



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

### NOTICE OF FILING AND REQUEST FOR COMMENTS

D.P.U. 17-SQ-04

March 28, 2017

Investigation by the Department of Public Utilities into Fitchburg Gas and Electric Light Company d/b/a Unitil 2016 Service Quality Report filed pursuant to Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.P.U. 12-120-D (2015).

---

On March 1, 2017, Fitchburg Gas and Electric Light Company d/b/a Unitil (“Company”) filed with the Department of Public Utilities (“Department”) its 2016 gas service quality report (“2016 SQ Report”) for the period January 1, 2016 through December 31, 2016. The Company’s 2016 SQ Report compares its performance during 2016 with the Department’s service quality guidelines set forth in Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.P.U. 12-120-D (2015) (“SQ Guidelines”), and the Company’s gas service quality plan that the Department approved in Fitchburg Gas and Electric Light Company d/b/a Unitil, D.P.U. 16-83 (February 3, 2017). Per the SQ Guidelines, local gas distribution companies may be subject to penalties for failure to meet the Department’s SQ performance standards for: response time to Class I/Class II odor calls, service appointments met, and the number of Consumer Division cases. The Department docketed the Company’s gas 2016 SQ Report as D.P.U. 17-SQ-04.

The Department will accept written comments on the Company’s 2016 SQ Report. Any person interested in commenting on this matter may submit written comments no later than the close of business (5:00 p.m.) on **May 12, 2017**. One original and two (2) copies of all written documents must be filed with Mark D. Marini, Secretary, Department of Public Utilities, One South Station, 5th Floor, Boston, Massachusetts 02110. In addition, one copy of all written comments should be sent to the Company’s attorney, Gary Epler, Esq., Unitil Service Corp., 6 Liberty Lane, West Hampton, New Hampshire 03842.

All documents should also be submitted to the Department in electronic format using one of the following methods: (1) by e-mail attachment to [dpu.efiling@state.ma.us](mailto:dpu.efiling@state.ma.us) and [lauren.morris@state.ma.us](mailto:lauren.morris@state.ma.us), or (2) on a CD-ROM. The text of the e-mail or CD-ROM must specify: (1) the docket number of the proceeding (D.P.U. 17-SQ-04); (2) the name of the person or company submitting the filing; and (3) a brief descriptive title of the document. All documents submitted in electronic format will be posted on the Department’s website: <http://www.mass.gov/dpu>. To request materials in accessible formats (Braille, large print,

electronic files, audio format) for people with disabilities contact Theresa Kelly at [Theresa.Kelly@state.ma.us](mailto:Theresa.Kelly@state.ma.us) or (617) 305-3642.

A copy of the filing is available for public viewing during regular business hours at the Company's offices at 6 Liberty Lane, West Hampton, New Hampshire 03842; and at the Department, One South Station, 5th Floor, Boston, Massachusetts 02110. The filing is also available on the Department's website, <http://www.mass.gov/dpu>, by accessing the File Room link. Any person desiring further information regarding the Company's filing should contact Gary Epler, Esq., at 603-773-6440. For further information regarding this notice, please contact Lauren Morris, Hearing Officer, Department of Public Utilities, at (617) 305-3500.