



## Unitil reports strong Service Quality Performance for 2005

March 1, 2006

Hampton, NH - (March 1, 2006): Unitil Corporation's (AMEX:UTL) distribution subsidiary in Massachusetts today filed its 2005 Service Quality Reports for its Electric and Gas Divisions with the Massachusetts Department of Telecommunications and Energy (MDTE). Unitil exceeded the performance benchmarks under the MDTE mandated program in almost all measures. (See attached performance charts.)

"Unitil prides itself on being close to its customers and on providing high quality service," said Bob Schoenberger, Unitil Chairman and Chief Executive Officer. "The Service Quality reporting process in Massachusetts reinforces something which Unitil and all of our employees are committed to - continuous improvement of our systems and our services."

The Service Quality Reports measure reliability, safety and customer service. The reports are submitted to the MDTE annually by March 1 reflecting the previous calendar year performance. Service Quality Reporting was established in 2001, a result 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.

### Electric Division

Service Quality Measure	Benchmark	2005 Performance
SAIDI System Average Interruption Duration - how long the average customer was without power during the year. A lower number is better.	131.54 minutes	120.66 minutes
SAIFI System Average Interruption Frequency Index - number of times the average customer was interrupted. A lower number is better	1.677	1.705
Lost Work Time Accident Rate: Accident rate per 100 employees. A lower number is better	7.94	4.69
Telephone Service Factor: The percentage of incoming telephone calls received in our Customer Service Center that are answered within 20 seconds. A higher number is better.	59.6%	68.5%
Service Appointments: The percentage of service appointments fulfilled. A higher number is better.	99.1%	99.0%
On-cycle meter readings: The percentage of on-cycle meter readings met. A higher number is better.	94.9%	95.3%
Consumer Division Cases: The department reports all cases under the gas division.	0	0
Billing Adjustments: The dollar amount of MDTE ordered residential Billing Adjustments per 100 residential electric customers. A lower number is better.	\$0.52	\$0

### Gas Division

Service Quality Measure	Benchmark	2005 Performance
Response to Odor Calls: Percentage response to odor calls within 60 minutes. A higher number is better.	95%	100%

Lost Work Time Accident Rate: Accident rate per 100 employees. A lower number is better	7.94	4.69
Telephone Service Factor: The percentage of incoming telephone calls received in our Customer Service Center that are answered within 20 seconds. A higher number is better.	59.6%	68.5%
Service Appointments: The percentage of service appointments fulfilled. A higher number is better.	98.8%	99.1%
On-cycle meter readings: The percentage of on-cycle meter readings met. A higher number is better.	91.0%	92.8%
Consumer Division Cases: Number of customer complaints received by the MDTE. A lower number is better.	67.1	32
Billing Adjustments: The dollar amount of MDTE ordered residential Billing Adjustments per 100 residential electric customers. A lower number is better.	\$51.41	\$28.75

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