



MEET TOM MEISSNER, OUR NEW PRESIDENT & CEO

A LETTER TO OUR CUSTOMERS

I'm pleased and honored to introduce myself to you as the new President and CEO of Unitil. While I'm not new to the Unitil family, I'm probably new to you, so let me tell you a little about myself.

I joined Unitil almost 24 years ago in the company's engineering department and progressed through a number of leadership roles, including director of engineering and senior vice president of operations. I have been the company's senior vice president and chief operating officer since 2005. Before joining Unitil in 1994, I worked in a variety of engineering and operations positions at Public Service of New Hampshire (now Eversource). I've made my career serving the energy needs of people in New England, a place where I was born, raised and I'm proud to call home.

It wasn't so long ago that your relationship with the local utility was pretty straightforward; we delivered electricity or natural gas to your home or business and you probably didn't think too much about it until it was time to pay the bill.

Today, much has changed. New and emerging technologies are transforming the way consumers buy and manage their energy, whether it's a business using natural gas-fired cooling equipment for refrigeration and air conditioning, or a homeowner producing electricity from roof-mounted solar panels and delivering excess energy to the grid.

At the same time, you can now choose from a variety of third party suppliers for your electricity supply, and customers are increasingly focused on using energy efficiently while making smart choices about where that energy comes from. All of those new options and choices may seem overwhelming at times, and you may wonder whether your local utility is in your corner when you make these decisions.

To that end, I pledge to do what I can to help by advocating for you, our customer, in everything we do. For some of you, that means assisting with new technologies that offer cleaner energy to assure a better future for our children and grandchildren. For others, it means ensuring that electricity and natural gas remain affordable so the family budget isn't unnecessarily burdened. And for many, it means trusting that when a major storm hits, our team is there to work tirelessly to get service back to you and to restore normalcy.

Balancing these needs is a responsibility I welcome, and a challenge I take very seriously. I'm proud to call New England home, and I look forward to continuing to serve you, your family and your neighborhood by providing energy for life.

Tom Meissner, Unitil President and CEO



I pledge to do what I can to help by advocating for you, our customer, in everything we do."

— TOM MEISSNER



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SAFETY FIRST 4





The Business Corner

ENERGY EFFICIENCY IN HOTELS AND LODGING:

Improve Comfort, Update Facilities, and Reduce Operating Costs!

For those of us who call New England home, we know the impact of tourism on our region. In 2017 alone, New Hampshire hosted 17 million visitors in just one summer, while Massachusetts had over 25 million visitors throughout the year. For those in the hotel industry, this means tough competition, with owners and operators working hard to provide benefits and improve the bottom line.

One surprising way hoteliers are staying competitive is by making investments in energy efficiency. Increasingly, guests are seeking lodging options with companies that showcase and promote dedicated efforts in reducing their carbon footprint and boosting environmental sustainability. Efficiency can please guests with improved comfort while giving your business a financial benefit and a great story to share!

Existing facilities can benefit from many smaller, incremental investments and also from large scale capital investments like upgrading aging HVAC and Water Management systems. Renovation and New Construction projects also have ample opportunity for exploring up-front investments that provide energy savings and improved facility control and monitoring for decades into the future.

THE ESSENTIAL PROCESS FOR IMPROVING HOTEL ENERGY EFFICIENCY INVOLVES:

- **Understanding Current Conditions**
 - An Energy Audit can be conducted with help from your utility!
- **Discuss Energy Efficiency with Facilities and Concierge Staff**
 - These individuals may well know about areas of the building that seem to always feel too hot or cold, or otherwise could use attention!
- **Establish Benchmarks and Goals**
 - Review past energy usage and identify key areas for improvement based on the findings from your Energy Audit!

EXAMPLES OF EFFICIENCY MEASURES TYPICALLY INSTALLED IN LODGING FACILITIES INCLUDE:

- **LED Lighting and Controls**
 - Use natural daylight
- **Energy Management Systems**
 - Optimize heating/cooling temperature settings
 - Install top efficiency heating/cooling systems
 - Condition spaces based on occupancy
 - Control Cooler/Freezer cycles
- **Hot Water Management**
 - Water-saver faucets and shower heads
 - Insulate hot water piping
 - Install efficient water heating equipment
- **Building a Culture of Efficiency**
 - Train staff to identify energy waste and feel empowered to propose solutions



Our Energy Efficiency Team offers no-cost audits for 'small commercial' electric and gas customers, financial support for technical assessments of electrical efficiency opportunities, and financing for efficiency projects.

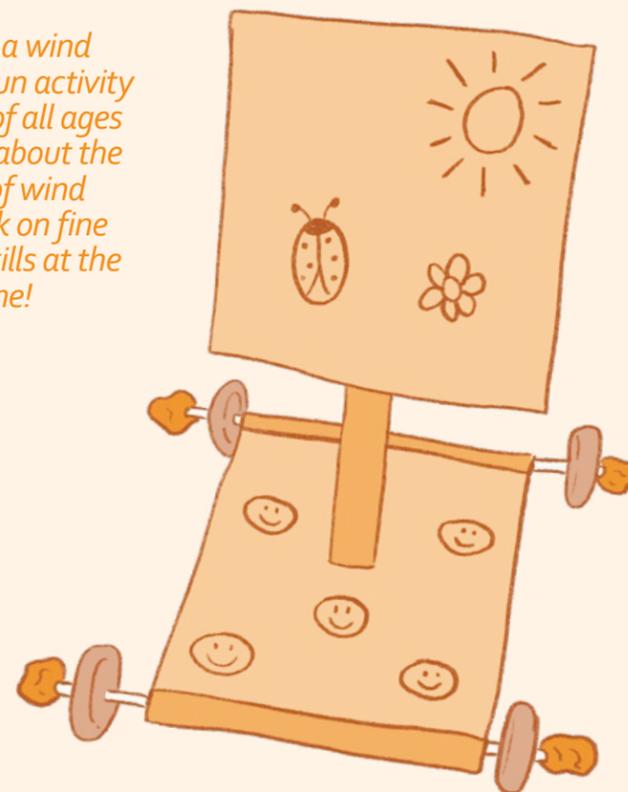
Learn more: UNITIL.COM/ENERGY-EFFICIENCY Email: EFFICIENCY@UNITIL.COM



Just for Kids

ENERGY EXPERIMENT: BUILD A WIND CAR

Building a wind car is a fun activity for kids of all ages to learn about the science of wind and work on fine motor skills at the same time!



ALL YOU NEED IS:

- One 8x5" foam board with slit cut into center
- Two 5" long milk shake straws
- Two 8" long cake pop sticks
- One 5x5" cardstock square
- Playdough
- One large craft stick
- Four wooden wheels
- Stickers
- Tape

- 1 Decorate your foam board with stickers or however you wish.
- 2 Using tape attach the straws to both ends of the foam board.
- 3 Slide the cake pop sticks through the straws. Cake pop sticks come in a variety of sizes, so you might want to buy the longest ones you can find and cut them down to the size you need.
- 4 Slide the wooden wheels on to the cake pop sticks and cap it with the playdough to keep the wheels from falling off.
- 5 Decorate the paper sail with stickers or however you want!
- 6 Attach the sail to a craft stick with tape and insert the craft stick into the slit in the foam board. Now the wind car is ready to race! Even on a windless or rainy day you can still have fun with this experiment – just add an indoor fan and off they go!

STIRTHEWONDER.COM/DIY-WIND-CAR-SCIENCE-LESSON-FINE-MOTOR-FUN



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!



MOVING OR CHANGING SERVICE?

This is a busy time of year for renters, homeowners and vacationers alike. People are moving out of apartments, some are buying new places, and a few are opening up their seasonal homes. Wherever your summer takes you, make sure you have the service you need all lined up by contacting us online to:

- CHANGE YOUR ADDRESS
- REQUEST TO STOP SERVICE
- REQUEST TO START SERVICE

Visit MYACCOUNT.UNITIL.COM



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





Safety First

7 SUMMER STORM TIPS

We hearty New Englanders are pretty familiar with the winter storm drill, but those summer storms can sometimes take us by surprise. Summer heat can lead to powerful thunderstorms that move quickly, leaving us little time to prepare. And with high winds and lightening, we are at as much risk of power outages and downed limbs as we can be in a bad snow storm.

While no one can control the weather, we can be a little more prepared. Following these easy steps can help ensure your family's safety and comfort during a summer power outage:

- 1 Cordless phones don't work when the power goes out. Keep a corded or cell phone for use during power outages.
- 2 Automatic garage doors won't work during a power outage either. Read your manual to learn how to release the door if the power goes out.
- 3 If you rely on a well pump for drinking water, plan ahead for where you'll get your water when the power is out.
- 4 Never store water in metal containers. Use glass or plastic containers and boil the water if possible.
- 5 Before the storm, backup and store your data, then unplug your computer.
- 6 If a family member uses electrically-powered life support, call us now so we can include that information on your account. You should also ask your physician about emergency backup systems.
- 7 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. Before you use the generator, its installation must be inspected and documented by a qualified electrician or local inspector.

And remember, have a Storm Kit Ready at all times! For a full list of what your storm kit should contain, visit [UNITIL.COM/ENERGY-FOR-RESIDENTS/SAFETY/SUMMER-STORM-SAFETY](https://www.unitil.com/energy-for-residents/safety/summer-storm-safety) today.



IF YOU SUSPECT A GAS LEAK, GET OUT!

If you suspect a gas leak, it's essential you leave the area immediately – take no other action, just get out. Many people don't realize that even small things, like turning on a light, could generate a dangerous spark -- so leave the area and warn others to stay away, before you do anything else.



REMEMBER, IF YOU SUSPECT A LEAK:

DO:

- Leave immediately!
- Warn others to stay away
- From a safe place, call 911
- Then contact Unitil

DON'T:

- Do NOT use your cell phone or operate anything that could generate a spark, like turning on a light, appliance, flashlight or power tool in the affected area
- Do NOT use a lighter, match or candle
- Do NOT open exterior doors or windows in an attempt to ventilate.

HOW TO RECOGNIZE A GAS LEAK:

- You smell a rotten egg odor
- You see dirt or water being blown from ground or waterways, or fire above ground
- You see dying vegetation near a pipeline
- You see a dry or frozen spot on the right of way
- You hear a hissing, blowing or roaring sound