

Get Ready to Upgrade!

A new MyUnitil is on its way.

We're updating our MyUnitil customer portal with a new, more modern solution that is easier to navigate and offers exciting new features including a brand-new mobile app. Behind the scenes, our customer information system (CIS) is also getting updated to a newer version that provides enhanced security and is better equipped to meet today's data and technology needs. These improvements pave the way for future enhancements such as expanded notifications and self-service options, enhanced data sharing, additional payment methods, and more!

This upgrade is scheduled for April 3-7, 2024, with the new systems projected to go live on April 8, 2024. Dates are subject to change due to weather and other contingencies to ensure a quality transition.



For more information, visit unitil.com/myunitil-upgrade

What's in it for our customers?

Our upgraded customer information system and online portal are designed to enhance the customer experience. Among many new upgrades, here's what the new MyUnitil will offer:

- Increased security to meet today's data and technology needs
- A more modern interface, improved navigation, and added functionality
- New usage graphs to help customers better understand and manage their energy usage
 - Temperature overlays provide insight
 - Add events that may impact energy usage
 - Access to daily electric usage
Available to electric customers with a smart meter
- New notifications including appointment reminders and payment due reminders
- The ability to authorize guest access to an account
- Enhanced messaging about programs and services
- The ability to download payment, billing, and consumption history for all accounts linked to a profile into a single file
- A mobile app to conveniently access accounts on the go

How will this impact our customers?

As we prepare to launch these new upgrades, please be aware of the following:

- All account numbers will stay the same
- Current MyUnitil users will log in using existing user names and passwords
- Account information, payment and billing preferences for existing MyUnitil users will carry over to the new MyUnitil

MyUnitil and all automated phone system transactions will be unavailable during this transition.

- Credit card and ACH payments may be made online via our one-time payment portal: unitil.com/one-time-payment
- Outages can be reported at unitil.com/report-outage

Report a Gas Emergency

Maine: 1-866-900-4460

Massachusetts: 1-866-542-3547

New Hampshire: 1-866-900-4115

Prioritizing Accuracy and Quality

Each element of this project was closely planned and managed to ensure accuracy and quality with minimal impact on the customer.

A dedicated team consisting of project managers and representatives from functional areas across the business has managed the day-to-day oversight of the project while a steering committee made up of members of senior leadership has overseen project budget, risk, and timeline.

The testing phase of the project consisted of approximately 2,000 test cases to ensure the new systems perform properly. This included testing functionality and system integrations and well as simulating daily critical financial and business processes.

A comprehensive transition plan has been developed to ensure a successful conversion of systems, and the business has practiced the conversion event by performing associated tasks to ensure timing, functionality, and accuracy.

Additionally, Unitil's Internal Audit function has provided guidance and independent validation throughout the project, including partnering with the project team to complete a comprehensive review of go-live readiness for each area of the business to ensure a successful transition.

A post go-live support plan and a communications plan have also been developed, and training will be delivered to employees in advance of the system launch.

Communicating to Our Customers and Stakeholders

Unitil is executing a comprehensive communications plan to proactively inform customers of the CIS upgrade and new customer portal/mobile app. The plan will provide context for the changes, highlight customer benefits, and minimize customer concerns or confusion.

Information will be provided to customers in a series of communications using multiple channels including unitil.com, bill messaging, email campaigns, social media, and via the current MyUnitil portal beginning approximately four weeks prior to go-live.

Talking points and other informational resources will be distributed to Unitil employees so they are informed and equipped to provide information to customers. In addition, this handout provides information to stakeholders who may be in contact with our customers such as regulatory officials, elected and municipal officials, and community action agencies.

Unitil has developed an escalation and response process in the event of issues with go-live which require communications to internal and external stakeholders. Core messaging has also been developed which can be expanded and customized as needed.

Learn More

Find more information including benefits, how-to's and instructional videos by visiting

unitil.com/myunitil-upgrade

