



YOUR NEWSLETTER IS GOING DIGITAL

Starting in July, your monthly customer newsletter will be delivered straight to your email inbox instead of as an insert in your bill. To ensure you will receive the digital version, please take a moment to:

- ✓ Add an email address to your account if you don't currently have one on file. Visit [MYACCOUNT.UNITIL.COM](https://myaccount.unitil.com) to create a MyUnitil account (you will need your account number) or contact us at 1-888-301-7700.
- ✓ Contact us at 1-888-301-7700 to verify and/or update your email address.
- ✓ Add INFO@UNITIL.COM to your email contact list to help prevent emails from being mistakenly sent to spam or junk.
- ✓ If you've previously unsubscribed from our emails, resubscribe at [UNITIL.COM/RESUBSCRIBE](https://unitil.com/resubscribe).

We look forward to bringing you the news and information you need—quickly, conveniently, and sustainably!

Visit [UNITIL.COM/NEWSLETTER](https://unitil.com/newsletter) to learn more.

RECOGNIZING UTILITY SCAMS: Always Ask for Employee Identification

REMINDER: *ALL Unitil employees carry company-issued identification.*

If you receive an unscheduled visit from us, please ask for company ID and call us immediately at 1-888-301-7700 to verify that the utility workers are from Unitil.

For more safety tips, visit [UNITIL.COM/BE-AWARE](https://unitil.com/be-aware)





NEED HELP WITH BILLS?

If you are having trouble paying your bills, please don't go it alone. There are lots of ways we can help. We have a whole range of options for you, from budget billing and payment plans to state-specific energy efficiency and financial assistance programs. To learn more about available resources, or to see if you qualify for financial assistance, visit [UNITIL.COM/ASSISTANCE](https://unitil.com/assistance).

MOVING OR CHANGING SERVICE?

This time of year, renters, homeowners, and vacationers alike are looking for homes, relocating families, and enjoying seasonal houses. Wherever your summer takes you, make sure you have the service you need all lined up by contacting us online to:

- ✓ Change your Address
- ✓ Request to Stop Service
- ✓ Request to Start Service

Visit [UNITIL.COM/MANAGE-SERVICE](https://unitil.com/manage-service) today!

SAFETY FIRST: WHAT TO DO IF YOU SUSPECT A GAS LEAK

Gas leaks are rare, but when they do occur, it's important to know how to respond in a safe manner. Sometimes there are clear signs of a leak; you may see blowing debris, dying vegetation, or, in a wet area, water bubbling. You may also smell rotten eggs or hear a hissing sound. But whatever the indication, if you do suspect a gas leak, it's essential to act quickly:

- 1 Immediately leave the area or building and get to a safe distance (at least 300 feet away).
- 2 Do not try to turn off your gas meter.
- 3 Warn others to stay away from the area.
- 4 Once at a safe distance, call 9-1-1. Emergency responders and the utility company will inspect and secure the area.

Learn more at:

[UNITIL.COM/LEAK-RESPONSE](https://unitil.com/leak-response)



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://unitil.com/contact)

