HOW WE
RESTORE
YOUR SERVICE

The process of restoring your service varies depending on whether you are an electric or natural gas customer, but in both cases we take a carefully planned approach to restoring your service as quickly and safely as we can.

ELECTRIC SERVICE RESTORATION

Major storms or natural disasters can cause widespread damage to the region's electrical system. No matter the size or scale, our job is to restore your service. And we won't stop working until we do. Here's how we do it:

Ensure Public Safety: Your safety is job one! After a big storm, please stay clear of downed electrical wires, as they could still be "live". We work to address them quickly for emergency responders— and eventually the public—to travel safely.

Assess the Damage: Once **safety** is ensured, we assess the damage through automated systems, customer reports (don't forget to report your outage!), municipal reports and physical inspection.

Restore Key Facilities: Our strategy focuses first on critical care facilities, municipal emergency operation centers, and large blocks of customers.

Restore Customers: We start with sub-transmission lines, then distribution-service lines and secondary lines, to address the largest number of outages first. We then move on to restore any remaining individual homes and businesses.

Repair Individual Service Issues: Sometimes once power is restored and a customer is still without service, there may be a separate problem that requires an electrician. Once crews first restore service in an area, they will investigate individual customer issues.

GAS SERVICE RESTORATION

Natural gas has a proven record of safety and accidents are relatively rare. Most issues are isolated to individual locations and can be resolved with a routine service call. However, occasionally, more serious issues are discovered that require service interruption and larger scale repairs. During restoration, there are multiple steps that require close cooperation between Unitil and our customers to ensure a safe and efficient return of service.

Ensure Public Safety: First, we evacuate any residents if necessary. Evacuation typically lasts only a few hours.

Isolate and Repair: Next, we isolate the point of the leak and shut off gas service in the affected areas and confirm that all meters are turned off. After we confirm that service has been shut off, we make needed repairs.

Relight Process: Once repairs are made, we begin the process of relighting all affected customers, going from house to house to relight the pilot light in each location.

Although they are rare, during large-scale interruptions we provide regular updates of our progress through our toll-free number **1-888-301-7700** and online on our website and social channels.

NON-DIGITAL WAYS TO GET STORM INFORMATION

- Keep a NOAA Weather Radio tuned to your local emergency station and monitor TV, radio, and follow mobile alert and mobile warnings about severe weather in your area.

- Keep emergency phone numbers handy for your doctor, police, fire and ambulance services

- Keep Unitil's phone number handy—**1-888-301-7700** so you can call in an outage and get updates!

NHsaves
Your Source for Energy Efficiency

mass save
Savings through energy efficiency

Esta información es importante. Por favor haberlo traducido.
Cette information est importante. S'il vous plaît veuillez faire la traduction.

MY ✹ Unitil

? I CAN'T PAY MY UTILITIES: NOW WHAT?

If you are struggling to pay your bills, please don't go it alone – the programs below are designed to help! Should you require additional information, please call **1-888-301-7700** or visit **UNITIL.COM/BILLING-PAYMENTS**

BUDGET BILLING

Unitil's Budget Billing Program allows residential customers to enjoy the convenience of fixed monthly payments throughout the year. To find out more and to enroll, visit **UNITIL.COM/ PAYMENT-PLAN**

PAYMENT PLANS

We offer a variety of payment plans that can help lower the overall month-to-month impact and create a manageable path forward for your business or family. Customers already enrolled in a financial hardship program should call us at **1-888-301-7700** to discuss an extended payment plan.

COMMUNITY ACTION AGENCY ASSISTANCE

If you are having difficulty paying your heat and/or electricity bills you can also contact your local Community Action Agency (CAA) to discuss your energy assistance options.

New Hampshire: Visit **CAPNH.ORG/HOME**

Massachusetts: Visit Masscap at **MASSCAP.ORG**

Maine: Visit Access Maine at **ACCESSMAINE.ORG**

Safety First CARBON MONOXIDE SAFETY

Carbon monoxide is a colorless and odorless gas and can cause dizziness, nausea, and red lips, and prolonged exposure requires immediate medical attention. If you have gas appliances, be sure to keep your vents clear of snow and debris. A carbon monoxide detector installed in your home can alert you of any elevated levels.

And remember—always keep generators outdoors and away from the property, to keep exhaust carbon monoxide from entering your home. For more information, visit our site at **UNITIL.COM/CARBON-MONOXIDE.**

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**

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

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