



PREPARING FOR WINTER ENERGY COSTS



HAVE A PLAN FOR THIS COMING SEASON

Fall is here, which means winter is approaching. In New England, that can mean higher energy rates, both in terms of usage and seasonal changes in supply rates. While the energy market remains highly volatile, Unitil's current electric supply rates will remain stable through November 30th, however these energy rates will change effective December 1st to reflect current energy prices. We want to ensure you know what resources and options are available to help you better manage these upcoming winter energy rates.

GET THE LATEST AT UNITIL.COM

In the midst of this unprecedented energy crisis, Unitil created a special webpage, [UNITIL.COM/WINTER-ENERGY-PRICES](https://www.unitil.com/winter-energy-prices), to provide you with the most up to date information in terms of rates, programs, and opportunities to save. You can find out about energy efficiency programs, conservation tips, or access links to state resources on third party suppliers. Information can be a powerful tool as you plan for the winter months.

IF YOU FALL BEHIND, WE'RE HERE TO HELP

Falling behind on energy costs can feel overwhelming. If you find yourself having difficulties, our customer service team is trained to help you find a solution to your energy needs. We offer an array of options, including discounted rates for qualifying customers, budget billing plans and payment plans to help get you back on track. More information on all of these programs is also available at [Unitil.com](https://www.unitil.com), but if find yourself struggling as the season progresses, please don't hesitate to reach out if you need help.

Creating an energy plan that makes sense for you today can help you better prepare for tomorrow. There are still many unknowns around what the energy market will look like this winter, but we are hopeful these tools and programs will help you in the months ahead. Managing energy costs in the winter in New England can be challenging, but don't forget that we are here to assist in any way we can.



ENERGY SAVING TIPS FOR FALL & WINTER

This season, just a few easy steps can help you save energy, keep your house warmer and your family cozier.

STOP THE DRAFTS

Doors and windows can be a significant source of heat loss, but sealing the gaps is an easy and relatively inexpensive way to keep the heat in. As a general rule of thumb, weatherstripping should be used around anything that moves, such as doors and windows. In older homes, consider sealing your windows with heat-shrink plastic sheets – they're inexpensive, easy to apply, and can be removed easily in the spring. Insulated drapes can help as well!

SMART THERMOSTATS

If you've ever left the house for a weekend away, only to discover upon your return that you forgot to turn the heat down, this tip is for you. Wi-Fi enabled thermostats can learn your habits and adjust the temperature in your home accordingly. You also have the ability to make adjustments on the fly with a smartphone, in the event your flight is delayed, for example. We offer rebates for qualifying thermostats.

AIR SEALING AND INSULATION

If the insulation in your attic is more than 20 years old, you could see significant savings by replacing it or adding an additional layer. Heat rises, and without effective insulation, your home will lose much of that energy through the ceilings and roof. In the summer months, proper insulation prevents superheated attic air from entering your home. If your budget allows, consider investing in spray foam or blown-in insulation. We have audit and weatherization rebate programs to help get the work done.

For more energy savings tips, visit us online!

Safety First



PROTECT YOUR HOME – CHECK FOR STAINLESS STEEL TUBING TODAY!

Whether you are a homeowner, a contractor, or business owner, you need to know about the natural gas piping in your own environment to keep you, your family, community, and customers safe!

Corrugated Stainless Steel Tubing, or CSST for short, is a flexible tubing often used to deliver natural gas inside a building. CSST is susceptible to both gas leaks and fire, and when installed incorrectly, (including improper bonding), it can act as a conductor for lightning strikes.

Keep your home and business safe by having a licensed professional regularly inspect the system to prevent danger and code violations.

PROTECT YOURSELF FROM FRAUDS & SCAMS

Did you know that consumers reported losing \$3.3 billion in fraud in 2020? Unfortunately, scams have become more frequent and more sophisticated, deploying a whole range of tactics and techniques. At Unitil, we want you to stay aware of various scam tactics. Remember these critical things to protect yourself and your family:

- ✓ Imposter fraud, in which the scammer pretends to be a representative of your utility, is the most common type of fraud reported to the Federal Trade Commission (FTC).
- ✓ 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.

We also encourage you to visit our site to learn about these scams and others — and check back frequently to make sure you stay current with any new ones:

[UNITIL.COM/BE-AWARE](https://www.unitil.com/be-aware)



PRO TIP: TURN ON YOUR ALERTS!

Did you know that you can set your **Communication Preferences** and choose how and when you want to receive notifications from Unitil about your account status and activities? You can now get real-time alerts regarding your monthly bill, account management, service work, and outage restoration.

To get started, call us or visit:

[MYACCOUNT.UNITIL.COM](https://www.unitil.com/myaccount)

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](https://www.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](https://www.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 outage updates.

[TWITTER.COM/UNITIL](https://www.twitter.com/unitil)



Like us on Facebook to get useful tips and information.

[FACEBOOK.COM/UNITIL](https://www.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](https://www.unitil.com/contact)

