



First Responder Mobile Reporting App



The First Responder Mobile Reporting App provides First Responders with the ability to provide additional information to Unitil, such as exact location information and pictures, to enhance situational awareness for reports of damage or incidents involving the Company's electric infrastructure within our communities.

How does it work?

Authorized Access Only

Only registered users approved by Unitil can submit reports with the app, please send Unitil a list of authorized personnel

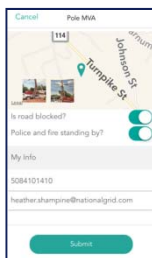
Register/Setup Profile

Once the app is downloaded, an easy setup process to approve and complete your profile



Using the App

After notifying Unitil of the incident, the first responder can open the app and follow steps to take pictures, add comments, and submit a report. The location is geo-tagged and included in the report



Download the App

From either the Apple Store (iPhone) or Google Play (Android)



Police/Fire Personnel Respond to an Incident

Response Personnel report the incident to Unitil via dedicated existing numbers



Enhanced Situational Awareness

Once a report is submitted, Unitil is notified and can access the report and pictures for an "eyes-on" field assessment to dispatch appropriate response personnel based on the type of incident reported



First Responder

Mobile Reporting App



The following instructions will assist the First Responder in completing the First Responder App download & sign up/registration process.

Getting the First Responder App

- Go to the Apple Store (iPhone) or Google Play (Android) and search for “iRestore First Responder” (you should be within a Unitil served town and ensure location service is turned on)
- Install and Open the iRestore First Responder app (icon above) and accept permissions/agree to the terms
- Enter you email address and mobile phone number and select “Sign-in”
- Select your home utility (Unitil) and click “Ok” (A notice will go to Unitil to approve your account)
- You will be sent (via text) a one-time pin. Enter the pin into the First Responder App
- Once your account has been approved, you will be able to complete your profile and begin using the app.

Using the First Responder App

Note: Ensure you first report the incident to Unitil Central Electric Dispatch

- Open the First Responder App
- Read the safety message first then select “Ok”
- Select the type of incident (Tree; Wire; Pole; etc.) and sub-type
- Take one or two photos of the incident/equipment and click use photo
- The full report with thumbnails of the photos will display, check and/or revise information or add comments then click “Submit”

Reminder: The app is reliant on a data connection to submit the report. Always check “My Reports” to ensure the report has a green circled check (✓) next to it. A red exclamation (!) next to a report indicates it was not sent successfully. You can attempt to resend by tapping the red exclamation once you have better service.

Checking My Reports

To view previous reports you have submitted click the (📄) icon in the upper right hand corner of the main page of the app.