

## Unitil 2021 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 2021 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.

### 2021 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 100.0% of our electric appointments.
- 95% 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 2021 Report Card\*

| Our Measures   | Our Commitment  | Our Performance | Achieved                            |
|--|-----------------|-----------------|-------------------------------------|
| Service Appointments Kept as Scheduled                             | – Gas           | 99.664%         | <input checked="" type="checkbox"/> |
|  | – Electric      | 99.382%         | <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<br>(per thousand customers) | <b>Gas</b>      |                 |                                     |
|  | – Customer      | 0.166           | <input checked="" type="checkbox"/> |
|  | – Credit        | 0.083           | <input checked="" type="checkbox"/> |
|  | <b>Electric</b> |                 |                                     |
|  | – Customer      | 0.133           | <input checked="" type="checkbox"/> |
|  | – Credit        | 0.384           | <input checked="" type="checkbox"/> |

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](http://www.unitil.com).

\* Measures as reported to the Department of Public Utilities in Unitil’s 2021 Service Quality Report.