alternative to gas piping material or steel pipe routed beneath, through and alongside floor joists, inside interior wall cavities. If your home uses corrugated stainless steel tubing, we recommend regular inspections of CSST for your safety and to prevent potential dangers and code violations.

- ⚠️ CSST may pose a risk of gas leaks and fire due to lightning strikes.
- ⚠️ Recently, Unitil is finding code violations on CSST gas piping installations that are not properly bonded and gas lines running through masonry without protection from corrosion.
- ⚠️ An unsleeved gas line can corrode, creating greater risk for gas leaks. This may also be a code violation.

Code violations require Unitil to red tag and turn off gas service until repairs are completed and inspected. **Please contact your builder, contractor, or a licensed, qualified professional for an evaluation or for more information.**

Real-time,  
current system  
information.



Visit the  
Electric  
Outage  
Map

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

Visit the Outage Map online at:

[WWW.UNITIL.COM/MAP](http://WWW.UNITIL.COM/MAP)

## Visit the OUTAGE CENTER!

[WWW.UNITIL.COM/OUTAGE-CENTER](http://WWW.UNITIL.COM/OUTAGE-CENTER)

Prepare for the unexpected, get outage and restoration updates in your area, or find out more about how we restore power.

- Report an Electric Outage Online or call us toll-free at one of the numbers below.
- **Gas Emergencies are serious.** If you suspect a leak or have a Gas Emergency, call one of our toll-free hotlines below.

 GAS EMERGENCIES	 ELECTRIC OUTAGES
MA: 1-866-542-3547	MA: 1-888-301-7700
ME: 1-866-900-4460	NH CAPITAL: 1-800-852-3339
NH: 1-866-900-4115	NH SEACOAST: 1-800-582-7276



Follow us on Twitter for real-time outage updates.

[WWW.TWITTER.COM/UNITIL](http://WWW.TWITTER.COM/UNITIL)



Like us on Facebook to get useful tips and information.

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