

Unitil 2020 Performance

Along with all other MA utilities, Unitil is required to monitor and report our performance every year to the Massachusetts Department of Public Utilities. The program requires that we measure ourselves against specific benchmarks. Failure to achieve appropriate benchmarks results in penalties being paid, which are returned to customers as a credit on their bills.

In 2020 Unitil had superior performance in several service quality categories, including response to odor calls, service appointments met and average number of minutes without power per customer.

2020 Highlights

We aim to find more efficient and cost-effective ways to improve our operational performance, reduce the number of interruptions you experience, and continue to improve on our level of customer service.

- We did what we said we were going to do – meeting 99.9% of our gas appointments and 99.7% of our electric appointments.
- 94% of our customers were satisfied with the way we handled their service requests.
- We met the performance commitments in the areas shown on the reverse side of this flyer.



Unitil 2020 Report Card*

Our Measures	Our Commitment	Our Performance	Achieved
Service Appointments Kept as Scheduled	– Gas	99.740%	<input checked="" type="checkbox"/>
	– Electric	99.331%	<input checked="" type="checkbox"/>
Our Response to Gas Odor Reports within 1 Hour		96.0%	<input checked="" type="checkbox"/>
Average Number of Outages per Customer		1.955	<input checked="" type="checkbox"/>
Average Number of Minutes without Power per Customer		157.608	<input checked="" type="checkbox"/>
Annual Complaints Reported by the MDPJ <i>(per thousand customers)</i>	Gas		
	– Customer	0.175	0.000
	– Credit	0.088	0.000
	Electric		
	– Customer	0.139	0.000
	– Credit	0.410	0.000

If you have further questions or concerns, please call one of our Customer Relations Representatives at 1-888-301-7700 or send us an e-mail through the "Contact" section of our website at www.unitil.com.

* Measures as reported to the Department of Public Utilities in Unitil's 2020 Service Quality Report.