Safety puts people first.

NATURAL GAS SAFETY

For Gas Emergencies:
MA: 1-866-542-3547
ME: 1-866-900-4460
NH: 1-866-900-4115

For Customer Service:
1-888-301-7700

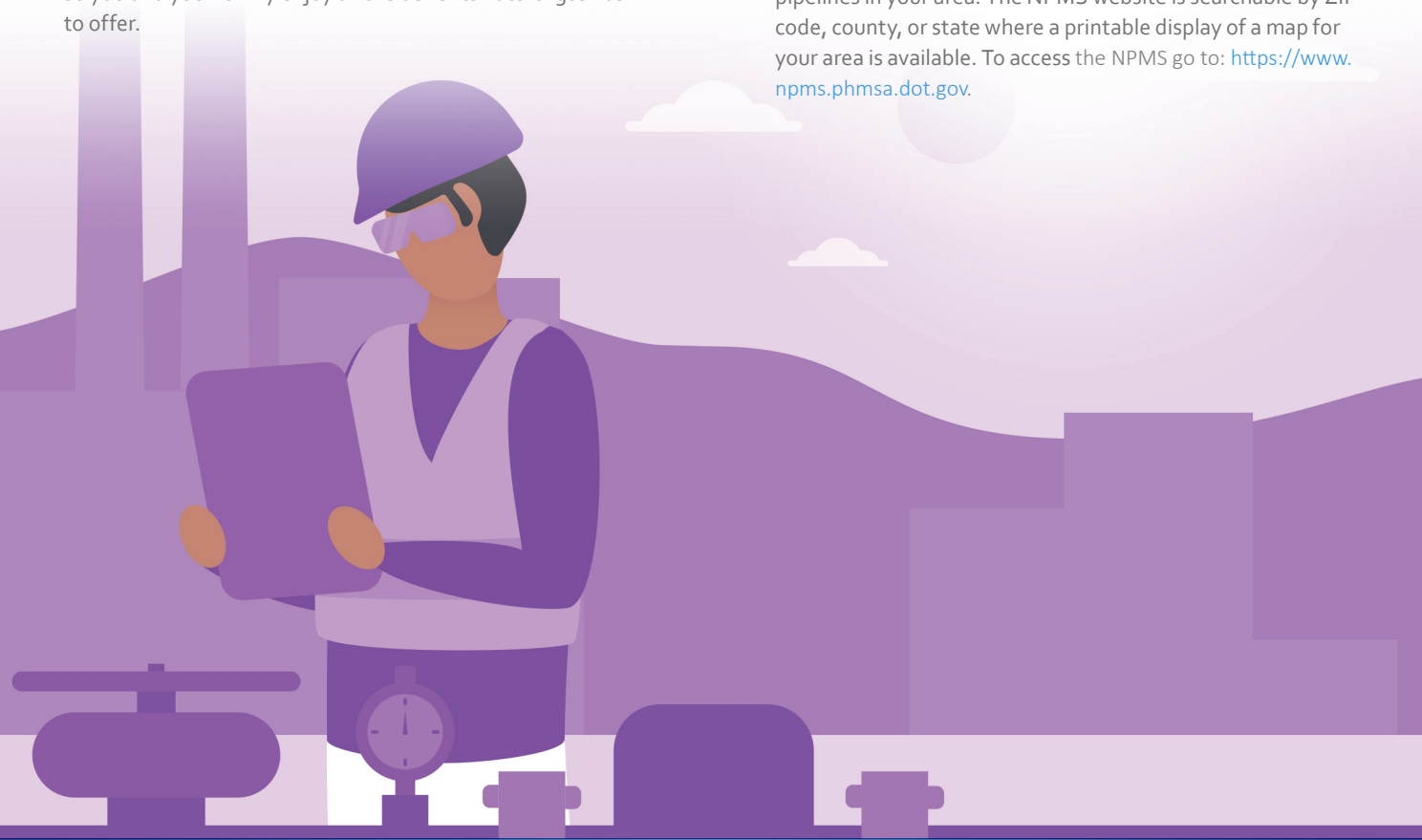
Unitil

30384-I-0762

A safe and thriving community is Unitil's top priority. Unitil works around the clock to ensure our customers, our employees, and the communities are safe.

Unitil operates over 86 miles of natural gas transmission pipeline and 1,400 miles of underground distribution pipe delivering safe and reliable natural gas to communities in Maine, Massachusetts and New Hampshire. The system lies out of view and our goal is to operate an energy delivery system that runs reliably and safely, so people can use natural gas when they need it.

Like all sources of energy, natural gas should be used safely and responsibly. Take a few moments to review these pages so you and your family enjoy all the benefits natural gas has to offer.



Pipelines Play A Key Role In Delivering Our Nation's Energy

Many people don't realize the importance of our nation's natural gas pipeline network carrying our country's daily energy supplies. These invisible highways span more than 300,000 miles across the United States, carrying natural gas safely from supply regions to customers throughout the country. Interstate natural gas pipelines have a strong record of safety. You can learn more about the industry's safety procedures and record by visiting https://www.phmsa.dot.gov, the website of the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration, Office of Pipeline Safety. PHMSA is the federal agency that regulates safety aspects of the interstate pipeline industry.

The National Pipeline Mapping System (NPMS) is a geographic information system created by PHMSA to provide information about pipeline operators and the pipelines in your area. The NPMS website is searchable by ZIP code, county, or state where a printable display of a map for your area is available. To access the NPMS go to: https://www.npms.phmsa.dot.gov.

Unitil's Actions In An Emergency

In the event of a natural gas emergency, Unitil's priority is to protect people first, then property, then the system. Our personnel will:

- Locate the site of the emergency and stop or reduce gas flow to the affected area.
- Notify appropriate public safety officials and work with them during the emergency.
- Repair the facility and restore service to customers.
- Investigate the cause of the incident.

For more information on our emergency response plan in your area, please contact us.

1-888-301-7700
unitil.com/IMP

Call Dig Safe® – 811 Before You Dig

You may be eager to dig your shovel in and plant a beautiful birch in your front yard, or begin excavating a new lot, but don't break any ground before calling Dig Safe® at 811.

By law, anyone planning to excavate must call Dig Safe® at 811 at least three working days (72 hours) before any disturbance begins. Dig Safe® is an call center system. At no cost to residential customers, Dig Safe® notifies all relevant utilities of your planned work so that they may mark the approximate locations of their buried lines and pipes.

Please wait for the utilities to make their marks before beginning your project, and respect and maintain the marks that have been made.

If you do damage underground facilities while digging, you endanger not only your safety but the safety of others. You may also be responsible for the cost of repairing the damaged utility. If you have retained contractors to work for you, be certain they call Dig Safe® at 811 before beginning any work.

How To Recognize A Gas Leak

Natural gas leaks are rare but can occur, so it is important to be aware of the signs of a leak. Knowing what to do when you suspect a leak is critical so you can protect you, your community and the system.

A gas leak can be recognized by sight, sound or smell:

Sight

- Dirt blown in the air
- Water bubbling or blown into the air
- Fire from the ground or burning above ground
- Dead, dry or frozen vegetation on or near a pipeline in a green area

Sound

- Hissing, blowing or roaring sound

Smell

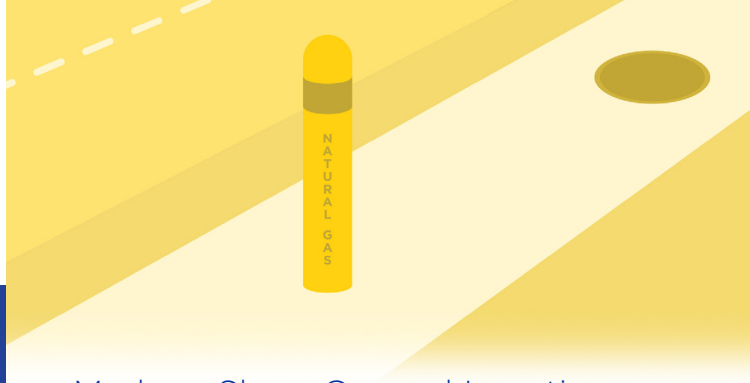
- Rotten egg odor

If you suspect a gas leak **DO**:

- Leave immediately.
- Warn others to stay away.
- Call 911 and Unitil when in a safe location far from the gas leak.

If you suspect a gas leak, **DO NOT**:

- Try to turn off your gas meter.
- Use a lighter, match or candle, open flames or operate items that cause a spark (such as cell phones, lights, electronics, flashlights, garage door opener or power tools).
- Open windows or doors to ventilate.



Markers Show General Location Of Pipelines

Unitil's natural gas pipelines are identified by markers placed at intervals along pipeline rights of way. These markers are often yellow poles, displaying 24-hour emergency telephone numbers and other identifying information. Pipeline markers are important to your safety. It's a federal crime to willfully deface, damage, remove or destroy any pipeline sign or right-of-way marker.

While the markers aid in identifying the presence of pipelines in the area, they don't show the exact location, depth, or how many pipelines are in the right-of-way. Don't rely solely on the presence or absence of a pipeline marker to determine whether or not a pipeline is buried below. Always call Dig Safe® at 811 to have underground pipelines marked prior to digging.

Pipeline Rights Of Way Help Maintain Safety

A pipeline right-of-way is the strip of land above and around a pipeline. Rights-of-way are kept clear of obstructions and vegetation so Unitil can safely operate, patrol, maintain and repair its pipelines. We regularly inspect our rights-of-ways.

If your property has a Unitil easement, you should be aware of our guidelines for encroachment and construction near natural gas pipeline equipment. It's important that you not install any structures, store anything that could be an obstruction, or plant trees or shrubs along the right-of-way. Normal gardening and agricultural activities (e.g., lawns) are generally acceptable. But you should never dig or construct anything in the right-of-way without first having a Unitil representative mark the pipeline, stake the right-of-way and walk you through our construction guidelines.

Gas Safety Inside Your Building

Natural gas is a good addition to your building, and it's important to know how best to care for your equipment so it operates safely and reliably. Here are some things to look for in and around your home or business.

Water Temperature and Scalding

A hot bath or shower is soothing, but water that's too hot is dangerous. Set your water heater to a safe temperature. 115 to 120 degrees Fahrenheit is recommended to avoid scalding. Setting the water heater temperature lower will help you conserve energy usage and could save you money, too.

Before placing a child in a bath, check the water temperature to be sure it's not too hot. Never leave a child alone or with other young children in the bath.

Water Heaters

Move all items that can burn easily such as mops, brooms, laundry or flammable liquids away from your water heater. The heating element can get very hot and could ignite items. Never attempt to move a water heater by yourself. Contract a heating and plumbing professional to prevent serious injury.

Flammable Liquids Storage

Flammable liquids, such as gasoline, should never be stored near heating systems or water heaters. Never use gasoline indoors or in the same area as a gas appliance or other ignition source. Talk to your children about the dangers of flammable liquid products.

Interior Pipe Safety

Pipes run through the walls, ceilings or floors in your building to bring natural gas to appliances. Stay away from these pipes. Don't play with these pipes or hang objects from them (e.g., wet clothes) because you could loosen the connections, causing a natural gas leak.

If a gas appliance is not in use, it should be disconnected from a natural gas pipe by a licensed professional. All the connectors should be removed, and the pipeline plugged and capped to be safe.

Carbon Monoxide Poisoning

A gas stove or generator are highly desirable appliances. It's important that all gas appliances are properly installed and maintained to prevent carbon monoxide poisoning. Gas appliances, including generators that do not get a sufficient supply of air can release carbon monoxide.

Carbon monoxide is orderless and colorless. Carbon monoxide poisoning has flu-like symptoms such as headaches, dizziness, nausea, fatigue and red lips.

If you experience symptoms of carbon monoxide poisoning, immediately get fresh air, ventilate the dwelling, and seek medical attention. Later, call your fuel supplier or licensed heating contractor for an emergency inspection.

To prevent carbon monoxide poisoning, install and maintain carbon monoxide detectors; regularly check your fuel burning appliances, flues, vents and chimneys; properly vent generators outside; clear meters and vents of snow and debris; never operate internal combustion engines indoors; and never use a charcoal or gas grill indoors.

Flexible Gas Connectors

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, leading to a dangerous gas leak. Any uncoated brass gas appliance connector should be replaced immediately with a new connector. Avoid moving gas appliances – stressing connectors can cause them to crack or fail. Leave moving, inspection and replacement of such connectors to a qualified heating contractor, plumber or appliance repair representative.

Corrugated Stainless Steel Tubing

Check your home for corrugated stainless-steel tubing! Corrugated stainless steel tubing (CSST) is a thin-walled metallic gas piping product used as an alternative to conventional gas piping material or steel pipe. If your home uses CSST, regularly inspect CSST prevent potential dangers and code violations.

CSST is a lightning conductor and poses a risk of gas leaks and fire. To protect against lightning strikes, the building owner should install appropriate electrical bonding and conduct an inspection of their CSST gas piping system.

Contact a licensed, qualified plumber or electrician for an evaluation or for more information.

Gas Safety Outside Your Building

Watch for Buried Fuel Lines

Gas pipelines from the meter to within your building belong to you, and you are responsible for their maintenance and operations. In some cases, the line from the meter to the structure is buried; and you are also responsible for the maintenance of this line.

We recommend periodic inspections to ensure your piping is in compliance with the National Fuel Gas Code NFPA 54, to check for leaks or corrosion, and to repair any discovered unsafe conditions. Plumbing or heating contractors can assist you in inspecting and repairing the buried piping.

When digging near buried gas piping, first call Dig Safe® at 811, to locate the piping prior to digging. You can find private locating services at http://www.Dig Safe.com/private_locators.php.

Ice and Snow Can do Unexpected Damage to Meters and Vents

New England is no stranger to winter storms. When snow and ice come, it's important to prevent damage caused by ice and snow build up on your meters and vents.

Clear ice and snow from your meters and vents. Use a broom to clear gas meters and pipes. Do not use a shovel or snow blower to clear equipment because it can damage the meter. Do not kick your gas meter to break or clear ice. Also, do not shovel snow up against the meter or vent. Remove icicles from overhead eaves and gutters. This will prevent icicles from falling and damaging equipment or dripping water and freezing on the meter or vent.

If you cannot safely remove the roof snow and ice, contact a qualified roofing contractor.

Call Before You Clear Your Sewer Line - Know What's Inside

A blocked sewer line may be the result of another utility line (gas, electric, or telecommunications) accidently cross boring through a sewer line. A cross bore is an unsafe intersection of two different utility lines. Do not try to clear a blockage, as it could result in a serious accident. If you cannot see the cause of the sewer blockage, contact Unitil for assistance and call Dig Safe® at 811 to request an emergency locate to get utility

Our Goal is a Safe System

Natural gas systems are reliable and safe, but incidents can occur. Hazards include blowing gas, line rupture, fire, explosion, or possible asphyxiation. We care about your well-being and continuously work to keep our system safe.

Our gas control and dispatch center operates 24 hours a day, seven days a week. We regularly patrol our pipeline rights-of-way and conduct regular inspections of our pipeline system. Our gas operations employees receive regular training and are qualified under U.S. Department of Transportation standards as natural gas pipeline operators.

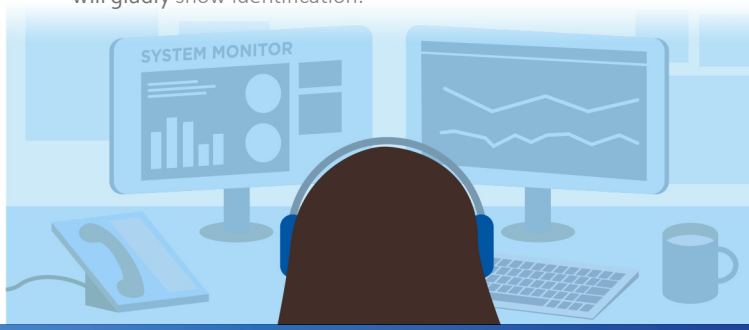
Employees are on-call at all times to respond to any situation. We spend millions of dollars annually in pipeline replacements and upgrades. In addition, we work with emergency responders to educate them on our pipelines and how to respond in an emergency.

In accordance with federal regulations, some segments along the pipeline have been designated as High Consequence Areas. We have developed supplemental assessments and prevention plans for these highly-populated areas with transmission pipelines traversing them. Unitil's Integrity Management Plan outlines the Companies plan and activities to ensure the safety of our pipeline system. A summary is available at www.unitil.com/IMP.

Help Us Keep Our Facilities Secure

In these days of greater security consciousness, Unitil operates with a heightened sense of awareness.

We ask your help in keeping facilities safe. Beside watching for signs of a gas leak or unauthorized digging along pipeline rights of way, please be alert for any unusual or suspicious activity near pipeline facilities. Report any such activity to the police and Unitil. Company employees always carry and will gladly show identification.



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