



Unitil-Massachusetts Reports Strong Service Quality Performance for 2004

March 3, 2005

Hampton, NH - (March 2, 2005): Unitil Corporation's (AMEX:UTL) subsidiary Unitil-Massachusetts recently filed its 2004 Service Quality Reports for its Electric and Gas Divisions with the Massachusetts Department of Telecommunications and Energy (MDTE). In all categories, Unitil exceeded the benchmarks. (See attached performance charts.)

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 designed to ensure quality utility performance.

Unitil Corporation at 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 2004

Electric Division

| Service Quality Measure | Benchmark | 2004 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 | 106.53 minutes |
| SAIFI System Average Interruption Frequency Index - number of times the average customer was interrupted. A lower number is better | 1.677 | 1.231 |
| Lost Work Time Accident Rate Accident rate per 100 employees. A lower number is better | 8.47 | 5.52 |
| 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. | 56.9% | 75.7% |
| Service Appointments The percentage of service appointments fulfilled. A higher number is better. | 99.0% | 99.3% |
| On-cycle meter readings The percentage of on-cycle meter readings met. A higher number is better. | 94.6% | 96.6% |
| 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. | \$11.63 | \$0 |

Unitil-MA Electric & Gas Service Quality Performance 2004

Gas Division

| Service Quality Measure | Benchmark | 2004 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 | 8.47 | 5.52 |
| 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. | 56.9% | 75.7% |
| Service Appointments The percentage of service appointments fulfilled. A higher number is better. | 98.6% | 99.5% |
| On-cycle meter readings The percentage of on-cycle meter readings met. A higher number is better. | 90.5% | 93.8% |
| Consumer Division Cases Number of customer complaints received by the MDTE. A lower number is better. | 67.9 | 48 |
| Billing Adjustments The dollar amount of MDTE ordered residential Billing Adjustments per 100 residential electric customers. A lower number is better. | \$51.13 | \$2.74 |

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