



CONTROLLING ENERGY COSTS



New England winters are always a little tough on the wallet, but this year, as energy costs rise along with the cost of day-to-day living, it may be even more challenging to manage a budget and keep energy costs in check. We are working hard to manage the spike in fuel costs and offer a range of resources to manage energy costs. We're also here to provide direct assistance to customers in need, so please don't go it alone!

Your Monthly Bill has information that can help you keep tabs on your energy usage throughout the year, and plan ahead for tougher months.

Payment & Billing Plans can help. Call us and we'll help you work out a payment plan that will keep you on track. Or you might consider enrolling in our Budget Billing Program, that provides a fixed bill amount each month, based on your energy usage history.

Energy Saving Programs can help reduce costs. Programs, rebates, and contractor services are available to encourage the installation of energy saving home improvements in our customer's homes. To learn more, go to [MASSSAVE.COM](https://www.masssave.com), [NHSAVES.COM](https://www.nhsaves.com), or [EFFICIENCYMAINE.COM](https://www.energymaine.com).

Residential Assistance Programs are available through local and state organizations in our service areas, and offer highly supportive programs, such as Federal Fuel Assistance, weatherization programs, and home energy assistance for qualified customers.

Low Income Discount Depending on the size of your family and your combined gross annual income, you may be eligible to receive a discounted rate for your Unitil gas and electric service. Learn more about all of our assistance programs by visiting our website: [UNITIL.COM/ASSISTANCE](https://www.unitil.com/assistance).



ENERGY SAVING TIPS

To help balance rising costs, even small changes to our daily routines can have a surprising impact on our energy use:

HEATING & COOLING

- Regulate the thermostats in your home. Three to five percent more energy is used for each degree your furnace thermostat is set above 68 degrees!
- Programmable thermostats will help you control your heating more effectively.
- Close and lock windows when heating your home. Cover drafty windows and open shades on sunny days.

APPLIANCES

- Set your refrigerator between 36-40 degrees Fahrenheit. Check that the energy saver switch is in the 'on' position.
- Only wash full loads in a dishwasher and use the shortest cycle that will get your dishes clean. Let the dishes air dry.
- Do only full loads when using your clothes washer and dryer. Be sure to clean your clothes dryer's lint trap after each use.

LIGHTING

- Use LEDs where possible.
- Use natural light as much as possible.
- Turn lights off when you're not using a room.

HOME INSULATION & WEATHERIZATION

- Insulate ceilings to R-49 standards if your attic has less than R-19.
- Weather-strip around windows and doors.
- Wrap heating ducts with duct wrap or mastic sealant.

Did You Know?



ALWAYS CALL BEFORE YOU CLEAR YOUR SEWER LINE!

If your sewer line is blocked, do not try to clear the blockage — it could result in a serious accident. A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line (a cross bore is an unsafe intersection of two different utility lines). If you are unable to visually verify the cause of the sewer blockage, follow these steps:

- 1 Call Unitil at 1-888-301-7700 for immediate assistance.
- 2 If you suspect or discover that the blockage is caused by a cross bore, please do NOT attempt to clear the blockage with a mechanical device. Please call us for 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



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**.

Put a Twinkle in Your Holiday!



HOLIDAY LIGHT SAFETY!

This holiday season we could all use just a little more light, inside and out! But as you deck your homes and halls, make sure you stay safe!

- ✓ Use a sturdy ladder and a partner when climbing high distances.
- ✓ Keep an eye on any overhead power lines and stay at least ten feet from any lines servicing your home.
- ✓ Check the lights! Some light strips are unsafe outdoors because they are not waterproof. And lights made to be hung outside are too hot for indoor use.
- ✓ Switch off lights overnight. Hot bulbs and wires can create a fire hazard and use up energy.



Visit the Outage Map online at:

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://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



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

