

ADD TO YOUR SNOW ROUTINE



Depending on who you ask, snow is one of the many things that makes New England so magical! It also keeps us very busy plowing driveways, shoveling walks, and salting steps – all to keep our families safe.

But there's one small safety step many of us overlook in the winter: clearing snow and ice off meters and vents!

When snowfall covers vents or meters, you run several risks. Ice or snow covering your gas meter can damage equipment, causing gas leaks. And clogged vents can trap dangerous carbon monoxide inside your home or businesses. A quick and gentle brushing or wiping is all that's needed (never hit them with a shovel or snow blower as that could damage them!).

It's a small thing to add to your storm to-do list, but safety puts people first – and keeps all those magical possibilities of snow alive!



Safety First



GENERATOR SAFETY REMINDERS!

If you plan to use an emergency generator, call our Customer Service Center to let us know. A double-throw transfer switch is required when connecting a generator to your permanent wiring system. This switch protects your equipment and prevents feedback on our lines, which could cause serious injury to our workers.

Always check the operation, adequacy, and maintenance (e.g., fuel supply, filter, coolant levels) of your emergency generators and battery systems. To identify potential problems before the time of need, test emergency generation under full-load conditions.

And remember – generators should be located outside and have appropriate venting. Keep generators outdoors and away from the home to keep exhaust carbon monoxide from entering your home.



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



MAKE YOUR HOLIDAY CELEBRATIONS SUSTAINABLE

Give Experiences, Not Things:

Give concert tickets, gym memberships, and other experiences to help eliminate energy waste from manufacturing

Buy Non-Electric Toys:

Keep electronics off the list or opt for rechargeable batteries

Re-use and Re-gift:

Buy used goods or re-gift unused items in your home

Wrap Responsibility:

Re-use gift wrap and bags, and get creative with newspaper, string, cloth ribbons and re-useable containers!



IMPORTANT INFORMATION FOR OUR LIFE SUPPORT CUSTOMERS

If you or a family member uses electrically operated life support systems, we encourage you to notify Unitil by submitting a completed Physician's Certification Form, which you can find at UNITIL.COM/LIFE-SUPPORT. As part of our storm or scheduled outage planning, Unitil makes special efforts to communicate with customers using life-support equipment. This will include a notification to you that we anticipate adverse weather or a scheduled outage which may result in a power outage.



UNITIL.COM/LIFE-SUPPORT

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



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

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



Like us on Facebook to get useful tips and information.
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

