



We are here **for you**

Hello,

We here at Unitil care deeply about your well-being during this difficult time. Our mission as a company is to help your family meet your energy needs safely, reliably and affordably. If the efforts to curtail the spread of COVID-19 have impacted your employment or your business, we want you to know that our customer service team is here for you, and we want to help. We make the following commitments to you, our customer:

- You will not have to worry about losing service while staying safe and caring for loved ones during this crisis. **Unitil further notice, all shutoff and collection activities have been suspended.**
- We recognize flexibility and understanding is required as we work together to protect both the local businesses that drive our economy and our loved ones most at risk from this disease. **All late payment or non-payment fees are currently being waived.**
- **We will support your community.** Unitil is committed to donating \$75,000 to COVID-19 programs at the United Way and other local agencies designed to help combat food insecurity, homelessness, mental health and substance abuse, while also supporting first responders where we can.
- Unitil’s customer service team will work with you to set up a personalized payment plan designed to **spread costs out over time.**
- **We are working with federal and local assistance agencies.** Our customer service team can discuss a wide array of assistance programs, including those available through the Low Income Home Energy Assistance Program (LIHEAP) which may be able to help.
- **Unitil has created the Unitil Customer Assistance & Recovery Effort (U-CARE) Fund and has donated \$150,000 to local Community Action Programs (CAPs)** to aid residential customers with utility costs if they have been directly impacted by COVID-19-related job loss or reduced wages.

If you feel you are in need of assistance, please call the CAP agency below and they will work with you to find the right program for your specific needs:

New England Farm Workers' Council (Worcester County, MA)	978-342-4520
Community Action Program of Belknap-Merrimack Counties, Inc. (Merrimack County, NH)	603-225-6880
Community Action Partnership of Strafford County (Strafford County, NH)	603-460-4237
Southern NH Services/Rockingham County Community Action (Rockingham County, NH)	603-436-3896
The Opportunity Alliance (Portland Region, ME)	207-553-5900
Community Concepts (Lewiston, Auburn Region, ME)	207-743-7716
York County Community Action Corp. (York County, ME)	207-324-5762

We recognize that natural gas and electric service are essential to your safety and well-being, and we want you to know that our customer service team is committed to working with you to help release financial stress where we can. Our representatives are standing by at **1-888-301-7700**, and we look forward to your call.

Regards,

