



## Unitil Reports Strong Service Quality Performance for 2006

March 1, 2007

Hampton, NH - March 1, 2007: Unitil Corporation (AMEX:UTL) reported that its Massachusetts distribution subsidiary filed its 2006 Service Quality Reports for its Electric and Gas Divisions with the Massachusetts Department of Telecommunications and Energy (MDTE).

Unitil performed well under the MDTE mandated reporting program, meeting or exceeding its service quality benchmarks in ten of the fourteen reported measures on reliability, safety and customer service. (see attached tables)

"Unitil employees take service quality seriously and the good results reported for 2006 reflect their strong commitment to our customers," said Bob Schoenberger, Unitil Chairman and Chief Executive Officer. "I believe it's important to be close to our customers and their concerns - that way we remain focused on providing high quality customer service."

Service Quality Reports are submitted to the MDTE annually by all electric and gas distribution companies, based on the previous calendar year performance. Service Quality Reporting was established in 2001 as part of the industry restructuring process, and is designed to ensure quality utility performance.

Unitil Corporation, at [www.unitil.com](http://www.unitil.com), is a public utility holding company with subsidiaries providing electric service in New Hampshire, electric and gas service in Massachusetts and energy services throughout the Northeast.

### Unitil-MA Electric & Gas Service Quality Performance 2006

Electric Division		
Service Quality Measure	Benchmark	2006 Performance
<b>SAIDI</b> System Average Interruption Duration - how long the average customer was without power during the year. A lower number is better.	131.54 minutes	146.35 minutes
<b>SAIFI</b> System Average Interruption Frequency Index - number of times the average customer was interrupted. A lower number is better	1.677	1.674
<b>Lost Work Time Accident Rate</b> Accident rate per 100 employees. A lower number is better	7.13	3.70
<b>Telephone Service Factor</b> Non Emergency Calls: Emergency Calls: The percentage of incoming telephone calls received in our Customer Service Center that are answered within 20 seconds. A higher number is better.	60.7% 62.6%	64.9% 69.7%
<b>Service Appointments</b> The percentage of service appointments fulfilled. A higher number is better.	99.1%	99.4%
<b>On-cycle meter readings</b> The percentage of on-cycle meter readings met. A higher number is better.	94.9%	95.1%
<b>Consumer Division Cases</b> The department reports all cases under the gas division.	0	0
<b>Billing Adjustments</b> The dollar amount of MDTE ordered residential Billing Adjustments per 100 residential electric customers. A lower number is better.	\$0.52	\$0.62

Gas Division		
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Service Quality Measure	Benchmark	2006 Performance
<b>Response to Odor Calls</b> Percentage response to odor calls within 60 minutes. A higher number is better.	95%	99%
<b>Lost Work Time Accident Rate</b> Accident rate per 100 employees. A lower number is better	7.13	3.70
<b>Telephone Service Factor</b> Non-Emergency Calls: Emergency Calls: The percentage of incoming telephone calls received in our Customer Service Center that are answered within 20 seconds. A higher number is better.	60.7% 80.8%	64.9% 91.8%
<b>Service Appointments</b> The percentage of service appointments fulfilled. A higher number is better.	98.9%	99.3%
<b>On-cycle meter readings</b> The percentage of on-cycle meter readings met. A higher number is better.	91.2%	90.0%
<b>Consumer Division Cases</b> Number of customer complaints received by the MDTE. A lower number is better.	65.6	74
<b>Billing Adjustments</b> The dollar amount of MDTE ordered residential Billing Adjustments per 100 residential electric customers. A lower number is better.	\$54.28	\$0.00

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