



# STORM PREPARATION

## ARE YOU PREPARED FOR THE NEXT BIG STORM?



New England storms work as hard as we do! With snow, ice, blustering winds, and summer storms, there's no season exempt from extreme weather and the damage it can cause. While we work year-round to keep you safe, there's a lot you can do to keep your family as prepared as possible for the unexpected power outage.

- 1 **Build your emergency storm kit!** There are 10 items every household should have at the ready to prepare for power outages.
  - ✓ Bottled water—Red Cross recommends one gallon per person per day.
  - ✓ Non-perishable food, canned goods and a manual can opener.
  - ✓ Flashlight.
  - ✓ A hand-crank weather radio/flashlight combo.
  - ✓ Cash and change.
  - ✓ First-aid supplies, including any necessary medications.
  - ✓ Emergency phone numbers.
  - ✓ Car charger for portable electronic devices.
  - ✓ Warm blankets, sleeping bags, and warm clothing for all members of your household.
  - ✓ A multitool—use the pliers to turn off utilities, and tweezers are handy for first aid.

- 2 **Charge mobile phones, battery chargers, tablets and other devices** and consider limiting your use.
- 3 **If you rely on a well pump for drinking water**, it may not work if power goes out. Plan ahead and store water ahead of time.
- 4 **Back-up your data**, then unplug your computer.
- 5 **If you or a family member uses electrically powered life support equipment**, let us know! Visit our site at [UNITIL.COM/LIFE-SUPPORT](https://www.unitil.com/life-support) and submit a medical form now, to help us keep you safe before an outage.
- 6 **Learn how to release your garage doors.** Automatic doors won't work during a power outage.





## UTILITY SCAMS ON THE RISE

### Don't Be a Victim!

Consumers are losing billions of dollars a year to fraud, and one of the most popular scams is imposter fraud. Imposter fraud is where the scammer pretends to be a representative from your utility and demands payment or threatens utility shut-off.

#### REMEMBER:

- ⌚ All Unitil employees carry company-issued identification, and you can always call us to verify this information.
- ⌚ Never share personal information, such as birthdate, social security number, or bank account information with a caller or visitor you don't know.

Visit our site for a full list of common utility scams to keep you and your loved ones safe: [UNITIL.COM/UTILITY-SCAMS](http://UNITIL.COM/UTILITY-SCAMS)



## FINANCIAL ASSISTANCE

### How Can We Help?

Unitil understands the challenges that customers may face trying to manage rising energy bills, and we are here to help. If you are having trouble paying your bills or have accumulated unpaid bills, please give us a call to discuss your options, at 1-888-301-7700. You can also visit us online to enroll in one of our popular payment programs and/or find state programs that can help: [UNITIL.COM/ASSISTANCE](http://UNITIL.COM/ASSISTANCE)



*Safety First*

## HEADS UP!

A friendly reminder that ALL items and people must stay at least ten feet from any power lines! This includes ladders, tree trimming equipment, scaffolding, paint extenders—or any tool that can come in contact with the lines.

Remember—it's not just work tools that pose a danger! Drones, kites, and even balloons also pose a danger. When flying a drone (or any remote device), it's important to give yourself ample room to avoid contact with the lines—even a small gust of wind could take your device off course and into the lines. If your device does come in contact with the lines, never attempt to remove it. Call Unitil right away at 1-888-301-7700.

## 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](http://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](http://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](http://TWITTER.COM/UNITIL)



Like us on Facebook to get useful tips and information.

[FACEBOOK.COM/UNITIL](http://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](http://UNITIL.COM/CONTACT)



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

