

From: Dr. Valentino goddess.ta.ana.nyc@gmail.com
Subject: Fwd: Vanessa Valentino Account 201-5560.001- REPLY NEEDED
Date: Apr 6, 2023 at 6:15 PM
To: Michael J. Crouse oca.nh.gov

Please see below.

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

Begin forwarded message:

From: Dr. Valentino <goddess.ta.ana.nyc@gmail.com>
Subject: Fwd: Vanessa Valentino Account 201-5560.001- REPLY NEEDED
Date: Apr 6 2023 at 6:03:20 PM EDT
To: Michael J. Crouse oca.nh.gov
Cc: Essey. J. Aperi oca.nh.gov

See forwarded messages

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

Begin forwarded message:

From: Dr. Valentino <goddess.ta.ana.nyc@gmail.com>
Subject: Fwd: Vanessa Valentino Account 201-5560.001- REPLY NEEDED
Date: Apr 6 2023 at 5:59:28 PM EDT
To: Michael J. Crouse oca.nh.gov
Cc: Essey. J. Aperi oca.nh.gov

See forwarded messages

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

Begin forwarded message:

From: Goddess <goddess.italiana.nyc@gmail.com>
Subject: Re: Vanessa Valentino Account 201-5560.001- REPLY NEEDED
Date: April 6, 2023 at 8:45:07 AM EDT
To: "Sisto, Michael" <Michael.J.Sisto@energy.nh.gov>, "Beato, Benjamin" <beatob@unitil.com>

I still have not heard anything since last week after I provided significantly more information including the rules not followed by Unitil, that both of you ignored as well in trying to dismiss my complaint. I want a sufficient resolution and if you cannot provide one (promptly) I will need to speak directly with the PUC.

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message

On Apr 5, 2023, at 9:40 AM, Goddess <goddess.italiana.nyc@gmail.com> wrote:

I still do not have a resolve to my complaints.

Please update me and provide the way to complain to the PUC directly if you are unable to resolve this issue.

If you continue to not resolve this I will be forced to take legal action.

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message

On Mar 31, 2023, at 4:20 PM, Goddess <goddess.italiana.nyc@gmail.com> wrote:

The worker didn't call me or ring my bell. At 3:45 I went to find him, and he is just sitting in his truck. I knocked on his window. Immediately he had an attitude, and said "I am here, only because you complained." I don't even know his name. He said that multiple times when I asked him to explain what he was doing, until I asked him to just check the meter. He had little explanation of what he was doing and got annoyed when I asked for clarification. He handed me a slip and left and said in 20 years a meter has never been broken, implying I wasted his time. I did not appreciate the attitude and the subpar explanation.

1. I want something sent to me explaining the reading and how it is tested.

Several other tenants came out to complain as they have a similar issue to ask him questions, and he dismissively said "it's your electric heat".

It's really appalling both the attitude, the lies, and dismissiveness from your company.

2. I maintain I want the recordings as the exploitative way you handle new customers remains the core issue.

3. Confirm if any changes will occur on the bill after this check.

I will still further these complaints as you clearly have no interest in being honest and resolving this unethical way of doing business.

If you so sure you did nothing, sending me the recordings would be a non issue.

Please advise when I will have them items, either from Benjamin or Michael.

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and

destroy all copies of the original message

On Mar 30, 2023, at 1:19 PM, Beato, Benjamin <beatob@unitil.com> wrote:

Good afternoon,

The appointment for the meter test has been scheduled for tomorrow at 3:30pm.

Best regards,

Benjamin Beato

Bilingual Process Lead, Customer Service

[<image005.png>](#)

5 McGuire Street

Concord, NH 03301

T 603-227-4706 F 603-227-4500

[<image002.jpg>](#)

[<image003.jpg>](#)

[<image004.jpg>](#)

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately by reply e-mail and delete this e-mail from your system. Please note that any views or opinions expressed in this email are not necessarily those of Unitil Corporation or any of its subsidiaries. E-mail transmission cannot be guaranteed to be error-free or secure or free from viruses, and Unitil disclaims all liability for any resulting damage, errors, or omissions.

From: Goddess <goddess.italiana.nyc@gmail.com>

Sent: Thursday, March 30, 2023 1:00 PM

To: Sisto, Michael <Michael.J.Sisto@energy.nh.gov>

Cc: Beato, Benjamin <beatob@unitil.com>

Subject: Re: Vanessa Valentino Account 201-5560.001

I will get back as close as I can to 3:30 tomorrow to meet them.

I want the recordings, in full, not scrubbed. There are now two incidents where Unitil choose to omit my questions, and they refused options I am entitled too, and later lied about it. Please advise when I will have them.

Further, all correspondences going forward must be in writing for accountability and so they cannot deny any conversations, as this is likely going to become a legal issue. Calls will not be accepted. If ever I need to call again by force to maintain service as has happened prior, I will be recording the call as well. Consider this my notice and your implied consent if you we ever speak.

This bill is due to 4th. A acceptable resolution must be done by this date.

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and

state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message

On Mar 30, 2023, at 11:52 AM, Sisto, Michael
<Michael.J.Sisto@energy.nh.gov> wrote:

I forwarded this to Benjamin since I didn't see him copied on it. He tells me a tech can be there around 3:30 tomorrow and can wait if you can't be there right at 3:30. Let me know if this is acceptable and Unitol will set it up.

From: Goddess <goddess.italiana.nyc@gmail.com>
Sent: Wednesday, March 29, 2023 5:20 PM
To: Sisto, Michael <Michael.J.Sisto@energy.nh.gov>
Subject: Re: Vanessa Valentino Account 201-5560.001

FCC complaint was filed regarding your recordings.

The recordings were also requested from the Comission, WITHOUT scrubbing.

I had also requested a meter read via phone previously and your company refused.

If this bill is not fully itemized and reconciled to my satisfaction before the due date my next call is to the attorney general.

I find your practices unethical and exploitive.

Regarding the meter read, Friday at 4pm is fine.
Please confirm.

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all

copies of the original message

On Mar 29, 2023, at 4:47 PM, Goddess
<goddess.italiana.nyc@gmail.com> wrote:

See their answer. They refuse to provide the recordings. Now, on demand, they will reread the meter.
I absolutely asked this as well.

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message

Begin forwarded message:

From: "Beato, Benjamin" <beato@unitil.com>
Date: March 29, 2023 at 4:40:25 PM EDT
To: goddess.italiana.nyc@gmail.com
Subject: RE: Vanessa Valentino
Account 201-5560.001

Good afternoon Vanessa,

Thank you for contacting Unitil Customer Service. We can schedule an appointment to have your meter tested and re-read again. Please advise what day of the week works best with your

schedule. We can make arrangements for you to witness the test while the tech is performing it. The metering operations hours are Monday thru Friday between 7:30am-4:00pm. Feel free to reply back to my email directly with your appointment preferences and I can make the arrangements with our metering supervisor.

As far as the FCC complaint, you have all the right to reach them as a consumer. Our IVR always states that the calls are being recorded before customers reach a live representative. If the customer still moves to connect with a representative that would be considered consent. If you would like a copy of our call recordings, we would only release them via a subpoena.

Best regards,
Benjamin Beato

Bilingual Process Lead, Customer Service

[<image001.png>](#)

5 McGuire Street
Concord, NH 03301
T 603-227-4706 F 603-227-4500

[<image002.jpg>](#)

[<image003.jpg>](#)

[<image004.jpg>](#)

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately by reply e-mail and delete this e-mail from your system. Please note that any views or opinions expressed in this email are not necessarily those of Unitil Corporation or any of its subsidiaries. E-mail transmission cannot be guaranteed to be error-free or secure or free from viruses, and Unitil disclaims all liability for any resulting damage, errors, or omissions.

Submitted on Wed, 03/29/2023 -
15:37

Submitted by: Anonymous

Submitted values are:

Form to Contact Customer

Service

SERVICE

First name (required)

Vanessa

Last name (required)

Valentino

address

[REDACTED]

Phone number (required)

[REDACTED]

Email address (required)

goddess.itliana.nyc@gmail.com

What's the best way to contact you? (required)

Email

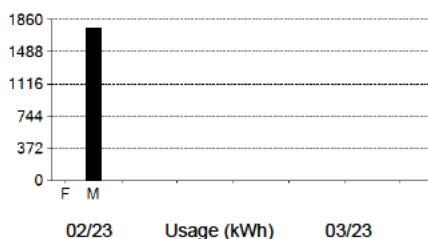
How can we help you? (required)

I have filed complaints with the commission after I was told to there were no options to reduce the bill when I asked. You also refuse to provide me with the call recordings. I also asked for a meter read,, and your company refused. I want the meter Re-read and I am disputing the bill. I have also filled and FCC complaint for your recording of calls without two party consent,

AMOUNT DUE **\$614.50**

** INITIAL BILL **


ACCOUNT NUMBER	BILL DATE	PLEASE PAY BY	NEXT METER READING DATE
2015560001	03/10/23	04/04/23	04/06/23



VALE				Page 1 of 1
AT A GLANCE				
AMOUNT OF LAST BILL	\$0.00	TOTAL CURRENT CHARGES	\$614.50	
PAYMENT	\$0.00	PLEASE PAY AMOUNT	\$614.50	

METER NUMBER	METER PREVIOUS	METER READING PRESENT	METER CONSTANT	METERED USAGE	NUMBER OF DAYS	METERED DEMAND	RATE CODE
501808	16173	17935		1762.00 kWh	33		D
BALANCE FORWARD							\$0.00

ELECTRIC SERVICE		PERIOD		02/03/23 - 03/08/23		
DELIVERY CHARGES RESIDENTIAL						
CUSTOMER CHARGE					16.22	
DELIVERY CHARGE		1762.00	kWh	x	\$0.07044	124.11
STRANDED COST CHARGE		1762.00	kWh	x	\$0.00002	0.04
TAXES & SURCHARGES						
SYSTEM BENEFITS CHARGE		1762.00	kWh	x	\$0.00700	12.33
Total Current EL Charges						\$152.70

	ELECTRIC SUPPLIER SERVICE	PERIOD	02/03/23 - 03/08/23		
	SUPPLIER CHARGES				
	ENERGY SERVICE CHG FIXED	1762.00	kWh	x	\$0.25925
	Total Current SS Charges				\$456.80

TURN ON/READ IN **\$5.00**

MESSAGES

If you received an application from your Fuel Assistance office, be sure to return it as soon as possible. The sooner your application is approved, the sooner you will begin to receive assistance.

Lights out? Phones on! Make sure we have your updated personal info and that it ties to your account. If we do not have it, visit unitil.com/sharemynumber or call us.

Uni-Pay allows your payment to be automatically deducted from your bank on your bill's due date. It's a convenient way to pay your bill every month, hassle-free. Call us or visit us online at unitil.com to sign up!

To avoid interest charges of 1.0000% per month, effective 12/01/02 payment must be received by due date. TOTAL CURRENT BILL **\$614.50**
TOTAL AMOUNT DUE **\$614.50**

Questions about your bill? Visit www.unitil.com or call: (800) 852-3339 (Capital) and (800) 582-7276 (Seacoast). More information on reverse.

PLEASE PAY UPON RECEIPT AND BY DATE LISTED BELOW.

PAYMENT INFO

ACCOUNT NUMBER
2015560001



AMOUNT DUE	PLEASE PAY BY	AMOUNT PAID
\$614.50	04/04/23	

V ALENTINO


GO PAPERLESS - GO GREEN

Take advantage of paperless billing!
More details online at unitil.com/gopaperless

UNITIL
P.O. BOX 981077
BOSTON, MA 02298-1077



80020000020155600010000614502

From: Sisto, Michael Mchae .J.S sto@energy.nh.gov 
Subject: Unt
Date: Apr 6, 2023 at 11:59 AM
To: Goddess goddess.ta ana.nyc@gma .com
Cc: Noonan, Amanda Amanda.O.Noonan@energy.nh.gov, Beato, Benjamin beatob@un t .com

MS

Dr. Valentino,

My supervisor, Amanda Noonan, and I listened to the initial call you had with Unitil. (Please note that we are not in possession of the call, we only listened to it.)

You noted early in the call that you were calling in to verify that Unitil had received your online application. The Unitil representative asked you to verify your address, whether you were connecting electric or gas service, and when you would be moving in. You provided a move-in date of 2/4/2023. As February 4 was a Saturday, the representative asked if you wanted the service to be started on Friday, February 3 or Monday February 6. After verifying that you did not need to be present, you asked for service to be started as of February 3, 2023. The Unitil representative located your online application, verifying the last 4 digits of your Social Security number (you acknowledged your reluctance to provide this information due to prior identity theft issues), your date of birth, and your contact phone number. The Unitil representative then asked how you wanted to receive your bills – paper bills mailed to you, or electronic bills emailed to you. The representative also asked if you wanted to receive text messages in the event of a power outage to which you responded affirmatively. The representative asked if you were to be the only person authorized to discuss the account with Unitil, and you stated that you were the only contact. The Unitil representative verified the meter number that was provided to you when you purchased the property, provided you with your new account number, and reiterated that while the service was already, there would be a connection and meter read fee of up to \$45. In response to your comment that \$45 was a significant charge, the representative explained that the fee ranged from \$5 to \$45 with \$5 being the fee if Unitil was able to obtain a remote meter reading and \$45 being the fee if a field visit was required to obtain the meter read. The representative offered you the option of setting up automatic payments for your account to which you responded you preferred to wait until you received your first bill. The representative verified that the mailing address for the account was your New York address, and you said that was correct. The representative then asked if you had any other questions or concerns regarding your service, and you replied that you did not.

At no time during this call did you request information about rates for electric service or competitive suppliers and their rates. As we've discussed previously, there is no requirement that a regulated utility proactively provide information about third party energy supply; however, had you made such a request, you would have been provided with direction on how and where to learn more.

Commencement of service with a competitive energy supplier occurs with the meter read following the utility's receipt of an enrollment request from the supplier. As such, new customers receive energy supply service from the utility, whether a new customer of Unitil or another regulated utility in New Hampshire, and any change to a competitive energy supplier occurs with the following billing cycle.

I have called Unitil and listened to the upfront message. The message states clearly that the call will be recorded. New Hampshire is a two-party consent state for the recording of phone calls, and we are discussing with Unitil how a customer could exercise his or her right to not consent and still speak with the company.

A meter test was conducted on March 30 (?), 2023 at your home. The meter was found to be measuring usage accurately. A copy of the test results was sent to you by Unitil, and a copy is also attached here. Customer requested meter tests are notated on the Unitil work order as a complaint test. When you spoke with the meter technician prior to the meter test that was conducted, I suspect there was a miscommunication when the technician stated he was there for a complaint test.

Unitil has waived the charge for the meter test, which was the \$20 you referred to as being an overcharge on your bill. If other residents in the building are concerned about high usage, as opposed to a high rate, they should reach out to Unitil directly to discuss their situation further.

If you wish to file a formal complaint with the NH Public Utilities Commission, as mentioned in your email, the procedures for making such a filing with the Commission is contained in the Commission's

administrative rules, Puc 200 rules. I have attached a copy to this email for your convenience.

Thank you,

Mike

Michael Sisto

Utility Analyst, Consumer Services
New Hampshire Department of Energy
21 S. Fruit St. Suite 10
Concord, NH 03301-2429
(800) 852-3793
(603) 271-3670
michael.j.sisto@energy.nh.gov



From: Goddess goddess.ta.ana.nyc@gmail.com
Subject: Re: Unit
Date: March 29, 2023 at 3:41 PM
To: S sto, M chae M chae .J.S sto@energy.nh.gov

G

An email demand was sent to Unit recapping the issue, and the refusal to re-read the meter.

I am quite unhappy your investment is making them to say what they want and you take the risk. That's extremely bad.

Please advise when this will be resolved if you plan to take either action.

My next calls to the attorney general of NH.

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patent information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

On Mar 29, 2023, at 3:16 PM, Goddess <goddess.ta.ana.nyc@gmail.com> wrote:

I absolutely want copies of every single call.

There is no personal information and they should not be scrubbed. They are already going so let's not alter them.

Why do you just take the risk word over mine? They are the ones who stand to profit, substantially.

Also, there have been multiple calls and email contacts with them. They do not answer emails.

I also requested a meter read again, and they refused. So there's another one on their part.

And I will file an FCC complaint about these recording practices and failure to release them.

Please advise who I escalated this to to resolve the complaint.

Dr. V. Valentino

****CONFIDENTIAL EMAIL****

The information contained in this transmission may contain privileged and confidential information, including patent information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

On Mar 29, 2023, at 3:10 PM, S sto, M chae <M chae .J.S sto@energy.nh.gov> wrote:

Dr. Valentino,

My sincere apologies for the delay, I had asked Unitil for one more bit of info this morning and received it amongst your emails and phone call.

I'll start by offering Unitil's response to me, also from Benjamin to whom you spoke:

I listened to the call when Dr. Valentino signed up for new service on 1/24/23. During the service activation call our rep was able to verify the customer identity and the service address. We also confirmed that it was electric service only for this condo. The rep disclosed the activation charge and monthly customer charge in our domestic rate. There was no inquiry or concerns expressed by the customer regarding the usage at this location or interest in other third party supply options during this call. We provided the new account number, discussed her communication preferences for billing, outage notification and she declined to set automatic payments. The service activation was scheduled effective 2/3/23 as requested. It is not part of our process to engage in third party supply discussions during a new service application, unless the customer specifically expresses concerns or ask for information about external suppliers. We could have easily directed her to our

concerns or ask for information about external suppliers. We could have easily directed her to our webpage or the PUC website to learn more and make an informed decision based on her needs. Third Party Supply is a self-serve option.

We did not hear back from Dr. Valentino until 3/16/23 when she asked to review her usage and billing charges for her initial bill. She has spoken with three different reps on the same matter since. I reviewed all calls and confirmed that we adequately explained the charges on her statement, the difference between delivery and supply charges and the usage patterns at this condo during the winter months. We explained the supply portion of our bills is a passed-through cost to all customers as utilities in New England do not generate their own electricity and place bids in the market for the lowest rate that they could find. We discussed different factors as to why the rates are so much higher compared to other years in the past. We shared information on the third party supply process and advised to visit our webpage and PUC website to learn about those options. The usage at this condo is unfortunately high in the winter and part of that is due to running electric heating. From the beginning of service on 2/3 thru the end of the cycle on 3/8, the meter recorded 1762KWH for the usage. We looked at the meter diagnostics and could not find anything wrong with the read.

Her request to adjust the billing is not warranted when there is no error or negligence in our part. If she would like the meter tested, that would be another option and we can set up an appointment for it. The meter was installed in 2021 and we haven't had any estimate reads since. If you still need copies of the call recordings, it would be a lengthy process that requires the audio files to be scrubbed first to remove all sensitive and private PII information.

I'll remind you again that the electric companies here in New Hampshire are not required by rules to provide competitive supplier information; as Benjamin indicates a customer would be referred to their website or ours for further details. If this is different than how it works in New York, I can only apologize and say our rules are almost certainly different than theirs, because it's two different states.

Regarding your issue with the call being recorded, Unitil's system clearly states before you get transferred to a live rep that your call may be recorded. If you feel that the call was illegally recorded in spite of that message that would be a matter to take up with law enforcement.

Based on the information provided to us by Unitil I have no reason to believe that any rules were broken. We have not requested the call from Unitil but can and will do so and I would be happy to review it.

Thanks,
Mike

Michael Sisto

Utility Analyst, Consumer Services
New Hampshire Department of Energy
21 S. Fruit St. Suite 10
Concord, NH 03301-2429
(800) 852-3793
(603) 271-3670
michael.j.sisto@energy.nh.gov



Customer VANESSA VALENTINO
Account Number 2015560001
Bill Date 04/10/23
Next Meter Read Date 05/08/23

AMOUNT DUE

\$321.82

PLEASE PAY BY

05/05/23

OTHER WAYS TO PAY



UNI-PAY BANK DRAFT

Sign up for automatic bank draft on the back of this bill or online at unitil.com



ONLINE

Pay and view your bill using our secure website at myaccount.unitil.com.



BY PHONE

Call (888) 301 7700 and follow the prompts.

BILL SUMMARY

Amount of Last Bill

VALE

\$614.50

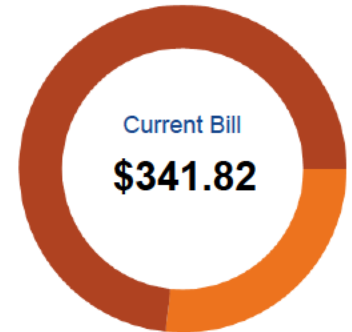
Payment - Thank You 04/05/23

(\$634.50)

Balance Forward

(\$20.00)

Electric Service	\$91.12
Elec Supplier Service	\$250.70



USAGE AND DETAILS ON PAGE 3

Go Paperless

Stop throwing away unwanted paper bills. Enrolling in paperless billing is easy.

1. Log in to your MyUnitil account and adjust your account preferences.
2. Effective with your next bill, your account(s) will be automatically updated to email or text message delivery.



Questions about your bill? Visit unitil.com or call (888) 301 7700. More information on reverse.

Please pay upon receipt and by date listed below to avoid interest charges of 1.0% per month.

PAYMENT INFO

ACCOUNT NUMBER
2015560001



AMOUNT DUE

\$321.82

PLEASE PAY BY

05/05/23

AMOUNT PAID

VALENTINO



GO PAPERLESS - GO GREEN

Take advantage of paperless billing!

More details online at unitil.com/gopaperless

UNITIL
P.O. BOX 981077
BOSTON, MA 02298-1077

80020000020155600010000321827

Understanding your Bill

kWh - Kilowatt-Hour - The electricity you use is measured in units called kilowatt-hours (kWh). One kWh equals the amount of electricity needed to light a 100-watt bulb for 10 hours.

Meter Constant - The number by which the reading on certain meters must be multiplied to obtain the actual total usage.

Estimated Meter Reading - If we are unable to read your meter, we will estimate your reading based on the history of usage at that service address. Any necessary adjustments will be made after the next actual reading to ensure you only pay for the energy you have used.

Customer Charge - Fixed charge that recovers the basic cost of providing service to customers regardless of energy use. It covers costs such as: metering, meter reading, billing, and account maintenance.

Delivery Charge - This charge covers the cost of delivering electricity to you, including transmission costs and costs of providing and maintaining our electric system (poles, wires, transformers and substations) that is capable of serving your needs.

Demand Charge (non-residential customers only) - The cost of providing electric distribution service to accommodate your largest electrical load.

Energy Service Charge - Covers the cost of power supplied to you by Unitil. This service is available to all customers taking service from Unitil. A customer who takes energy supply from a competitive supplier shall be eligible to return to energy service.

For all other charges, visit www.unitil.com for additional information.

Customer Information

Customer Service - www.unitil.com or call us at (888) 301-7700

Business Hours- Monday- Friday, 7:00a.m. to 7:00p.m. (Automated services available 24 hours a day)

To report a gas leak or gas odor, 24 hours/day, call 1-866-900-4115

Assistance Programs - Please contact us or visit our website at unitil.com for information on the Statewide Assistance Programs, Energy Efficiency Programs, or a list of agencies that can offer assistance in paying your bills. Late payment charges will be waived for all qualified low-income customers. Payment plans are available to residential customers to help pay overdue portions of your bill. Please contact us to arrange if a payment problem should occur.

Your Right to Dispute Your Bill - If you think your bill is incorrect, call us before the due date. We will review your account and notify you of the results, in writing if you wish. If you are not satisfied with our response, you have the right to appeal in writing to the NH Department of Energy, Consumer Services Division (DOE) at 21 S. Fruit St., Suite 10, Concord, NH 3301-2429, or by phone at 1-800-852-3793

Disclaimer - A complete copy of the company's tariff which includes all rate schedules, terms and conditions, is available upon request or online at unitil.com

Need help with winter heating bills? If you cannot pay your bill in full, call us for a payment plan.

AUTOMATIC BANK DRAFT OPTION – UNI-PAY

BANK NAME _____

NAME ON BANK ACCOUNT _____

BANK ACCOUNT NUMBER _____

PLEASE INCLUDE A VOIDED CHECK, OTHERWISE WE WILL NOT BE ABLE TO PROCESS YOUR REQUEST.

I authorize Unitil to instruct my bank to withdraw the amount of my bill directly from my checking account. I understand that if at any time I decide to terminate my participation in Uni-Pay, I will notify Unitil in writing at 5 McGuire St., Concord, NH 03301, Attn: Customer Service Department. I understand and agree that Unitil is not liable for any damages that result from a transfer made on a disputed bill if I do not contact Unitil at least 5 business days prior to the scheduled transfer date. I understand that my participation in Uni-Pay is subject to Unitil's approval and Unitil reserves the right, upon written notice to me, to terminate Uni-Pay and/or my participation in Uni-Pay. Unitil will send me a confirmation letter or email once I am enrolled in Uni-Pay.

SIGNATURE _____ DATE _____

NOTE: If you have multiple accounts with Unitil, you will need to list each account number you want to include in the draft. Approximately one month after enrolling in Uni-Pay, bills marked as "bank draft" in the amount due area will be drafted on the due date from the bank account on file.

ELECTRIC SERVICE

ELECTRIC SERVICE

PERIOD 03/08/23 - 04/06/23

Delivery Charges Residential

Customer Charge		16.22
Delivery Charge	967.00 kWh x \$0.07044	68.11
Stranded Cost Charge	967.00 kWh x \$0.00002	0.02
Taxes & Surcharges		
System Benefits Charge	967.00 kWh x \$0.00700	6.77
Total Current EL Charges		\$91.12


ELECTRIC SUPPLIER SERVICE

PERIOD 03/08/23 - 04/06/23

Supplier Charges

Energy Service Chg Fixed	967.00 kWh x \$0.25925	250.70
Total Current SS Charges		\$250.70

	Meter Number	Meter Reading Previous	Meter Reading Present	Meter Constant	Metered Usage	Number of Days	Metered Demand	Rate Code
Residential	501808	17935	18902		967.00 kWh	29		D

Electric Usage (kWh)

Previous Year Current Year


OTHER CHARGES / CREDITS

METER TEST

\$0.00

Your Bill Has a New Look!

Your energy information, now available at your fingertips.

We've made some changes to your monthly bill by adding new features to help track your energy usage and understand what charges make up your energy bill.

Unitil Customer Account Number 1234567890 Your Name 12345 Main St, Your Town NAME
Bill Date 04/01/2023 Next Meter Read Date 05/01/2023 AMOUNT DUE PLEASE PAY BY

OTHER WAYS TO PAY

- UN-PAY BANK DRAFT**
Sign up for automatic bank draft on the back of this bill or online at [unitil.com](#)
- ONLINE**
Pay and view your bill using our secure website at [myunitil.com](#)
- BY PHONE**
Call (888) 301-7700 and follow the prompts

BILL SUMMARY 12345 Main St, Your Town NAME

Amount of Last Bill Payment - Thank You

- Electric Service
- Electric Supplier Service
- Electric Vehicle Service
- Electric Vehicle Supplier Service
- Outdoor Light
- Outdoor Light Service
- Gas Service
- Gas Supplier Service
- Other Charges / Credits
- Net Metering

Current Bill Charges

USAGE AND DETAILS BEGIN ON PAGE 3

View a breakdown of the services and charges that make up your monthly bill with the new color-coded graph. **1** Instantly see a snapshot of how you are consuming energy on a regular basis.

2 Scan the QR code to access MyUnitil, where you can manage your account and make an online payment.

3 Explore a detailed breakdown of the individual charges associated with each Unitil utility service.

4 View readings for each meter associated with your utility services.

5 Make monthly comparisons of how you are using your energy by viewing the last 13 months of energy consumption data.



Have questions?

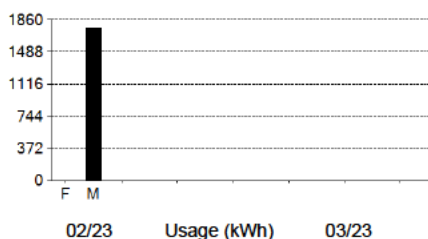
We're here to help! For bill and other service-related questions, contact our Customer Service Team at **1-888-301-7700**.

unitil.com

AMOUNT DUE \$614.50


** INITIAL BILL **

ACCOUNT NUMBER	BILL DATE	PLEASE PAY BY	NEXT METER READING DATE
2015560001	03/10/23	04/04/23	04/06/23




VALE				Page 1 of 1
AT A GLANCE				
AMOUNT OF LAST BILL	\$0.00	TOTAL CURRENT CHARGES	\$614.50	
PAYMENT	\$0.00	PLEASE PAY AMOUNT	\$614.50	

METER NUMBER	METER PREVIOUS	METER READING PRESENT	METER CONSTANT	METERED USAGE	NUMBER OF DAYS	METERED DEMAND	RATE CODE
501808	16173	17935		1762.00 kWh	33		D
BALANCE FORWARD							\$0.00



ELECTRIC SERVICE		PERIOD	02/03/23 - 03/08/23			
DELIVERY CHARGES RESIDENTIAL						
CUSTOMER CHARGE					16.22	
DELIVERY CHARGE		1762.00	kWh	x	\$0.07044	124.11
STRANDED COST CHARGE		1762.00	kWh	x	\$0.00002	0.04
TAXES & SURCHARGES						
SYSTEM BENEFITS CHARGE		1762.00	kWh	x	\$0.00700	12.33
Total Current EL Charges						\$152.70

	ELECTRIC SUPPLIER SERVICE	PERIOD	02/03/23 - 03/08/23		
	SUPPLIER CHARGES				
	ENERGY SERVICE CHG FIXED	1762.00	kWh	x	\$0.25925
	Total Current SS Charges				\$456.80

TURN ON/READ IN \$5.00

MESSAGES

If you received an application from your Fuel Assistance office, be sure to return it as soon as possible. The sooner your application is approved, the sooner you will begin to receive assistance.

Lights out? Phones on! Make sure we have your updated personal info and that it ties to your account. If we do not have it, visit unitil.com/sharemynumber or call us.

Uni-Pay allows your payment to be automatically deducted from your bank on your bill's due date. It's a convenient way to pay your bill every month, hassle-free. Call us or visit us online at unitil.com to sign up!

To avoid interest charges of 1.0000% per month, effective 12/01/02 payment must be received by due date.

TOTAL CURRENT BILL	\$614.50
TOTAL AMOUNT DUE	\$614.50

Questions about your bill? Visit www.unitil.com or call: (800) 852-3339 (Capital) and (800) 582-7276 (Seacoast). More information on reverse.

PLEASE PAY UPON RECEIPT AND BY DATE LISTED BELOW.

PAYMENT INFO

ACCOUNT NUMBER
2015560001



AMOUNT DUE	PLEASE PAY BY	AMOUNT PAID
\$614.50	04/04/23	

V ALENTINO

GO PAPERLESS - GO GREEN

Take advantage of paperless billing!
More details online at unitil.com/gopaperless

UNITIL
P.O. BOX 981077
BOSTON, MA 02298-1077



80020000020155600010000614502