



READY, SET, GET COZY!

COOL WEATHER TIPS TO SAVE ENERGY AND MONEY

As much as we love all the great and small adventures of summer, the crisp fall days bring our thoughts a little closer to home; to the comforts of the kitchen, the warmth of a fire, the smell of apple cider brewing on the stove. Making our homes comfortable for the cooler weather requires just a bit of extra preparation — the right strategies will not only help you and your family stay cozy, they will save you energy and money all through the fall and winter months. Here are a few easy ways to prepare your home for the fall and winter season!

SOAK UP THE SUN

Light is the key to a happier winter season, so go ahead and open those curtains on your south-facing windows during the day! The sunlight will naturally heat your home and chase the chill ... just close them again at night to reduce any drafts from cold windows.

COVER DRAFTY WINDOWS

You'll be pleasantly surprised how easy it is to make a dramatic difference in your energy costs by sealing up that cold air in drafty windows. Use a heavy-duty, clear plastic sheet on a frame or tape clear plastic film to the inside of your window frames during the cold winter months. Make sure the plastic is sealed tightly to the frame to help reduce infiltration.

- You can also consider Installing tight-fitting, insulating drapes or shades on windows that feel drafty after weatherizing. The DOE has a great article on options for energy efficient windows:



[ENERGY.GOV/ENERGYSAVER/
ENERGY-EFFICIENT-WINDOW-
ATTACHMENTS](https://www.energy.gov/energysaver/energy-efficient-window-attachments)

ADJUST THE TEMPERATURE

- This is generally the first thing we do when the weather starts to turn – we walk over to that thermostat and crank it up! But with a little extra thought, we can stay warm AND cut costs. Start by setting your thermostat as low as is comfortable during waking hours, and remember you can always add a sweater and socks!

CONDUCT AN ENERGY AUDIT!

Did you know you can conduct an energy audit to find out where you can save the most money? Visit:



Massachusetts Mass Save —
[MASSSAVE.COM/EN/SAVING/
ENERGY-ASSESSMENTS](https://www.masssave.com/en/saving/energy-assessments)



New Hampshire NHSaves —
[NHSAVES.COM/HPWES](https://www.nhsaves.com/hpwes)



Maine Efficiency Maine —
[EFFICIENCYMAINE.COM](https://www.efficiencymaine.com)

- When you are asleep or out of the house, turn your thermostat back 6-10 degrees while sleeping and save around 10% a year on your heating and cooling bills. A smart or programmable thermostat can make it easy to set back your temperature.
- If you have a heat pump, maintain a moderate setting or use a programmable thermostat specially designed for use with heat pumps.

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Safety First

NATURAL GAS SAFETY TIPS

Like all sources of energy, natural gas should be used wisely and treated with respect. Here are a few household reminders to help ensure that you and your family safely enjoy all the benefits natural gas has to offer:

SCALDING

- While a hot bath or shower is quite soothing, water that's too hot can be dangerous. To ensure your bath or shower is a comfortable experience, make sure your water heater is set to a safe temperature. Usually, your water heater's temperature should be set relatively low. A temperature of 115 to 120 degrees Fahrenheit is recommended to avoid scalding.
- Before placing a child in a bath, check the water temperature to be sure it's not too hot. Never leave a child alone or with other young children in the bath.

WATER HEATERS

- Move all combustible materials – items that can burn easily (e.g., mops, brooms, laundry or flammable liquids) – away from your water heater. The heating element within the water heater can become very hot and ignite an item that comes into contact with it.
- Do not move a water heater by yourself. Contract a heating and plumbing professional, if you would like to change

the location of the unit. Serious injury or death could result if the electric wiring is disconnected or installed incorrectly.

- As stated above, your water heater's temperature should be set relatively low to avoid scalding — between 115 to 120 degrees Fahrenheit.

FLAMMABLE LIQUIDS STORAGE

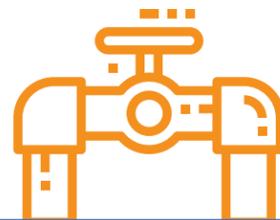
- Flammable liquids such as gasoline should never be stored near heating systems or water heaters. In fact, flammable liquids should never be used indoors and should be stored only in an approved container, away from people.
- Gasoline is a motor fuel and should never be used as a cleaner.
- Never use gasoline indoors or in the same room or area as a gas appliance or other ignition source.
- Keep gasoline only in an approved gasoline container and ensure the container is tightly sealed. Never store gasoline in plastic milk jugs or glass containers. Never fill gasoline containers to the top because space is needed to allow for vapor expansion as the liquid

warms. Store gasoline in an appropriate container on an elevated shelf, in a cool place, or away from the dwelling.

- Talk to your children about the dangers of flammable liquid products.

INTERIOR PIPE SAFETY

- Pipes run through the walls, ceilings or floors in your home and business to bring natural gas to appliances. If you play with these pipes or hang objects from them (e.g., wet clothes), you could loosen the connections and cause a natural gas leak.
- Stay away from these pipes and teach friends, family and employees to do the same.
- After any gas appliance is disconnected from a natural gas pipe, the connectors should always be removed and the fuel line plugged and capped.



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FIND AND SEAL SNEAKY AIR LEAKS

- A surprising amount of cold air finds its way into our homes each season in unexpected and surprising spots. Remember to seal the air leaks around utility cut-throughs for pipes ("plumbing penetrations"), gaps around chimneys and recessed lights in insulated ceilings, spaces behind kneewalls, cuboards and closets.
- Add caulk or weatherstripping to seal air leaks around leaky doors and windows.

There's some great information on numerous ways to detect air leaks along with helpful information on air sealing at the DOE site:



[ENERGY.GOV/ENERGYSAVER/WEATHERIZE/AIR-SEALING-YOUR-HOME/DETECTING-AIR-LEAKS](https://www.energy.gov/energysaver/weatherize/air-sealing-your-home/detecting-air-leaks)

MAINTAIN YOUR HEATING SYSTEMS

- Maintenance is one of the best things you can do for you heating system. When it's serviced you get lots of benefits, including extending the life of the system, reduced energy costs, and no surprise repairs mid-winter! Now is the perfect time to schedule service for your heating system.
- For Furnaces and heat pumps: Replace your filter once a month or as needed.
- For Wood- and Pellet-Burning Heaters: Clean the flue vent regularly and clean the inside of the appliance with a wire brush periodically to ensure that your home is heated efficiently.

LOWER YOUR WATER HEATING COSTS

- Water heating accounts for about 18% of your home's energy use – that's a significant chunk of your energy use! To save money, turn down the temperature of your water heater to the warm setting (120°F). This is also an important safety tip as you'll avoid scalding your hands at this temperature.

There are plenty of other strategies to lower your costs, including low-flow fixtures, insulating your hot water pipes and water heater tank. The DOE site has great tips here:



[ENERGY.GOV/ENERGYSAVER/HEAT-AND-COOL/WATER-HEATING](https://www.energy.gov/energysaver/heat-and-cool/water-heating)

ASK ABOUT OUR DISCOUNT PROGRAM!

Did you know that depending on the size of your family and your combined gross annual income, you may be eligible to receive a discounted rate for your gas and electric service from Unitil? You may qualify for the Discount Rate Program if you meet the following criteria:

- Your household income does not exceed 60% of state median income level
- 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 our assistance programs:

 [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)



Back to School

HELP THEM BE E-SMART KIDS

The Unitil e-SMART website is a fun way to ease the kids back into the school year. Help them learn about energy, electricity, and natural gas with engaging activities – from games and videos to puzzles and projects, the e-SMART site is a challenging and entertaining way to prepare your kids for the school year. Parents will also find lots of useful information and tools for helping kids stay safe and e-SMART year round!



[UNITIL.E-SMARTONLINE.NET/KIDS](https://unitil.com/e-smartonline.net/kids)



INVESTMENTS IN ENERGY EFFICIENCY CAN REDUCE COSTS AND INCREASE SALES FOR YOUR RETAIL STORE:

Retail Businesses have a huge opportunity to reduce operating expenses, improve the appearance of their stores, and increase the comfort of employees and patrons alike through investments in energy efficiency. With long run hours, usually opening early in the morning and staying open through mid- or late-evening, the lighting and HVAC systems of retail facilities are always functioning. Even when closed, stores have heating/cooling requirements, security lighting, and refrigeration running to ensure products do not spoil and their brands are visible to passersby.

By upgrading lighting, HVAC, refrigeration, and energy management systems to modern, efficient specifications, retailers are investing in optimization of customer experience. When customers see updated facilities, they not only value spending time there, but can also value the brand's commitments to social responsibility. This has the potential for increased customer satisfaction and loyalty.

Unitil's Energy Efficiency programs provide technical and financial solutions that can be leveraged to permanently lower business operating costs compared to running a lower-efficiency facility:

- ✓ Retrofit your facility with LED Lighting and Controls
- ✓ Install Energy Star Certified HVAC Equipment
- ✓ Connect HVAC Systems to Wi-Fi Thermostats for continuous monitoring and control
- ✓ Specify Energy Star Kitchen and Cooking Equipment
- ✓ Retrofit Refrigeration System Controls into cold storage and display cases

Ideally, you can wrap all of these strategies together with an Energy Management System that enables control of all major equipment within your facility.

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.



NH and MA Customers should visit: UNITIL.COM/ENERGY-EFFICIENCY

ME Customers should visit: EFFICIENCYMAINE.COM

Email: EFFICIENCY@UNITIL.COM

PRIMARY SOURCES:

ENERGYSTAR.GOV/SITES/DEFAULT/FILES/BUILDINGS/TOOLS/SPP%20SALES%20FLYER%20FOR%20RETAIL_1.PDF

FIRSTBEACONADVISORS.COM/5-WAYS-IMPROVE-PROFITABILITY-ENERGY-EFFICIENCY

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 **1-888-301-7700**.

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



Like us on Facebook to get useful tips and information.
FACEBOOK.COM/UNITIL