



SUPPORT FOR RISING ENERGY COSTS



Unitil understands the challenges that customers may face trying to manage their energy bills and we are ready to assist by offering a variety of programs that can help with your energy costs.

BUDGET BILLING

Our residential customers can benefit from the convenience of [Budget Billing Program](#). By enrolling in our budget billing program, you can spread out your energy costs into a consistent flat rate paid each month. This means less changes month-to-month or fluctuations because of weather or rate changes—you'll know exactly what your bill will be, month over month. To learn more, go to [UNITIL.COM/BUDGET-BILLING](https://unitil.com/budget-billing)

PAYMENT PLANS

If you fall behind on your account, our Customer Service Team can help create a personalized plan to get you back on track. You can request a plan online or contact our team directly. To request a payment plan, visit [UNITIL.COM/REQUEST-PAYMENT-PLAN](https://unitil.com/request-payment-plan)

STATE SPECIFIC PROGRAMS AND ASSISTANCE AGENCIES

Local and state organizations in our service areas offer highly supportive programs for qualified customers to increase energy efficiency and manage energy costs. We work closely with these organizations to ensure that our customers' needs are met throughout the year. Residents can also call 211, a special hotline managed by United Way, to learn more about assistance services in your region. [UNITIL.COM/FINANCIAL-ASSISTANCE](https://unitil.com/financial-assistance)



Storm Preparedness IN LIKE A LION

Did you know the month of March can see more electric outages than at any other time of year? That's because the snow is pastier, and tree limbs could be starting to bud—a perfect recipe for downed lines and outages. It's a good idea to be prepared for the unexpected by creating a storm kit:

- Blankets
- Warm coats, hats, and mittens for all family members
- Flashlights and fresh batteries
- A battery-operated radio and clock
- A car charger for portable electric devices (cell phones, etc.)
- Containers filled with water and/or bottled water
- Canned or dried food and a manual can opener
- List of important phone numbers
- First aid kit
- Masks, soap, hand sanitizer, and disinfectant wipes



To report outages and learn more about storm preparedness, visit [UNITIL.COM/OUTAGES-EMERGENCIES](https://unitil.com/outages-emergencies)



UTILITY SCAMS ON THE RISE DON'T BE A VICTIM!

Did you know that consumers reported losing \$3.3 billion to fraud in 2020 – up from \$1.8 billion in 2019! Learn how to spot common utility scams so you won't be a victim. Visit our site for a full list of common utility scams to keep you and your loved ones safe.

[UNITIL.COM/BLOG/HOW-AVOID-UTILITY-SCAM](https://unitil.com/blog/how-avoid-utility-scam)

REMEMBER:

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

VISIT OUTAGES AND EMERGENCIES

Prepare for the unexpected, get outage, and restoration updates in your area, or find out more about how we restore power.

[UNITIL.COM/OUTAGES-EMERGENCIES](https://unitil.com/outages-emergencies)



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 a Power Outage Online or call us toll-free at **1-888-301-7700**.



General Customer
Service Inquiries

CALL US: 1-888-301-7700

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](https://unitil.com/contact)



Safety First
LOOK UP!

Whether you are a homeowner or contractor, when using ladders and scaffolding or moving vehicles and equipment, be sure to look up and take note of any utility wires. **All items and people must stay at least ten feet from any power lines.** To keep yourself, your crew, and your neighbors safe, it's important to respect the dangers of power lines. If you are a contractor, account for your cranes and derricks; those may need more than 10 feet of clearance.



For more information visit [UNITIL.COM/OVERHEADLINES](https://unitil.com/overheadlines)

Visit the Outage Map online at:
[UNITIL.COM/MAP](https://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](https://twitter.com/unitil)



Like us on Facebook to get useful tips and information.
[FACEBOOK.COM/UNITIL](https://facebook.com/unitil)