



HOW TO MAKE THE MOST OF THE HEAT THIS WINTER

TAKE CHARGE OF YOUR ENERGY USE

Heating alone is responsible for more than 40% of home energy use, so when it comes to energy bills, small changes really can add up to big savings! Here are the three easiest ways to save:

- 1 Harness the power of the sun** by opening the curtains and allowing the sun to naturally heat your home. Of course, windows—older, single-paned windows in particular—can also be a significant source of heat loss, so be sure to close the curtains once the sun has set!
- 2 Dodge the drafts** with insulated curtains to block air leaks and drafts around windows. Replace weatherstripping around exterior doors or use a draft stopper. Look for unexpected sources of heat loss as well—electrical outlets on exterior walls can fight drafts with the installation of foam gaskets behind the faceplate. Remove window air-conditioning units if possible; if not, invest in an insulated cover and double-check that there aren't any gaps around the opening. Fireplaces are another significant escape route for heat, so be sure to keep the flue closed when not in use.
- 3 Dress for success** around the house. While you shouldn't need to wear a parka inside, most of us are guilty of reaching for the thermostat before we reach for a sweater! Dress warmly and add or subtract layers during changes in your activity level and you'll be able to keep the thermostat at a reasonable level. At night you can lower the thermostat by as much as ten degrees by layering on the blankets, and you might just find that you sleep better in a cool room.

To learn more, visit: [UNITIL.COM/BLOG/HOW-MAKE-MOST-OUT-YOUR-HEAT-WINTER](https://www.unitil.com/blog/how-make-most-out-your-heat-winter)

Safety First:



OLD APPLIANCE? BE CAREFUL OF THOSE CONNECTORS!

If you have a gas appliance that is more than 20 years old, it may have an old gas connector made of brass, which could come apart, causing dangerous situations. Flexible gas connectors are corrugated metal tubes used to attach gas appliances to the natural gas pipes in your dwelling. Older flexible connectors made of uncoated brass can weaken or crack over time, which could lead to a dangerous gas leak. **Any uncoated brass gas appliance connector should be replaced immediately by a licensed contractor.**

Follow these tips when managing such connectors:

- ✓ Avoid moving gas appliances—stressing connectors can cause them to crack or fail.
- ✓ Do not move your natural gas appliances to check the connectors yourself.
- ✓ Leave the inspection and replacement of such connectors to a qualified heating contractor, plumber, or appliance repair representative.
- ✓ Ensure that connectors are certified by the American Gas Association and manufactured in accordance with the American National Standards Institute.

FINANCIAL ASSISTANCE PROGRAMS

If you are a residential customer having trouble paying your bills, please don't go it alone! These two state assistance programs are sponsored by Unitil and other utility companies, along with the generous donations of many of our customers. The funds are available to help any qualifying family get through difficult times.

In Massachusetts:



Now in its 38th year, the Massachusetts Good Neighbor Energy Fund has provided energy assistance to hundreds-of-thousands of residents in temporary crisis who are struggling to pay their energy bills and do not qualify for federal or state energy funds. Visit magoodneighbor.org/ to see if you qualify.

In New Hampshire:



Neighbor Helping Neighbor (NHN) is a non-profit charitable corporation created in 1986 to help utility customers who experience some sort of emergency or financial hardship but are unable to qualify for other government-funded energy assistance programs. If you are having difficulty

paying your heat and/or electricity bills, visit nhfund.org/ or call your local Community Action Agency (CAA) for an appointment to discuss your energy assistance options.

NEW HAMPSHIRE'S COMMUNITY ACTION AGENCIES

Belknap-Merrimack
Community Action

800-856-5525 | BM-CAP.ORG

Hillsborough & Rockingham Counties
Southern New Hampshire Services

800-322-1073 | SNHS.ORG

Strafford Country Community Action
Partnership of Strafford County

844-435-7603 | STRAFFORDCAP.ORG



You can also find state-specific programs at unitil.com/assistance-programs, and residents can call 211, a special hotline managed by United Way.



WANT TO HELP A NEIGHBOR?

With today's soaring costs, many of our neighbors are really struggling. By contributing to a community fund program, you can help people facing energy emergencies. Every cent of your tax-deductible contribution goes directly to assist someone who needs help but has nowhere else to turn.

DONATE ONLINE

MA: Good Neighbor Energy Fund
MAGOODNEIGHBOR.ORG/

NH: Neighbor Helping Neighbor
NHNFUND.ORG/

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:
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.



Follow us on Twitter for real-time outage updates.
TWITTER.COM/UNITIL



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



General Customer Service Inquiries

CALL US: 1-888-301-7700 (SCAN CODE TO CALL NOW)

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



Know what's below.
Call 811 before you dig.

