



# CONTROLLING ENERGY COSTS



*When energy costs rise,  
please don't go it alone!  
We're here to help:*

## PAYMENT & BILLING PLANS

If you are a residential customer having trouble paying your bills, call us to arrange a payment plan. You could also consider enrolling in our Budget Billing Program to provide you with a predictable, fixed amount each month.

## RESIDENTIAL ASSISTANCE PROGRAMS

We offer a variety of resources, as well as contacts for local and state programs that offer financial assistance to residents in New Hampshire, Massachusetts, and Maine.



VISIT US AT ONLINE AT  
[UNITIL.COM/BILLING-PAYMENTS](https://unitil.com/billing-payments)



## ENERGY SAVING TIPS & RESOURCES

We have a myriad of tips like these to help you manage your day-to-day energy use.



VISIT [UNITIL.COM/WAYS-TO-SAVE](https://unitil.com/ways-to-save)

You can also visit [MassSave.com](https://masssave.com), [NHSaves.com](https://nhsaves.com) or [efficiencymaine.com](https://efficiencymaine.com) for energy efficiency programs, rebates, information and tips on saving energy and money.

### HEATING & COOLING

- Regulating the thermostats in your home can have a major impact on your monthly energy bill. Three to five percent more energy is used for each degree your furnace thermostat is set above 68°.
- Clean or replace furnace and air conditioner filters regularly, following the manufacturer's instructions.

### APPLIANCES

- Do only full loads in your washer and be sure to clean your clothes dryer's lint trap after each use.
- Set your refrigerator between 36-40 degrees Fahrenheit.

### LIGHTING

- Use LEDs where possible and as much natural light as possible.
- Remember to turn lights off when you leave a room!

### HOME INSULATION & WEATHERIZATION

- Weather-strip windows and doors and wrap heating ducts with duct wrap or mastic sealant.



## CLEARING SEWER LINES

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 a 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:

**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.**

## Safety First



## HOLIDAY LIGHT SAFETY!

There's something magical about holiday lights – 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 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 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](http://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**.

Visit the Outage Map online at:

[UNITIL.COM/MAP](http://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: 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](http://UNITIL.COM/CONTACT)

