

MANAGING VOLATILE ENERGY MARKETS



HOW TO PREPARE FOR THE UNEXPECTED

Energy markets, including those in New England, are facing increasing volatility, resulting in large price swings in energy costs between the summertime and winter months. While Unitil's current electric supply rates are locked in for this summer and fall, and will remain stable through November 30th, we recognize the market as a whole remains highly volatile and we want to ensure you know what resources and options are available to local energy users.

WHAT ARE SUPPLY RATES?

Supply rates, or the market cost of energy, are the portion of the bill that is seeing increased instability between the summer and winter periods. Distribution utilities do not generate their own energy. Instead, we are required to go out to bid for the current market rate every six months. This supply rate becomes part of customer bills and is entirely separate from the rates that pay for distribution costs. There is no Unitil mark-up on supply rates, and Unitil does not make any money off of supply. Instead, this is a simple pass-through to customers based on the actual, seasonal costs of energy set by generators, and many customers have the option to find an alternative supply rate through other third-party providers.

WHAT CAN YOU DO NOW?

To learn more about what you can do in the summer to prepare for this coming heating season, visit [UNITIL.COM/WINTER-ENERGY-PRICES](https://www.unitil.com/winter-energy-prices). There we have more information on how third-party supply options work, what sort of energy efficiency projects done now may help later, and some conservation tips on how you can save by lowering usage. We also have information on assistance programs in the event you are struggling to pay bills or fall behind.

While Unitil prices will remain stable this summer and fall, further volatility in the energy market remains possible this winter and beyond. Creating an energy plan today that makes sense for you can help you better prepare for tomorrow.



SEPTEMBER IS NATIONAL PREPAREDNESS MONTH

National Preparedness Month is an observance each September to raise awareness about the importance of preparing for disasters and emergencies that could happen at any time. Visit [READY.GOV](https://www.ready.gov) for a wealth of information on how to protect you and your family — from natural disasters and severe weather to hazards specific to our region. Put together a safety kit, sign up for alerts and warnings, and learn all kinds of practical information to keep you one step ahead of the unexpected.



Safety First

NATURAL GAS SAFETY AROUND THE HOME

Whether you've just switched to natural gas or have had it for many years, practicing gas safety is important for you and your family. Here are a few reminders:

- Keep your hot water tank around 120 degrees Fahrenheit. Some baths and showers can be way too hot, especially for the little ones!
- Keep appliances clean and flammable materials away from their heat sources. Never store flammable liquids near a stove or furnace and never clean your natural gas appliances with gasoline.
- Never hang or lean items on gas pipes. Get regular inspections of your gas equipment and appliances to keep them safe and reliable.

 VISIT [UNITIL.COM/SAFETY](https://www.unitil.com/safety)
FOR MORE.



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DO YOU QUALIFY FOR A DISCOUNT RATE?

With winter coming and rising energy rates, now is a great time to visit our site to see what resources may be available to help you through. Depending on your income, you may qualify for savings!


Learn more about our assistance programs:
[UNITIL.COM/ASSISTANCE](https://www.unitil.com/assistance)



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 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)

 **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)

