Fitchburg Gas and Electric Light Company d/b/a Unitil

Non-Emergency Calls(1) - Gas & Electric Divisions: 1998 - 2005

Month	Total # Service & Billing Calls Received	Total # Service & Billing Calls Answered within 20 seconds	% Service & Billing Answered within 20 seconds
Jan-05	12294	10461	85.1%
Feb-05	11499	9820	85.4%
Mar-05	14338	11824	82.5%
Apr-05	16827	10507	62.4%
May-05	18264	10085	55.2%
Jun-05	18490	10004	54.1%
Jul-05	15972	10577	66.2%
Aug-05	17376	10595	61.0%
Sep-05	17202	10735	62.4%
Oct-05	17859	11846	66.3%
Nov-05	14526	11183	77.0%
Dec-05	13037	10837	83.1%
Total 05	**187,684**	**128,474**	**68.5%**
Jan-04	16782	14429	86.0%
Feb-04	13300	11256	84.6%
Mar-04	15450	12819	83.0%
Apr-04	18402	11012	59.8%
May-04	17380	11573	66.6%
Jun-04	18556	12737	68.6%
Jul-04	16906	12030	71.2%
Aug-04	16796	12526	74.6%
Sep-04	16811	14087	83.8%
Oct-04	16797	12722	75.7%
Nov-04	14776	11329	76.7%
Dec-04	11532	9888	85.7%
Total 04	**193,488**	**146,408**	**75.7%**
Jan-03	16805	10623	63.2%
Feb-03	13328	9019	67.7%
Mar-03	15435	11268	73.0%
Apr-03	16620	11263	67.8%
May-03	17766	9322	52.5%
Jun-03	20342	7907	38.9%
Jul-03	19143	12684	66.3%
Aug-03	19022	10601	55.7%
Sep-03	18808	13069	69.5%
Oct-03	25090	19368	77.2%
Nov-03	16303	14161	86.9%
Dec-03	18905	14871	78.7%
Totals 03	**217567**	**144156**	**66.3%**
Jan-02	15207	9547	62.8%
Feb-02	11505	9230	80.2%
Mar-02	14411	11362	78.8%
Apr-02	18687	10554	56.5%
May-02	19801	11547	58.3%
Jun-02	15767	9590	60.8%
Jul-02	19703	13301	67.5%
Aug-02	17393	11580	66.6%
Sep-02	16981	9611	56.6%
Oct-02	18310	10728	58.6%
Nov-02	17075	11390	66.7%
Dec-02	16104	10982	68.2%
Totals 02	**200944**	**129422**	**64.4%**

Month	Total # Service & Billing Calls Received	Total # Service & Billing Calls Answered within 20 seconds	% Service & Billing Answered within 20 seconds
Jan-01	14,204	9,193	64.7%
Feb-01	14,523	9,285	63.9%
Mar-01	15,847	10,966	69.2%
Apr-01	15,544	8,609	55.4%
May-01	17,887	10,105	56.5%
Jun-01	20,574	8,571	41.7%
Jul-01	18,184	11,048	60.8%
Aug-01	18,912	12,336	65.2%
Sep-01	16,333	11,253	68.9%
Oct-01	17,595	11,834	67.3%
Nov-01	14,780	10,871	73.6%
Dec-01	12,802	10,079	78.7%
Totals 01	**197,185**	**124,150**	**63.0%**
Jan-00	13,707	7,442	54.3%
Feb-00	11,578	5,755	49.7%
Mar-00	14,428	9,521	66.0%
Apr-00	16,264	6,953	42.8%
May-00	17,249	7,420	43.0%
Jun-00	16,490	8,725	52.9%
Jul-00	14,228	7,051	49.6%
Aug-00	14,750	8,255	56.0%
Sep-00	14,801	7,460	50.4%
Oct-00	15,193	6,376	42.0%
Nov-00	13,078	6,623	50.6%
Dec-00	15,572	9,767	62.7%
Totals 00	**177,338**	**91,348**	**51.5%**
Jan-99	17,320	10,277	53.4%
Feb-99	13,406	7,830	53.1%
Mar-99	15,422	8,933	52.5%
Apr-99	17,727	7,754	38.9%
May-99	14,786	6,754	41.2%
Jun-99	16,946	6,250	31.4%
Jul-99	20,689	8,521	34.3%
Aug-99	15,710	8,461	51.3%
Sep-99	18,464	8,274	43.5%
Oct-99	16,285	7,161	43.3%
Nov-99	13,595	7,229	52.1%
Dec-99	14,898	7,846	50.4%
Totals 99	**195,248**	**95,290**	**48.8%**
Jan-98			n/a
Feb-98			n/a
Mar-98			n/a
Apr-98	9,910	4,763	48.1%
May-98	8,430	4,122	48.9%
Jun-98	18,899	8,782	41.3%
Jul-98	16,497	7,862	42.6%
Aug-98	16,272	6,165	33.6%
Sep-98	16,479	5,207	26.7%
Oct-98	17,663	6,736	32.6%
Nov-98	14,527	9,488	60.0%
Dec-98	15,174	10,199	62.6%
Totals 98	**133,851**	**63,324**	**47.3%**

(1) The Unitil Customer Service Center handles calls for FG&E and Unitil's NH distribution company. Therefore, the number of calls reflects the total number of calls received for all the Unitil Companies.

Fitchburg Gas and Electric Light Company d/b/a Unitil
Emergency Calls - Gas Division: 2001 - 2005

Month	Total # Calls (Gas)	Total # Answered < 20 seconds	% Gas Answered < 20 seconds
Jan-05	217	171	78.8%
Feb-05	168	133	79.2%
Mar-05	213	172	80.8%
Apr-05	244	205	84.0%
May-05	198	148	74.7%
Jun-05	171	141	82.5%
Jul-05	242	201	83.1%
Aug-05	247	214	86.6%
Sep-05	205	169	82.4%
Oct-05	319	265	83.1%
Nov-05	235	204	86.8%
Dec-05	195	164	84.1%
Total 05	**2654**	**2187**	**82.4%**
Jan-04	248	205	82.7%
Feb-04	173	152	87.9%
Mar-04	202	170	84.2%
Apr-04	253	196	77.5%
May-04	193	135	69.9%
Jun-04	279	233	83.5%
Jul-04	295	208	70.5%
Aug-04	255	216	84.7%
Sep-04	255	209	82.0%
Oct-04	287	250	87.1%
Nov-04	223	164	73.5%
Dec-04	222	149	67.1%
Total 04	**2885**	**2287**	**79.3%**
Jan-03	185	140	75.7%
Feb-03	141	110	78.0%
Mar-03	150	129	86.0%
Apr-03	173	152	87.9%
May-03	184	155	84.2%
*Jun-03	58	49	84.5%
Jul-03	150	132	88.0%
Aug-03	169	147	87.0%
Sep-03	123	99	80.5%
Oct-03	250	207	82.8%
Nov-03	155	127	81.9%
Dec-03	206	176	85.4%
Total 03	**1944**	**1623**	**83.5%**

Month	Total # Calls (Gas)	Total # Answered < 20 seconds	% Gas Answered < 20 seconds
Jan-02	275	217	78.9%
Feb-02	181	144	79.6%
Mar-02	216	174	80.6%
Apr-02	234	195	83.3%
May-02	259	190	73.4%
Jun-02	204	170	83.3%
Jul-02	154	122	79.2%
Aug-02	180	141	78.3%
Sep-02	182	159	87.4%
Oct-02	176	145	82.4%
Nov-02	184	153	83.2%
Dec-02	174	141	81.0%
Total 02	**2419**	**1951**	**80.7%**
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			
Jul-01			
Aug-01			
**Sep-01	160	133	83.3%
**Oct-01	205	160	78.2%
Nov-01	188	144	76.4%
Dec-01	175	139	79.7%
***Total 01	**363**	**283**	**78.0%**

*Two-weeks worth of data was lost and unrecoverable due to a printer malfunction. Changes have been implemented to prevent this from recurring.

**30 Second Threshold used for September & October 2001.

***Total for 2001 based on November & December only.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Service Appointments Met As Scheduled - Gas Division: 2000 - 2005

	Total Gas Appointments	Total Gas met on Schedule	% Gas met on Schedule
January-05	557	550	98.7%
February-05	340	337	99.1%
March-05	363	359	98.9%
April-05	401	400	99.8%
May-05	397	394	99.2%
June-05	404	401	99.3%
July-05	354	352	99.4%
August-05	448	445	99.3%
September-05	466	463	99.4%
October-05	534	528	98.9%
November-05	436	432	99.1%
December-05	394	389	98.7%
Total	**5094**	**5050**	**99.1%**

	Total Gas Appointments	Total Gas met on Schedule	% Gas met on Schedule
January-04	362	355	98.1%
February-04	371	371	100.0%
March-04	565	562	99.5%
April-04	514	511	99.4%
May-04	411	411	100.0%
June-04	441	441	100.0%
July-04	416	414	99.5%
August-04	415	411	99.0%
September-04	566	562	99.3%
October-04	525	524	99.8%
November-04	655	652	99.5%
December-04	500	496	99.2%
Total	**5741**	**5710**	**99.5%**

	Total Gas Appointments	Total Gas met on Schedule	% Gas met on Schedule
January-03	314	311	99.0%
February-03	378	375	99.2%
March-03	292	291	99.7%
April-03	394	389	98.7%
May-03	471	466	98.9%
June-03	470	468	99.6%
July-03	363	359	98.9%
August-03	297	294	99.0%
September-03	305	305	100.0%
October-03	500	495	99.0%
November-03	360	358	99.4%
December-03	402	400	99.5%
Total	**4546**	**4511**	**99.2%**

	Total Gas Appointments	Total Gas met on Schedule	% Gas met on Schedule
January-02	373	368	98.7%
February-02	240	237	98.8%
March-02	266	262	98.5%
April-02	414	407	98.3%
May-02	427	424	99.3%
June-02	352	346	98.3%
July-02	324	319	98.5%
August-02	339	338	99.7%
September-02	308	306	99.4%
October-02	339	338	99.7%
November-02	334	334	100.0%
December-02	356	354	99.4%
Total	**4072**	**4033**	**99.0%**

	Total Gas Appointments	Total Gas met on Schedule	% Gas met on Schedule
January-01	309	304	98.4%
February-01	280	274	97.9%
March-01	333	321	96.4%
April-01	493	479	97.2%
May-01	510	501	98.2%
June-01	508	498	98.0%
July-01	487	479	98.4%
August-01	497	491	98.8%
September-01	388	374	96.4%
October-01	431	426	98.8%
November-01	260	259	99.6%
December-01	313	308	98.4%
Total	**4809**	**4714**	**98.0%**

	Total Gas Appointments	Total Gas met on Schedule	% Gas met on Schedule
January-00	378	374	98.9%
February-00	380	375	98.7%
March-00	527	520	98.7%
April-00	416	411	98.8%
May-00	536	528	98.5%
June-00	540	522	96.7%
July-00	358	351	98.0%
August-00	306	302	98.7%
September-00	298	291	97.7%
October-00	313	309	98.7%
November-00	309	303	98.1%
December-00	241	238	98.8%
Total	**4602**	**4524**	**98.3%**

Fitchburg Gas and Electric Light Company d/b/a Unitil

On-Cycle Meter Readings - Gas Division: 1998 - 2005

Month / Year	Total Meters	# Estimated	# Actual	% On-Cycle
January-05	14,700	1,638	13,062	88.9%
February-05	14,672	1,724	12,948	88.2%
March-05	14,673	1,188	13,485	91.9%
April-05	14,629	760	13,869	94.8%
May-05	14,494	880	13,614	93.9%
June-05	14,386	938	13,448	93.5%
July-05	14,324	834	13,490	94.2%
August-05	14,274	805	13,469	94.4%
September-05	14,292	773	13,519	94.6%
October-05	14,354	722	13,632	95.0%
November-05	14,495	828	13,667	94.3%
December-05	14,642	1,417	13,225	90.3%
Total 2005	**173,935**	**12,507**	**161,428**	**92.8%**
Month / Year	**Total Meters**	**# Estimated**	**# Actual**	**% On-Cycle**
January-04	14,604	959	13,645	93.4%
February-04	14,649	935	13,714	93.6%
March-04	14,563	738	13,825	94.9%
April-04	14,565	921	13,644	93.7%
May-04	14,535	792	13,743	94.6%
June-04	14,342	771	13,571	94.6%
July-04	14,254	767	13,487	94.6%
August-04	14,309	807	13,502	94.4%
September-04	14,229	901	13,328	93.7%
October-04	14,248	956	13,292	93.3%
November-04	14,374	1,006	13,368	93.0%
December-04	14,497	1,111	13,386	92.3%
Total 2004	**173,169**	**10,664**	**162,505**	**93.8%**
Month / Year	**Total Meters**	**# Estimated**	**# Actual**	**% On-Cycle**
January-03	14,673	1,480	13,193	89.9%
February-03	14,700	1,484	13,216	89.9%
March-03	14,721	1,269	13,452	91.4%
April-03	14,667	962	13,705	93.4%
May-03	14,576	879	13,697	94.0%
June-03	14,463	863	13,600	94.0%
July-03	14,501	885	13,616	93.9%
August-03	14,398	838	13,560	94.2%
September-03	14,331	937	13,394	93.5%
October-03	14,329	1,608	12,721	88.8%
November-03	14,416	829	13,587	94.2%
December-03	14,478	916	13,562	93.7%
Total 2003	**174,253**	**12,950**	**161,303**	**92.6%**
Month / Year	**Total Meters**	**# Estimated**	**# Actual**	**% On-Cycle**
January-02	14,614	1,142	13,472	92.2%
February-02	14,651	1,139	13,512	92.2%
March-02	14,626	1,044	13,582	92.9%
April-02	14,609	1,070	13,539	92.7%
May-02	14,526	1,091	13,435	92.5%
June-02	14,504	1,079	13,425	92.6%
July-02	14,477	968	13,509	93.3%
August-02	14,449	1,066	13,383	92.6%
September-02	14,438	961	13,477	93.3%
October-02	14,498	918	13,580	93.7%
November-02	14,502	1,005	13,497	93.1%
December-02	14,540	976	13,564	93.3%
Total 2002	**174,434**	**12,459**	**161,975**	**92.9%**

Month / Year	Total Meters	# Estimated	# Actual	% On-Cycle
January-01	14,606	1,407	13,199	90.4%
February-01	14,597	1,882	12,715	87.1%
March-01	14,619	1,736	12,883	88.1%
April-01	14,538	1,275	13,263	91.2%
May-01	14,509	1,188	13,321	91.8%
June-01	14,315	983	13,332	93.1%
July-01	14,389	711	13,678	95.1%
August-01	14,366	779	13,587	94.6%
September-01	14,336	761	13,575	94.7%
October-01	14,364	701	13,663	95.1%
November-01	14,438	781	13,657	94.6%
December-01	14,532	778	13,754	94.6%
Total 2001	**173,609**	**12,982**	**160,627**	**92.5%**
Month / Year	**Total Meters**	**# Estimated**	**# Actual**	**% On-Cycle**
January-00	14,309	2,181	12,128	84.8%
February-00	14,515	1,678	12,837	88.4%
March-00	14,512	1,328	13,184	90.8%
April-00	14,522	1,351	13,171	90.7%
May-00	14,392	1,323	13,069	90.8%
June-00	14,288	1,158	13,130	91.9%
July-00	14,265	1,123	13,142	92.1%
August-00	14,244	950	13,294	93.3%
September-00	14,275	1,041	13,234	92.7%
October-00	14,322	1,010	13,312	92.9%
November-00	14,454	982	13,472	93.2%
December-00	14,526	1,634	12,892	88.8%
Total 2000	**172,624**	**15,759**	**156,865**	**90.9%**
Month / Year	**Total Meters**	**# Estimated**	**# Actual**	**% On-Cycle**
January-99	14,151	3,568	10,583	74.8%
February-99	14,436	2,482	11,954	82.8%
March-99	14,400	1,639	12,761	88.6%
April-99	13,007	1,364	11,643	89.5%
May-99	14,333	1,417	12,916	90.1%
June-99	14,172	976	13,196	93.1%
July-99	14,168	733	13,435	94.8%
August-99	14,178	869	13,309	93.9%
September-99	14,221	691	13,530	95.1%
October-99	13,654	539	13,115	96.1%
November-99	13,592	734	12,858	94.6%
December-99	14,385	878	13,507	93.9%
Total 1999	**168,697**	**15,890**	**152,807**	**90.6%**
Month / Year	**Total Meters**	**# Estimated**	**# Actual**	**% On-Cycle**
January-98	14,444	2,849	11,595	80.3%
February-98	14,423	2,326	12,097	83.9%
March-98	14,413	2,128	12,285	85.2%
April-98	14,367	1,730	12,637	88.0%
May-98	14,266	1,789	12,477	87.5%
June-98	14,242	1,867	12,375	86.9%
July-98	14,198	2,885	11,313	79.7%
August-98	14,197	3,177	11,020	77.6%
September-98	14,161	2,128	12,033	85.0%
October-98	14,188	1,709	12,479	88.0%
November-98	14,199	2,597	11,602	81.7%
December-98	14,240	2,990	11,250	79.0%
Total 1998	**171,338**	**28,175**	**143,163**	**83.6%**

2003 CONSUMER DIVISION CASES			
INDUSTRYDESCRIPTION	COMPANY_DESCRIPTION	Cases *	Referrals *
ELECTRIC	FITCHBURG GAS & ELECTRIC	0	0
GAS	FITCHBURG GAS & ELECTRIC	84	39

2004 CONSUMER DIVISION CASES			
INDUSTRYDESCRIPTION	COMPANY_DESCRIPTION	Cases *	Referrals *
ELECTRIC	FITCHBURG GAS & ELECTRIC	0	0
GAS	FITCHBURG GAS & ELECTRIC	48	22

2005 CONSUMER DIVISION CASES			
INDUSTRYDESCRIPTION	COMPANY_DESCRIPTION	Cases *	Referrals *
ELECTRIC	FITCHBURG GAS & ELECTRIC	0	0
GAS	FITCHBURG GAS & ELECTRIC	32	30

* Data obtained and summarized from the monthly MDTE "Crosstab Report-Consumer Database" reports.

2002

INDUSTRYDESCRIPTION	COMPANY_DESCRIPTION	Cases
ELECTRIC		
	BOSTON EDISON	1050
	CAMBRIDGE ELECTRIC	15
	COMELECTRIC	317
	MASSACHUSETTS ELECTRIC	815
	NANTUCKET ELECTRIC	2
	WESTERN MASS ELECTRIC	213
GAS		
	BAYSTATE GAS	363
	BERKSHIRE GAS	21
	BLACKSTONE GAS	4
	BOSTON GAS	327
	COLONIAL GAS CAPE	88
	COLONIAL GAS LOWELL	34
	COMMONWEALTH GAS	104
	ESSEX COUNTY GAS	9
	FALL RIVER GAS	50
	FITCHBURG GAS & ELECTRIC	58

Note: Data extracted from MDTE file.

MONTHLY CASES 2001

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Mo. Avg.	TOTAL
CABLE														
ATT Broadband	66	55	104	80	112	68	175	206	112	144	348	189	138	1659
Adelphia	9	5	2	17	16	9	12	13	4	3	1	6	8	97
CableVision	8	2	4	1	2	0	0	0	0	0	0	0	1	17
Century		0	0	0	0	1	0	0	0	0	1	0	0	2
Charlemont	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Charter	15	3	6	8	0	5	6	10	4	1	7	5	6	70
Cox	1	0	0	0	0	0	0	0	0	0	0	0	0	1
RCN	0	1	0	0	2	1	2	2	0	1	0	2	1	11
Time Warner	0	1	0	0	1	0	0	1	0	0	1	2	1	6
Cable Total	**100**	**67**	**116**	**106**	**133**	**84**	**195**	**232**	**120**	**149**	**358**	**204**	**155**	**1864**
ELECTRIC														
BE	34	36	53	37	120	66	194	235	182	148	116	121	112	1342
Camb	0	0	0	0	1	0	0	0	0	1	0	0	0	2
CE	22	14	19	9	31	28	40	25	41	35	22	15	25	301
ME	66	47	63	83	123	109	103	146	132	112	83	87	96	1154
NE	0	0	0	0	1	0	1	0	0	0	0	0	0	2
WME	11	4	10	14	29	24	29	28	19	28	20	11	19	227
MUN ELE	7	2	5	8	13	11	8	8	10	11	9	4	8	96
Electric Total	**140**	**103**	**150**	**151**	**318**	**238**	**375**	**442**	**384**	**335**	**250**	**238**	**260**	**3124**
GAS														
BSG	22	27	19	27	16	39	26	31	26	31	19	24	26	307
BKG	0	0	1	1	1	5	4	2	0	3	4	0	2	21
BLG	0	0	0	0	1	0	1	0	0	0	0	0	0	2
BG	27	14	24	33	29	36	29	19	50	52	35	28	31	376
CGC	2	12	1	18	14	13	12	4	11	8	6	11	9	112
CGL	4	1	1	2	4	6	1	5	8	4	1	2	3	39
CG	18	9	16	9	23	16	20	16	15	11	7	1	13	161
ECG	0	3	1	0	2	1	1	4	7	1	2	1	2	23
FRG	3	1	5	1	2	8	6	7	6	4	5	2	4	50
FGE	2	2	3	3	6	12	13	2	6	7	6	6	6	68
MUN GAS	0	1	1	0	1	0	1	1	0	0	0	0	0	5
NAG	0	1	0	0	0	0	1	0	0	1	0	0	0	3
OTG	1	0	1	0	1	0	0	2	0	0	0	0	0	5
Gas Total	**79**	**71**	**73**	**94**	**100**	**136**	**115**	**93**	**129**	**122**	**85**	**75**	**98**	**1172**
WATER														
WATER	3	3	2	4	4	1	1	5	2	2	2	0	2	29
Water Total	**3**	**3**	**2**	**4**	**4**	**1**	**1**	**5**	**2**	**2**	**2**	**0**	**2**	**29**
OTHER														
OTHER	5	2	1	2	3	3	3	0	0	1	0	1	2	21
Other Total	**5**	**2**	**1**	**2**	**3**	**3**	**3**	**0**	**0**	**1**	**0**	**1**	**2**	**21**
SUPPLIERS														
SUPPLIERS	6	6	11	13	4	5	3	2	4	1	3	1	5	59
Supp. Total	**6**	**6**	**11**	**13**	**4**	**5**	**3**	**2**	**4**	**1**	**3**	**1**	**5**	**59**

Annual Statistics 2001

Company	Inquiries	Cases	Adjustments
Adelphia	133	97	$ 1,730.11
ATT BB	8045	1659	$ 22,919.00
Media One			$ 1,538.00
Avalon	1		
CableVision	93	17	$ 278.00
Century	63	2	
Charlemont	56	1	
Charter	1421	77	$ 418.10
Cox		1	
CVI-TWC	4		
Greater Media	11		
Inland	1		
RCNC	12	11	$ 668.54
Shrewsbury	4		
Time Warner		6	
Cable Total	**9844**	**1871**	**$ 27,552.76**
BE	2599	1342	$ 65,008.72
CAMB	6	2	
CE	249	301	$ 2,482.03
EE	10		
ME	4123	1154	$ 44,583.08
NE	1	2	
WME	590	227	$ 2,838.10
MUN ELEC	224	96	$ 1,363.79
Electric total	**7802**	**3124**	**$ 116,275.72**
SUPPLIERS			
SUPPLIERS	88	59	$ 218.82
Suppliers Total	**88**	**59**	**$ 218.82**
BSG	563	307	$ 54,122.39
BKG	68	21	

Post-it™ brand fax transmittal memo 7671 | # of pages ▸
To Mark Lambert
From Karen Robinson
Co. Mass
Co. TC Consumer Dr.
Dept.
Phone # 617 305-3631
Fax # 603 227-4664
Fax #

1.

Annual Statistics 2001

BLG	2	2	
BG	1751	376	$ 10,555.22
CGC	108	112	$ 12,086.80
CGL	33	39	$ 6,360.46
CG	110	161	$ 2,204.03
ECG	16	23	
FRG	93	50	$ 583.25
FGE	51	68	
NAG	1	3	$ 85,921.20
OTG	16	5	
MUN GAS	9	5	
Gas Total	**2258**	**1172**	**$ 85,921.20**
WATER	77	29	$ 1,113.27
Water Total	**77**	**29**	**$ 1,113.27**
Company	TOTAL		
Adelphia		2	
Advantage Tele.	1	1	$ 456.35
Affinity Network		1	
Allegiance	8	30	$ 11,594.68
Amer-I-Net	1		
Amer.'s Tele-Net.	25	4	$ 201.45
ATT	11869	1491	$ 70,141.80
Broadview Net	5	9	
Bus. Disc. Plan		1	$ 12.00
Choice One		7	$ 270.86
CoinTel	1	1	
CORECOM	7	6	$ 1,955.14
CTC	3	6	
e-LEC/Essex	9	20	$ 552.78
Essential.com	69	122	$ 8,350.43
Excel-Telco	4	11	$ 178.70
EZ-Talk	4	3	

MONTHLY CASES 2000

8/1/2001

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	TOTAL
CABLE														
Adelphia	1	3	2	16	14	10	6	8	6	11	10	1	7	88
Cablevision	15	6	6	5	9	10	1	8	6	4	10	3	7	83
Charlemont								1			1		1	2
Charter	2	11	17	5	6	4	3	5	2	8	11	4	7	78
Cox									1				1	1
Media One	79	70	41	51	59	78	84	51	64	63	83	66	66	789
RCN						2	1					4	2	7
Time Warner	1	2			2	1	2					1	2	9
Cable Total	**98**	**92**	**66**	**77**	**90**	**105**	**97**	**73**	**79**	**86**	**115**	**79**	**88**	**1057**
ELECTRIC														
BE	31	32	20	23	32	106	72	63	59	66	53	31	49	588
CAMB	1		1		1		1				1		1	5
CE	15	9	14	16	31	15	14	26	16	26	25	38	20	245
EE	6	9	11	5	8	7	5	8	4	1	1		6	65
ME	27	42	34	48	53	105	89	78	83	85	72	37	63	753
NE						0				1			1	1
WME	11	12	23	21	27	23	22	24	25	24	13	7	19	232
MUN ELE	5		3	12	11	8	3	12	4	8	1	4	6	71
Electric Total	**96**	**104**	**106**	**125**	**163**	**264**	**206**	**211**	**191**	**211**	**166**	**117**	**163**	**1960**
GAS														
BSG	68	81	60	32	56	70	60	40	41	27	26	18	48	579
BKG	3	1	5	6	2	6	1	4	7	3	3	4	4	45
BLG			1		1								1	2
BG	21	20	27	33	41	27	36	31	52	43	27	27	32	385
CGC	4	2	7	7	8	14	4	5	8	7	9	5	7	80
CGL	4	5	2	3	2	3	2	1	5	1		4	3	32
CG	10	17	10	9	22	17	20	15	10	13	15	9	14	167
ECG	2	2		2	4	6	1	2	1	6	2	2	3	30
FRG	3	3	6	5	8	11	1	5	6	13	6	7	6	74
FGE		4	2	9	10	10	8	2	7	7	2	2	6	63
MUN GAS				2		1	1		2		2		2	8
NAG				1									1	1
OTG		1	1			1	1				1	1	1	6
Gas Total	**115**	**136**	**121**	**109**	**154**	**166**	**135**	**105**	**139**	**120**	**93**	**79**	**123**	**1472**
WATER														
WATER		3	1		3	3					2	3	3	15
Water Total	**0**	**3**	**1**	**0**	**3**	**3**	**0**	**0**	**0**	**0**	**2**	**3**	**1**	**15**
OTHER														
OTHER	3	5	3	3	4	1	3	1	6	3		7	4	39
Other Total	**3**	**5**	**3**	**3**	**4**	**1**	**3**	**1**	**6**	**3**	**0**	**7**	**3**	**39**
SUPPLIERS														
SUPPLIERS	5	3	6	8	6	6	1	4	5	6	1	2	4	53
Supp. Total	**5**	**3**	**6**	**8**	**6**	**6**	**1**	**4**	**5**	**6**	**1**	**2**	**4**	**53**

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MONTHLY CASES 1999

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Mo. Avg.	TOTAL
CABLE														
Adelphia	1	1			2	1	2		1	1	3	2	2	14
Avalon	1	4	1	1	4	3	1	6	2	2			3	25
Cablevision	18	23	10	11	19	11	10	19	9	16	5	16	14	167
Century			1				1						1	2
Charter		1	2				1	1	1	2	2	11	3	21
Cox	1	1			1	2	1						1	6
CVI-Time Warner	1											1	1	2
FrontierVision	2	1	5	1	3	5	2	7	3	2			3	31
Greater Media	1	5	4	6	4	4	2	3	1	1			3	31
Harron							1		1				1	2
Media One	50	43	37	28	28	43	32	34	53	53	53	114	47	568
RCN	1	2			1			1	2	1	2		1	10
Time Warner	10	5	9	3	5	7	3	2	4				5	48
Cable Total	**86**	**86**	**69**	**50**	**67**	**76**	**56**	**73**	**77**	**78**	**65**	**144**	**77**	**927**
ELECTRIC														
BE	33	25	60	73	67	53	59	57	58	73	50	28	53	636
CAMB	1	1					1	1				2	1	6
CE	14	13	25	38	34	24	31	30	27	24	20	9	24	289
EE	3	2	6	14	15	6	7	7	12	9	6	4	8	91
ME	36	42	60	74	71	63	82	90	75	63	52	44	63	752
NE					1		1	1					1	3
WME	12	17	13	36	40	34	25	23	24	28	18	18	24	288
MUN ELE	9	12	6	15	18	8	3	6	4	7		2	8	90
Electric Total	**108**	**112**	**170**	**250**	**246**	**188**	**209**	**215**	**200**	**204**	**146**	**107**	**180**	**2155**
GAS														
BSG	37	49	27	42	49	46	21	21	27	37	35	83	40	474
BKG	3	10	3	4	4	7	7	7	10	13	3	5	6	76
BLG				1									1	1
BG	22	28	36	37	31	27	39	26	33	34	27	24	31	366
CGC	5	10	11	9	9	4	3	4	3	2	4	1	5	65
CGL	2	6	3	9	7	4	2	4		6	5	3	5	51
CG	22	20	20	24	39	15	17	20	22	25	23	9	21	256
ECG		5	2	2		3		2	3		1	1	2	19
FRG	5	3	6	6	12	7	3	7	6	8	8	1	6	72
FGE	3	6	3	12	9	7	5	3	13	8	2	7	7	78
MUN GAS	2			1	1	1		2	1	1			1	9
NAG			1			2							2	3
OTG	5	1	4	1				1		1		1	2	14
Gas Total	**106**	**138**	**116**	**148**	**161**	**123**	**97**	**97**	**120**	**135**	**108**	**135**	**124**	**1484**
WATER														
WATER	3		1	1	2	7	1	2	7	2	3	1	3	30
Water Total	**3**	**0**	**1**	**1**	**2**	**7**	**1**	**2**	**7**	**2**	**3**	**1**	**3**	**30**
OTHER														
OTHER	1	4	2	3	9	5	2	5	9	2	4	8	5	54
Other Total	**1**	**4**	**2**	**3**	**9**	**5**	**2**	**5**	**9**	**2**	**4**	**8**	**5**	**54**
SUPPLIERS														
SUPPLIERS	1	5	5	2	3	2	2	3	2	1	4	4	3	34
Supp. Total	**1**	**5**	**5**	**2**	**3**	**2**	**2**	**3**	**2**	**1**	**4**	**4**	**3**	**34**

Crosstab Report - Consumer Database

DATE SPAN: 1/1/98 12/31/98

	800	200	ADV	BILL	COCOT	COMM	CRAM	CREDIT	DENY	EST	INPA	METER	MISC	PO	QUAL	RATE	REF	REG	RES	SCODE	SLAM	TOTAL
	0	0	0	27	0	1	0	24	7	4	0	5	16	0	0	3	163	0	0	1	0	245
COMMONWEALTH GAS																						
C	0	0	0	73	0	0	0	127	11	4	0	6	25	0	15	3	0	4	0	5	0	272
R	0	0	0	37	0	1	0	49	1	0	0	0	21	0	1	0	1458	7	3	5	0	1587
	0	0	0	110	0	1	0	176	12	4	0	6	46	0	16	0	1458	11	3	10	0	1859
ESSEX COUNTY GAS																						
C	0	0	0	23	0	0	0	27	2	3	0	0	3	0	2	1	0	0	1	0	0	[illegible]
R	0	0	0	8	0	0	0	1	0	1	0	0	3	0	0	3	185	1	0	1	0	203
	0	0	0	31	0	0	0	28	2	4	0	0	6	0	2	4	185	1	1	1	0	265
FALL RIVER GAS																						
C	0	0	0	12	0	0	0	46	5	0	0	2	4	0	3	0	0	0	0	0	0	[illegible]
R	0	0	0	3	0	0	0	25	2	1	0	1	3	0	4	2	107	10	0	0	0	159
	0	0	0	15	0	0	0	71	7	1	0	3	7	0	7	2	107	10	0	0	0	236
FITCHBURG GAS & ELECTRIC																						
C	0	0	0	29	0	0	0	45	3	3	0	3	4	0	1	1	0	2	0	3	0	94
R	0	0	0	11	0	1	0	4	3	1	0	2	1	0	0	1	48	0	0	0	0	76
	0	0	0	40	0	1	0	49	6	4	0	5	5	0	1	2	48	2	0	3	0	170
NORTH ATTLEBORO GAS																						
C	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	3
R	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	0	8
	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	8	0	0	0	0	11
OTHER GAS CO.																						
C	0	0	0	10	0	0	0	1	0	0	0	0	6	0	0	1	0	0	0	0	3	21
R	0	0	0	7	0	0	0	5	1	0	0	2	15	0	0	7	52	8	4	0	2	101
	0	0	0	17	0	0	0	6	1	0	0	2	21	0	0	8	52	8	4	0	5	122
GAS	0	0	0	694	6	12	0	818	85	54	0	48	226	2	168	89	4133	91	30	32	7	6401
MUNICIPAL																						
OTHER MUNICIPAL																						
C	0	0	0	0	0	0	0	3	0	0	0	0	0	0	1	0	0	0	1	0	0	5
R	0	0	0	3	0	1	0	8	0	0	0	0	5	0	2	1	36	0	4	0	0	63
	0	0	0	3	0	1	0	11	0	0	0	0	5	0	3	1	36	0	5	0	0	68
MUNIC	0	0	0	3	0	1	0	11	0	0	0	0	5	0	3	1	36	0	5	0	0	68
MUNICIPAL ELECTRIC																						
ASHBURNHAM MUNICPAL ELEC																						
C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	2
R	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	4
BELMONT MUNICIPAL ELEC																						
R	0	0	0	3	0	0	0	0	0	0	0	0	1	0	0	2	8	0	0	0	0	14
	0	0	0	3	0	0	0	0	0	0	0	0	1	0	0	2	8	0	0	0	0	14
BOYLSTON MUNICIPAL ELEC																						
C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2
R	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	3
BRAINTREE MUNICIPAL ELEC																						
R	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
CHESTER MUNICIPAL ELEC																						
C	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
R	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2
	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	3
CHICOPEE MUNICIPAL ELEC																						
C	0	0	0	1	0	0	0	9	0	0	0	0	0	0	0	0	0	0	0	1	0	11
R	0	0	0	1	0	0	0	1	0	0	0	0	2	0	0	0	3	0	0	0	0	7
	0	0	0	2	0	0	0	10	0	0	0	0	2	0	0	0	3	0	0	1	0	18
CONCORD MUNICIPAL ELEC																						
C	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

Crosstab Report - Consumer Database

01/01/1997 12/31/1997

	800	PCC	ADV	BILL	COCOT	COMM	CRAM	CREDIT	DENY	EST	INPA	METER	MISC	PO	QUAL	RATE	REF	REQ	RES	SCODE	SLAM	ILP	TOTAL
GAS																							
BAYSTATE GAS																							
C	0	0	1	139	0	0	0	123	6	15	0	5	36	0	13	14	0	1	1	1	0	0	355
I	0	0	0	65	0	3	0	58	4	3	0	6	29	0	2	24	482	8	8	4	0	0	676
	0	0	1	204	0	3	0	181	10	18	0	11	65	0	15	38	482	9	9	5	0	0	1031
BERKSHIRE GAS																							
C	0	0	0	14	0	0	0	23	3	1	0	0	2	0	1	1	0	1	0	0	0	0	46
I	0	0	0	6	0	0	0	6	1	0	0	1	5	0	1	0	64	7	2	0	0	0	113
	0	0	0	20	0	0	0	29	4	1	0	1	7	0	2	1	64	8	2	0	0	0	159
BLACKSTONE GAS																							
C	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2
	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	3
BOSTON GAS																							
C	0	0	0	181	0	1	0	176	5	17	0	6	32	0	33	19	0	4	1	6	0	0	482
I	0	0	0	75	0	7	0	160	2	1	0	10	35	0	8	80	980	16	14	17	0	0	1393
	0	0	0	256	0	8	0	336	7	18	0	16	67	0	38	99	980	20	15	23	0	0	1875
COLONIAL GAS CAPE																							
C	0	0	0	20	0	0	0	32	3	7	0	3	10	0	7	5	0	0	0	1	0	0	88
I	0	0	0	16	0	0	0	9	1	2	0	8	4	0	1	3	154	3	1	1	0	0	203
	0	0	0	36	0	0	0	41	4	9	0	11	14	0	8	8	154	3	1	2	0	0	291
COLONIAL GAS LOWELL																							
C	0	0	0	27	0	0	0	47	3	6	0	4	8	0	2	0	0	0	0	0	0	0	95
I	0	0	0	12	0	0	0	15	0	3	0	4	8	0	1	0	143	2	0	0	0	0	189
	0	0	0	39	0	0	0	62	3	9	0	8	15	0	3	0	143	2	0	0	0	0	284
COMMONWEALTH GAS																							
C	0	0	0	50	0	0	0	89	6	3	0	3	11	0	9	3	0	7	0	2	0	0	183
I	0	0	0	32	0	2	0	73	0	3	0	4	29	0	2	8	1248	2	2	5	0	0	1410
	0	0	0	82	0	2	0	162	6	6	0	7	40	0	11	11	1248	9	2	7	0	0	1593
ESSEX COUNTY GAS																							
C	0	0	0	24	0	0	0	20	0	3	0	3	2	0	3	3	0	4	0	0	0	0	62
I	0	0	0	10	0	0	0	16	0	0	0	1	4	0	0	3	173	7	0	1	0	0	214
	0	0	0	34	0	0	0	36	0	3	0	4	6	0	3	6	173	11	0	1	0	0	276
FALL RIVER GAS																							
C	0	0	0	7	0	0	0	37	1	1	0	0	3	0	3	1	1	2	0	0	0	0	56
I	0	0	0	4	0	0	0	19	0	1	0	1	0	1	0	1	94	2	0	0	0	0	123
	0	0	0	11	0	0	0	56	1	2	0	1	3	1	3	2	95	4	0	0	0	0	179
FITCHBURG GAS & ELECTRIC																							
C	0	0	0	18	0	0	0	17	0	0	0	3	4	1	9	0	0	1	1	0	0	0	54
I	0	0	0	8	0	0	0	10	1	0	0	2	3	0	1	3	35	1	4	2	0	0	70
	0	0	0	26	0	0	0	27	1	0	0	5	7	1	10	3	35	2	5	2	0	0	124
NORTH ATTLEBORO GAS																							
C	0	0	0	2	0	0	0	4	0	0	0	0	1	0	0	0	0	0	0	0	0	0	7
I	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	2	0	0	0	0	0	4
	0	0	0	2	0	0	0	5	0	0	0	0	2	0	0	0	2	0	0	0	0	0	11
OTHER GAS CO.																							
C	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
I	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	3	0	0	0	0	0	5
	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	3	0	0	0	0	0	6
GAS	0	0	1	711	0	13	0	927	36	68	0	64	228	2	94	107	3381	68	34	60	0	0	[illegible]

.95

Crosstab Report - Consumer Database

ATE SPAN: 1/1/96 12/31/96

	800	900	ADV	BILL	COCOT	COMM	CRAM	CREDIT	DENY	EST	INFA	METER	MISC	PO	QUAL	RATE	REF	REG	RES	SCODE	SLAM	TOTAL
	0	0	0	90	0	2	0	95	5	8	4	3	38	0	17	4	859	8	6	7	0	895
ESSEX COUNTY GAS																						
C	0	0	0	19	0	0	0	21	1	1	0	0	1	0	3	2	0	3	0	0	0	91
R	0	0	0	8	0	1	0	14	0	1	0	1	4	0	0	5	87	2	0	0	0	123
	0	0	0	27	0	1	0	35	1	2	0	1	5	0	3	7	87	5	0	0	0	174
FALL RIVER GAS																						
C	0	0	0	12	0	0	0	20	2	0	0	1	4	0	4	1	0	0	0	0	0	44
R	0	0	0	2	0	0	0	19	2	0	0	2	6	0	1	3	100	2	0	2	0	139
	0	0	0	14	0	0	0	39	4	0	0	3	10	0	5	4	100	2	0	2	0	183
FITCHBURG GAS & ELECTRIC																						
C	0	0	0	12	0	0	0	21	2	0	0	0	8	0	22	1	0	0	0	2	0	77
R	0	0	0	5	0	0	0	7	0	0	0	0	9	22	1	1	33	1	0	1	0	80
	0	0	0	17	0	0	0	28	2	0	0	0	17	31	23	2	33	1	0	3	0	157
NORTH ATTLEBORO GAS																						
C	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
R	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	3
	0	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	1	0	6
OTHER GAS CO.																						
R	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
GAS	0	0	1	578	0	0	0	917	48	88	0	39	259	32	141	129	3203	94	3	40	1	5592
MUNICIPAL																						
OTHER MUNICIPAL																						
C	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
R	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2
	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	4
MUNIC	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	4
MUNICIPAL ELECTRIC																						
ASHBURNHAM MUNICPAL ELEC																						
C	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
R	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	2
	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1	0	0	0	0	4
BELMONT MUNICIPAL ELEC																						
R	0	0	0	4	0	0	0	0	0	0	0	0	1	0	1	0	54	0	0	0	0	60
	0	0	0	4	0	0	0	0	0	0	0	0	1	0	1	0	54	0	0	0	0	60
BRAINTREE MUNICIPAL ELEC																						
C	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	2
R	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	3
	0	0	0	0	0	0	0	2	0	0	0	0	1	0	1	0	1	0	0	0	0	5
CHESTER MUNICIPAL ELEC																						
C	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	2
R	0	0	0	1	0	0	0	2	0	1	0	0	0	0	0	0	2	1	0	0	0	7
	0	0	0	1	0	0	0	3	0	1	0	0	1	0	0	0	2	1	0	0	0	9
CHICOPEE MUNICIPAL ELEC																						
C	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	1	0	1	0	6
R	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	5
	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	5	1	0	1	0	11
CONCORD MUNICIPAL ELEC																						
C	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
R	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	3
	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3	0	0	0	0	4
DANVERS MUNICIPAL ELEC																						
C	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	1	0	0	0	4
R	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	3	1	0	0	0	6
	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	3	2	0	0	0	10
GEORGETOWN MUNICIPAL ELEC																						
R	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1

Electric Company Complaint Rates
Jan. - Dec. 1995

[illegible]	[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Boston Edison		C	20	14	41	71	376	199	13	17	0	59	18	0	15	0	843	[illegible]
	1547	R	1	48	62	17	82	98	48	18	0	26	13	12	14	0	439	[illegible]
Cambridge		C	0	0	0	1	3	1	0	0	0	0	0	0	0	0	5	[illegible]
	42	R	0	0	0	0	0	1	0	0	0	0	0	0	1	0	2	[illegible]
Commonwealth		C	5	24	26	7	83	152	10	9	0	2	8	0	2	0	328	[illegible]
	588	R	3	30	20	2	29	59	9	17	0	0	9	3	6	0	187	[illegible]
Eastern Edison		C	1	2	11	7	38	47	1	3	0	3	6	0	0	0	119	[illegible]
	364	R	0	4	8	0	12	27	3	1	0	4	0	1	0	0	60	[illegible]
Fitchburg		C	1	0	4	6	11	20	1	1	0	0	2	0	1	0	47	[illegible]
	15	R	0	0	4	1	5	12	1	2	0	0	1	0	0	0	26	[illegible]
Massachusetts		C	24	24	57	31	303	360	21	27	0	9	25	3	8	0	892	[illegible]
	5729	R	14	50	132	49	152	267	44	62	0	1	26	24	48	0	869	[illegible]
Nantucket		C	0	0	2	1	2	3	2	0	0	0	0	0	2	0	12	[illegible]
	31	R	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	[illegible]
Western Mass.		C	8	9	22	24	90	173	2	9	0	8	5	0	11	0	361	[illegible]
	1810	R	1	12	12	7	24	49	4	14	0	3	2	3	5	0	136	[illegible]
TOTALS		C	59	73	163	148	906	955	50	66	0	81	64	3	39	0	2607	[illegible]
	10126	R	19	144	238	76	305	513	109	114	0	34	51	43	74	0	1720	[illegible]

C = CASES
R = REFERRALS

Fitchburg Gas and Electric Light Company d/b/a Unitil

Billing Adjustments - Gas Division: 1995 - 2005

	2005	Average	2004	2003	2002	2001	2000	1999	1998	1997	1996	1995
Gas	$390.00	$693.25	$36.81	$1,483.55	$673.09	$0.00	$331.00	$961.00	$3,447.00	$0.00	$0.00	$0.00
Residential Customers(1)	13,563	13,542	13,415	13,349	13,367	13,774	13,354	13,498	13,580	13,997	13,533	13,557
Per 1,000 Customers	$28.75	$51.40	$2.74	$111.14	$50.35	$0.00	$24.79	$71.20	$253.83	$0.00	$0.00	$0.00

(1) Number of Residential Customers taken from FG&E Returns to the Department for each year from 1994 - 2001 and represents the number of residential customers as of December of each year. The figures for 2002 - 2005 were obtained from FG&E's Monthly Accounting Report for the month of December for each year.

2003 CONSUMER BILLING ADJUSTMENTS		
INDUSTRYDESCRIPTION	COMPANY_DESCRIPTION	Adjustments *
ELECTRIC	FITCHBURG GAS & ELECTRIC	$0.00
GAS	FITCHBURG GAS & ELECTRIC	$1,483.55

2004 CONSUMER BILLING ADJUSTMENTS		
INDUSTRYDESCRIPTION	COMPANY_DESCRIPTION	Adjustments *
ELECTRIC	FITCHBURG GAS & ELECTRIC	$0.00
GAS	FITCHBURG GAS & ELECTRIC	$36.81

2005 CONSUMER BILLING ADJUSTMENTS		
INDUSTRYDESCRIPTION	COMPANY_DESCRIPTION	Adjustments *
ELECTRIC	FITCHBURG GAS & ELECTRIC	$0.00
GAS	FITCHBURG GAS & ELECTRIC	$390.00

* Data obtained and summarized from the MDTE "Monthly Summary Adjustments by Coordinator Detail" reports.

2002

INDUSTRYDESCRIPTION	COMPANY_DESCRIPTION	Adjustments
ELECTRIC		
	BOSTON EDISON	$111,271.23
	CAMBRIDGE ELECTRIC	$0.00
	COMELECTRIC	$21,751.43
	MASSACHUSETTS ELECTRIC	$38,271.42
	NANTUCKET ELECTRIC	$0.00
	WESTERN MASS ELECTRIC	$1,879.30
GAS		
	BAYSTATE GAS	$37,329.00
	BERKSHIRE GAS	$0.00
	BLACKSTONE GAS	$0.00
	BOSTON GAS	$9,490.81
	COLONIAL GAS CAPE	$20,749.52
	COLONIAL GAS LOWELL	$6,133.43
	COMMONWEALTH GAS	$1,806.98
	ESSEX COUNTY GAS	$300.00
	FALL RIVER GAS	$1.66
	FITCHBURG GAS & ELECTRIC	$673.09

Note: Data extracted from MDTE file.

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Avg	TOTAL
ATT BB	0.00	1239.17	1,193.19	1,143.18	129.23	893.63	1,096.02	1,787.85	1,623.52	5,143.39	3,435.56	5,980.33	$1,972.09	23,665.07
Adelphia	81.50	441.89	0.00	13.45	888.87	70.00	0.00	234.40	551.51	0.00	0.00	0.00	$190.14	2,281.62
CableVision	0.00	0	0.00	0.00	208.00	0.00	70.00	0.00	0.00	0.00	0.00	0.00	$23.17	278.00
Charter	0.00	0	0.00	11.29	0.00	0.00	121.75	113.77	0.00	0.00	15.07	156.22	$34.84	418.10
RCN Cable	130.59	0	0.00	0.00	0.00	0.00	298.25	0.00	0.00	0.00	239.70	0.00	$55.71	668.54
Total	212.09	1,681.06	1,193.19	1,167.92	1,226.10	963.63	1,586.02	2,136.02	2,175.03	5,143.39	3,690.33	6,136.55	$2,275.94	27,311.33
BE	9,590.30	1389.87	2,550.55	1,066.59	6,877.49	4,414.22	4,459.43	10,535.52	1,827.25	5,396.06	4,377.63	17,616.56	$5,841.79	70,101.47
CE	0.00	0.00	691.17	514.32	0.00	459.22	157.14	110.00	0.00	118.86	22.66	391.43	$205.40	2,464.80
EE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$0.00	0.00
FGE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$0.00	0.00
ME	1,034.95	3,202.26	796.22	477.60	1,517.60	14,580.01	1,514.77	9,083.49	7,970.71	1,048.72	1,770.47	1,755.83	$3,729.39	44,752.63
WME	262.44	1,357.00	0.00	0.00	0.00	0.00	0.00	0.00	1,000.00	218.66	0.00	0.00	$236.51	2,838.10
Mun. Elec.	102.34	352.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	246.00	128.62	534.05	$113.65	1,363.79
Total	10,990.03	6,301.91	4,037.94	2,058.51	8,395.09	19,453.45	6,131.34	19,729.01	10,797.96	7,028.30	6,299.38	20,297.87	$10,126.73	121,520.79
BG	2,348.37	0.00	0.00	1,345.95	463.56	153.47	3,038.58	2,188.80	713.05	2,241.62	114.96	990.27	$1,133.22	13,598.63
BKG	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$0.00	0.00
BSG	2,006.61	4,146.53	5,760.85	6,791.58	7,439.42	11,728.97	758.45	5,670.31	3,407.50	3,745.30	0.00	3,063.14	$4,543.22	54,518.66
CG	144.02	0.00	521.74	364.11	0.00	0.00	998.14	0.00	135.60	0.00	0.00	40.42	$183.67	2,204.03
CGC	0	638.56	0.00	621.66	746.51	3,548.16	45.00	566.79	424.40	1,452.32	574.82	1,726.42	$862.05	10,344.64
CGL	1,296.35	0.00	0.00	0.00	0.00	1,104.29	0.00	681.03	573.22	1,115.31	289.01	0.00	$421.60	5,059.21
ECG	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$0.00	0.00
FRG	0.00	0.00	0.00	0.00	0.00	0.00	0.00	583.25	0.00	0.00	0.00	0.00	$48.60	583.25
NAG	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	9.05	0.00	0.00	$0.75	9.05
Mun. Gas	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$0.00	0.00
Total	5,795.35	4,785.09	6,282.59	9,123.30	8,649.49	16,534.89	4,840.17	9,690.18	5,253.77	8,563.60	978.79	5,820.25	$7,193.12	86,317.47
Servi-Sense	83.55	0.00	26.56	0.00	0.00	97.41	0.00	0.00	0.00	0.00	0.00	0.00	$17.29	207.52
TOTAL	83.55	0.00	26.56	0.00	0.00	97.41	0.00	0.00	0.00	0.00	0.00	0.00	$17.29	207.52
WATER**	752.87	0.00	180.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$77.74	932.87
TOTAL	752.87	0.00	180.00	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$77.74	932.87
Adelphia Tel.	180.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$15.03	180.40
Advantage	0.00	0.00	0.00	0.00	0.00	456.35	0.00	0.00	0.00	0.00	0.00	0.00	$38.03	456.35
Allegiance	0.00	967.97	5,029.73	240.69	0.00	1,638.28	0.00	2,849.32	608.69	0.00	260.00	0.00	$966.22	11,594.68
AmerTelNet	201.45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$16.79	201.45
ATT	6,861.03	13,353.83	4,998.30	2,036.80	6,468.88	5,712.12	4,885.07	5,340.27	5,856.87	3,076.74	7,383.03	3,124.34	$5,758.11	69,097.28
Bus. Disc. Plan	0.00	0.00	0.00	12.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$1.00	12.00
Choice One	0.00	0.00	0.00	0.00	0.00	0.00	0.00	270.86	0.00	0.00	0.00	0.00	$22.57	270.86
Corcom	1,709.00	246.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$162.93	1,955.14
eLEC	0.00	78.05	0.00	204.94	121.33	0.00	0.00	0.00	101.31	13.19	0.00	33.96	$46.07	552.78
Essential.com	280.79	72.04	10.00	1,572.90	1,149.27	542.40	9.24	2,484.58	0.00	351.21	0.00	1,878.00	$695.87	8,350.43
Excel-Telco	0.00	0.00	0.00	0.00	0.00	0.00	0.00	178.70	0.00	0.00	0.00	0.00	$14.89	178.70
Fairpoint Comm.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,605.00	0.00	0.00	$133.75	1,605.00
Fed Trans Tel	0.00	0.00	299.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	185.55	$40.42	485.05
Global Cross	13.65	0.00	0.00	0.00	0.00	27.77	0.00	0.00	0.00	0.00	0.00	0.00	$3.45	41.42
Hold Billing	0.00	158.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$13.21	158.57
IDT	0.00	39.47	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$3.29	39.47
ILD	11.28	0.00	2.15	52.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$5.52	66.23
Integretel	0.00	52.65	74.79	0.00	0.00	47.58	0.00	0.00	0.00	0.00	0.00	11.85	$15.57	186.87
LightYear	0.00	0.00	0.00	0.00	0.00	0.00	0.00	203.13	0.00	0.00	0.00	0.00	$16.93	203.13
Matrix	219.81	0.00	91.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$25.92	311.04
MCI	6,188.71	820.03	432.06	1,931.22	468.43	1,158.50	1,117.29	3,095.28	249.76	799.76	458.65	2,107.28	$1,568.91	18,826.97
MediaOne Tel	257.59	503.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.00	$65.09	781.08
Network Access	478.62	0.00	0.00	0.00	0.00	0.00	0.00	13.76	284.21	0.00	0.00	340.00	$93.05	1,116.59
Network+	2,106.23	0.00	352.88	3,917.95	2,628.53	402.23	5,617.25	4,699.62	5,071.02	603.80	1,045.77	137.76	$2,215.25	26,583.04
OLS	15.98	0.00	92.16	0.00	0.00	0.00	0.00	18.70	56.36	394.00	47.43	295.45	$76.67	920.08
OneSTar	0.00	0.00	0.00	0.00	0.00	0.00	83.23	0.00	0.00	0.00	0.00	0.00	$6.94	83.23
OTT	446.53	0.00	135.13	0.00	0.00	0.00	12.96	24.67	0.00	0.00	34.00	496.87	$95.85	1,150.16
Plan B	125.93	90.35	99.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$26.35	316.23
Qwest	85.98	40.00	15.72	0.00	170.27	73.20	0.00	142.63	0.00	157.26	196.23	19.56	$75.07	900.85
RCN	782.03	915.85	729.51	1,085.99	379.76	871.54	301.27	336.18	491.61	652.49	847.15	860.13	$687.79	8,253.51
Richmond	0.00	0.00	7.10	0.00	0.00	0.00	0.00	98.00	0.00	0.00	0.00	0.00	$8.76	105.10
RSL COM USA	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	59.67	0.00	$4.97	59.67
SBC Telecom	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	56.36	0.00	0.00	0.00	$4.70	56.36
Servi-Sense	0.00	0.00	0.00	0.00	0.00	66.51	0.00	0.00	0.00	0.00	0.00	0.00	$5.54	66.51
Sprint	430.99	2,825.38	571.61	244.59	25.00	221.08	752.92	2,852.56	1,758.16	1,214.09	118.75	320.69	$944.65	11,335.82
Talk.com-AOL	22.16	52.48	0.00	0.00	2,118.09	109.95	0.00	233.49	3,495.38	545.18	114.56	0.00	$557.61	6,691.29
USBI	44.13	0.00	0.00	4.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	130.71	$14.95	179.44
USP&C	0.00	0.00	0.00	0.00	27.00	500.00	0.00	0.00	27.00	1,150.00	324.00	0.00	$169.00	2,028.00
VarTec	0.59	0.00	0.00	0.00	0.00	4.81	0.00	0.00	0.00	0.00	2.50	0.00	$0.66	7.90
Verizon	0.00	1,117.00	1,530.68	252.64	3,972.48	627.14	6,901.74	2,760.97	1,954.57	996.32	1,316.34	3,106.94	$2,044.74	24,536.82
WebNet	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.89	10.95	0.00	214.46	92.91	$27.68	332.21
WorldCom Net	0.00	155.31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$12.94	155.31
Zero+	4.88	0.00	0.00	15.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$1.71	22.24
Ztel	701.37	1,080.13	2,270.68	189.04	589.67	70.43	921.23	1,246.76	103.35	0.00	165.95	0.00	$609.89	7,928.52
Total	20,281.89	22,568.76	16,743.18	11,761.81	17,529.04	12,529.89	20,602.20	26,863.37	20,125.60	11,559.04	12,588.49	13,162.00	$17,192.94	208,383.78
TOTAL	37,279.36	35,336.82	28,463.46	24,111.54	35,799.72	49,579.27	33,159.73	58,418.58	38,352.36	32,294.33	23,556.99	45,416.67	$36,814.07	444,673.76

Annual Statistics 2001

Company	Inquiries	Cases	Adjustments
Adelphia	133	97	$ 1,730.11
ATT BB	8045	1659	$ 22,919.00
Media One			$ 1,538.00
Avalon	1		
CableVision	93	17	$ 278.00
Century	63	2	
Charlemont	56	1	
Charter	1421	77	$ 418.10
Cox		1	
CVI-TWC	4		
Greater Media	11		
Inland	1		
RCNC	12	11	$ 668.54
Shrewsbury	4		
Time Warner		6	
Cable Total	**9844**	**1871**	**$ 27,552.76**
BE	2599	1342	$ 65,008.72
CAMB	6	2	
CE	249	301	$ 2,482.03
EE	10		
ME	4123	1154	$ 44,583.08
NE	1	2	
WME	590	227	$ 2,838.10
MUN ELEC	224	96	$ 1,363.79
Electric total	**7802**	**3124**	**$ 116,275.72**
SUPPLIERS			
SUPPLIERS	88	59	$ 218.82
Suppliers Total	**88**	**59**	**$ 218.82**
BSG	563	307	$ 54,122.39
BKG	68	21	

Post-it™ brand fax transmittal memo 7671 | # of pages ▸
To Mark Lambert
From Karen Robinson
Co. Lunt
Co. DTE Pressure Dr.
Dept.
Phone # 617 305-3631
Fax # 603 227-4664
Fax #

1.

Annual Statistics 2001

BLG	2	2	
BG	1751	376	$ 10,555.22
CGC	108	112	$ 12,086.80
CGL	33	39	$ 6,360.46
CG	110	161	$ 2,204.03
ECG	16	23	
FRG	93	50	$ 583.25
FGE	51	68	
NAG	1	3	$ 85,921.20
OTG	16	5	
MUN GAS	9	5	
Gas Total	**2258**	**1172**	**$ 85,921.20**
WATER	77	29	$ 1,113.27
Water Total	**77**	**29**	**$ 1,113.27**
Company	TOTAL		
Adelphia		2	
Advantage Tele.	1	1	$ 456.35
Affinity Network		1	
Allegiance	8	30	$ 11,594.68
Amer-I-Net	1		
Amer.'s Tele-Net.	25	4	$ 201.45
ATT	11869	1491	$ 70,141.80
Broadview Net	5	9	
Bus. Disc. Plan		1	$ 12.00
Choice One		7	$ 270.86
CoinTel	1	1	
CORECOM	7	6	$ 1,955.14
CTC	3	6	
e-LEC/Essex	9	20	$ 552.78
Essential.com	69	122	$ 8,350.43
Excel-Telco	4	11	$ 178.70
EZ-Talk	4	3	

CONSUMER DIVISION ADJUSTMENTS - 2000

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TO
Adelphia				4.00	50.00	145.68		80.77			82.92		36
Cablevision			74.94		1.01	6.79	3.59			494.13	214.00	22.37	81
Charter		29.95	18.55	221.13	350.00						37.90		65
Cox									3.70				3
Media One	599.37	130.01	509.77	370.62	1,139.98	734.62	1,506.50	806.45	937.97	511.23	1,820.78	492.13	9,559
RCN Cable						134.29	90.45				201.90		426
Total	599.37	159.96	603.26	595.75	1,540.99	1,021.38	1,600.54	887.22	941.67	1,005.36	2,357.50	514.50	12,254
BE	8,296.72	4773.36	3,356.44	946.22	928.46	603.34	4,154.79	14,900.04	6,184.04	24,257.99	2,939.97	1,551.67	72,893
CAMB													0
CE	6.00									2.66		25.00	33
EE		366.05	407.45	565.52	11.43		215.00	710.57	1,268.68			256.99	3,801
FGE													0
ME	695.83	1,911.55	13,017.21		1,406.48	11,344.34	3,081.90	1,993.85	457.28	1,282.05		504.00	35,694.
NE													0.
WME			624.48		155.30		326.71		520.00	341.35	129.91	1,041.36	3,139.
Mun. Elec.				42.38	26.25								68.
Total	8,998.55	7,050.96	17,405.58	1,554.12	2,527.92	11,947.68	7,778.40	17,604.46	8,430.00	25,884.05	3,069.88	3,379.02	115,630.
BG	137.76	2,203.10	62.31	2,864.30	487.15	1,743.10	2,137.18	232.87	767.95	588.83	61.22		11,285.
BKG		877.72		33.97								256.08	1,[illegible]7.
BSG	337.69	2,990.51	2,717.73	5,303.69	4,478.33	7,879.00	1,849.70	10,697.97	2,778.87	8,662.38	1,400.00	7,037.46	56,133.
CG		132.31	422.25	47.00		60.66	157.29	164.09					983.
CGC			181.21	350.00	716.89	386.81	128.63		949.49	403.76	915.23	846.86	4,878.
CGL	591.79	552.88		1,309.78	5.65	385.02			1,077.28				3,922.
BCG		31.92		106.28			367.40		37,000.00	18.17			[illegible]
FGE										331.20			331.
FRG		942.93	99.74			393.91				974.11	115.79		[illegible]
Mun. Gas					55.00								55.
Total	1,067.24	7,731.37	3,483.24	10,015.02	5,743.02	10,848.50	4,640.20	11,094.93	42,573.59	10,978.45	2,492.24	8,140.40	118,808.
AllEnergy										210.00			210.
Servi-Sense				46.72	214.17			47.06	89.95	153.80			551.
Utility.com										25.00			25.
TOTAL				46.72	214.17			47.06	89.95	388.80			786.
ER**		70.00				1,387.47			123.43				1,580.
AL		70.00				1,387.47			123.43				1,580.
ntage			57.06										57.
iance	439.80					577.11	908.37	1,069.19			390.59		3,385.
sTeleNet				190.25	259.92		399.08		92.35				941.
TelNet		93.76		33.95									127.
	5,766.40	8,463.17	15,941.22	17,204.68	19,246.15	12,999.69	13,220.61	43,822.86	9,699.48	14,333.39	19,418.80	17,101.56	197,218.
ATL	1,543.52	1,265.08	1,592.96	2,566.05	8,880.71	4,070.37	4,171.84	5,697.81	11,459.54	4,340.76	1,074.86	[illegible]	[illegible]

1999

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avalon		7.90	29.95		40.80		2.27		12.00			
Cablevision	244.83	176.07	168.11	35.83	206.04	43.19	56.89		24.18	33.03		162.81
Century			59.28									
Charter								21.95		19.95	135.00	
CVI Cable	44.01											
FrontierVision							29.23		35.00			
Greater Media			25.00	151.99			27.95	56.80				
Media One	226.07	410.11	28.65	197.55	523.25	543.95	36.52	154.94	284.01	537.39	126.38	635.53
RCN Cable			304.62									
Time Warner	141.08			97.16		82.49	100.00					
Total	655.99	594.08	615.61	482.53	770.09	669.63	252.86	233.69	355.19	590.37	261.38	798.34
BE	32,521.05	1577.34	9,786.93	6,646.78	12,628.98	21,298.75	2,696.87	3,152.12	9,459.73	18,966.24	2,092.90	428.52
CAMB		132.29										
CE		251.69	501.99		938.88	1,215.58		363.52		61.27	50.00	
EE			82.79								14.36	
FGE												
ME	2,043.30	523.64	947.94	2,884.09	50.61	1,302.86	2,688.19	711.03	398.38	199.63	3,591.89	414.85
NE												
WME		1,410.64			4,546.71	39.55	7,022.58	806.08				
Mun. Elec.	18.42	572.85		259.51							28.68	
Total	34,582.77	4,468.45	11,319.65	9,790.38	18,165.18	23,856.74	12,407.64	5,032.75	9,858.11	19,227.14	5,777.83	843.37
BG	112.00	1,065.92	1,629.83	772.34	3,723.06	493.00		1,078.00	294.00	1,654.72	1,775.00	
BMG	25.00			428.55	559.20	100.00				3,090.54	1,802.52	
BSG	1,535.01	3,816.90	3,720.42	1,695.96	5,714.49	3,438.32	4,087.81	3,420.33	51.57	458.00	903.25	3,016.33
CG	869.30	597.98	2,421.44	550.20		914.79		159.11		154.00	826.93	147.00
CGC	78.67		1,290.11	204.00	200.06		25.00	315.60				59.80
CGL			590.52	119.33	295.24			178.34	200.00	860.54		
BCG			45.50		2,349.25							
PGE		172.55	358.16			430.00						*960.71
PMG	2.50	212.25	262.98					25.80				
Mun. Gas			35.53									
Total	2,622.48	5,865.60	10,354.49	3,770.38	12,841.30	5,376.11	4,112.81	5,177.18	545.57	6,217.80	5,307.70	3,223.13
COM/Energ Mkt.			825.02									
AllEnergy								400.00				
Enron		463.00										
TOTAL		463.00	825.02					400.00				
WATER**												
TOTAL		0.00										

CONSUMER DIVISION ADJUSTMENTS - 1998

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Cablevision											72.10	1.07	73.17
Cox Cable											15.68	3.79	19.47
Greater Media												17.10	17.10
Media One											109.21	59.95	169.16
RCN Cable												60.92	60.92
Time Warner											56.99	270.38	327.37
Tufts Cable											21.00		21.00
Total											274.98	413.21	688.19
BB	5,792.12	2124.56	31,196.93	20,905.73	19,272.82	15,348.69	7,086.71	10,942.62	23,081.32	7,470.35	5,017.14	3,521.64	153,620.63
CAMB							21.73			44.14			65.87
CE	1,659.49	1,902.52		3,718.44	900.00	402.44	800.65	347.52		840.36	422.18	23.71	10,846.71
EE	453.04					120.99	164.21				629.65	153.87	1,521.56
FOE		130.60											130.00
MB	91.03	1,391.51	13,586.92	2,563.67	7,865.42	62.49	1,944.67	599.84	537.08	2,702.69	115.27	1,099.56	32,590.19
NE													0.00
WME	6,721.74	458.94	692.48	301.89			100.00	215.00	407.77		443.27	887.44	10,208.53
Mun. Elec.	1,148.00	282.27		75.80			1,007.00					350.93	2,843.20
Total	15,865.42	6,289.80	45,476.33	27,564.73	28,068.24	15,934.61	10,864.37	12,105.02	25,996.17	11,057.54	6,627.51	6,016.95	211,846.69
EO	2,307.23	2,282.23	1,139.68	698.03	7,778.06	3,643.58	2,314.78	1,436.77	3,847.19	385.81	3,751.03	36.31	29,335.70
[redacted]					956.13					874.54			[redacted]
BLG													0.00
BSG	2,356.67	9,870.73	4,000.38	2,484.87	2,615.20	5,242.77	1,142.78	3,457.54	1,322.54	1,078.81	4,170.85	434.65	38,177.19
CG			48.86	1,431.59	45.98	977.02	199.31	2,004.42		86.14	107.21	57.26	4,957.73
CGC					70.73						505.45	81.49	657.67
CGL	1,480.63		464.28			1,041.44		1,041.00				284.22	4,311.57
MCG			169.12			885.62				200.00			[redacted]
[redacted]						58.94	326.00	1,271.06	1,323.81	75.00		392.08	[redacted]
FRG			24.56				367.76	341.48				69.51	1,000.31
NAG													0.00
Mun. Gas			352.00				894.67						956.67
Total	6,144.53	12,152.96	6,198.88	4,614.49	11,459.10	11,860.77	5,153.30	9,552.27	6,493.54	2,620.30	8,534.54	1,354.86	86,141.54
WATER**			52.56										52.56
Misc:			16.95		72.32								89.27
TOTAL			69.51		72.32								141.83
ATT	944.49	758.38	504.82	1,202.22	7,601.65	5,928.23	1,258.03	202.17	2,667.47	198.99	2,862.38	6,457.73	30,565.56
BDP								139.23				580.27	731.50
BELL ATL	1,075.74	3,253.66	1,815.61	2,267.44	3,911.63	2,642.12	2,244.39	2,424.37	3,704.91	1,172.84	3,887.07	1,961.48	30,361.26
INT		49.75		27.00							13.46	62.00	152.21
ITI													0.00
LDC	204.99	1,410.39	636.69	16.75	12,273.41	49.27	1,572.17	137.87	250.23	104.33			16,690.30
MCI	710.78	12.66	236.00	189.10	602.71		7,489.30	1,560.96	736.12	667.87	1,229.96	458.28	13,893.74
OAN							5.75	89.14				69.12	164.01
OTT	1,112.99	319.54	229.20	1,327.13	594.17	281.31	166.31	676.39	80.78	1,109.85	1,475.09	1,052.01	8,423.97
RCN	586.93	999.02	973.29	639.08	78.98	127.78	960.94	869.30	284.85	1,511.44	1,628.75	2,079.82	10,740.18
SPR		130.00	350.43	83.30									563.73
USBI				15.67	30.68	8.80							55.15
USN											1,771.63	1,574.31	3,345.94
USP&C												50.00	50.00
US Tel.					23.25								23.25
WorldCom					618.71								618.71
Total	4,635.92	6,933.40	4,746.04	5,361.69	25,735.19	9,037.31	13,676.89	6,099.43	7,724.36	4,764.72	12,868.34	14,357.02	116,348.51
TOTAL	26,645.87	25,356.16	56,490.76	37,940.91	65,334.85	36,832.89	29,696.56	27,756.72	40,214.07	18,442.56	28,305.37	22,142.04	415,158.76

Consumer Division Adjustments - 1997

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
BE	13,397.86	1,768.03	19,815.98	7,859.14	7,261.00	11,217.69	6,211.53	11,853.45	13,638.27	28,209.72	16,776.46	9,382.31	147,371.44
CAMB	890.49												890.49
CE	147.60		443.40		140.69	41.14	198.04	10,832.04	17.73	14,666.65		216.07	26,482.76
EB		1,194.86		114.20		741.96	8,976.95		150.00		400.36		11,578.33
FGE													0.00
ME	754.21	1,042.02	410.00	1,474.82	1,257.76	533.07	598.49	1,480.75	1,244.72	213.85	438.24	1,058.40	10,896.34
NE	211.40		614.00										825.40
WME	21.51	1,318.74							963.11	42.74	1,075.07	1,004.99	4,426.16
Misc. Elec.													0.00
Total	15,622.48	5,323.65	21,283.38	9,448.16	8,659.45	12,533.86	15,985.01	23,946.24	16,013.83	43,132.96	18,680.13	11,661.77	202,290.92
BO	1,045.14	345.11	4,236.28	67.74	4,458.38	4,586.74	2,959.76	1,481.77	2,591.02	2,312.38	1,581.44	160.22	25,666.18
[redacted]		346.00	665.42	307.60									[redacted]
BLG													0.00
BSG	454.63	827.03	1,205.90	745.23	1,166.91	539.53	1,818.93	711.48	9,434.22	1,056.87	6,551.10	927.02	25,439.26
CG			729.31	135.80	946.00		1,706.42	203.56		1,514.00			5,235.08
COC				1,145.75		1,255.54					56.16	125.88	2,583.33
CGL	1,260.23	128.38	839.41		1,951.64	220.51	1,579.43		114.00	1,765.78	6,366.92	164.97	14,391.27
[redacted]		110.25			75.15						122.00		[redacted]
[redacted]							141.89						[redacted]
NAO													0.00
Misc. Gas						323.42							323.42
Total	2,760.00	1,756.77	7,675.92	2,401.52	8,602.32	6,845.74	8,206.43	2,317.20	12,139.24	6,649.03	14,677.62	1,378.89	78,410.68
WATER**							106.00				78.19		184.19
Total							106.00				78.19		184.19
ATT	1,274.34	250.06	68.20	199.39		7,639.93	2,023.33	506.24	151.20	5.61		7,333.11	19,451.41
ADS													0.00
INT										108.00			108.00
LDC								39.44					39.44
MCI	615.44		294.48	53.25			265.48		587.69			1,048.73	2,865.07
NYNEX	1,275.98	587.94	1,436.16	1,424.07	2,746.57	2,743.39	1,365.01	271.40	2,098.08	1,406.15	644.70	5,354.96	21,554.41
OTT				200.57	565.99	134.81	283.41	15.00		366.88	406.79	102.04	2,075.49
PILGRIM	125.00												125.00
RCN											73.52	101.37	174.89
SPB	20.31							22.00		23.41			65.72
Total	3,311.07	838.00	1,798.84	1,877.28	3,312.56	10,518.13	3,937.23	853.08	2,836.97	1,910.05	1,125.01	14,140.21	46,458.43
TOTAL	21,693.55	7,918.42	30,758.14	13,726.96	20,574.33	29,897.73	28,214.67	27,108.52	30,990.04	51,692.04	34,560.95	27,180.87	324,316.22

COMSUMER/REPORTS/ADJSUM/ADJOLD/ADJSUM97ADJSUM97

CONSUMER DIVISION ADJUSTMENTS - 1996

Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
BE	5,074.02	10,519.72	4,632.59	2,911.71	19,794.07	3,508.17	6,100.87	22,596.65	10,297.40	1,437.79	1,839.88	7,978.90	96,691.77
CAMB											414.22		414.22
CE		1,449.27	751.19							139.04	1,035.52	743.50	4,118.52
EE	275.02	1,257.09	1,228.42	323.49	224.63	402.10	99.01	411.04	583.41		18.05	647.24	5,469.50
FGE													0.00
ME	403.24	1,043.24	1,843.11	1,329.11	2,221.15	186.40	2,179.58	789.98	642.82	1,512.84		148.82	12,300.29
NE	1,407.15												1,407.15
WME	204.42	3,882.33	747.85	1,517.67	83.46	2,322.59	2,072.03	255.41	4,584.36		467.56	919.00	17,056.68
Mun. Elec.							675.86						675.86
Total	7,363.85	18,151.65	9,203.16	6,081.98	22,323.31	6,419.26	11,127.35	24,053.08	16,107.99	3,089.67	3,775.23	10,437.46	138,133.99
BG	3,082.73	4,664.56	8,216.10	3,024.94	7,297.43	1,824.14	4,821.40	1,302.11	1,051.67	5,641.17	3,951.62	5,477.38	50,355.25
BKG					250.00	219.15	215.00						684.15
BLG													0.00
BSG	568.97		1,205.69	3,455.42	395.38	1,622.68		169.00	305.00	258.71	218.53	50.00	8,249.38
CG	575.30	93.92	135.01	163.50	78.96			40.51	1,429.85				2,517.05
CGC		95.62	70.00	1,228.71	85.00	312.55		182.13					1,974.01
CGL	1,571.62	663.38	7,964.99	401.09	3,211.45	345.12	717.12		152.14	480.54	670.01	219.44	16,396.90
ECG	26.30	181.10	1,302.94	102.56	182.96	102.51						96.04	1,994.41
FRG		62.80			515.69		57.25		720.00				1,355.74
NAG									102.80				102.80
Mun. Gas													0.00
Total	5,824.92	5,761.38	18,894.73	8,376.22	12,016.87	4,426.15	5,810.77	1,693.75	3,761.46	6,380.42	4,840.16	5,842.86	83,629.69
WATER**												3,456.00	3,456.00
Total												3,456.00	3,456.00
ATT	37.50	218.38	696.71		315.00	594.45	63.84	121.97	458.57				2,506.42
AOS													0.00
COCOT													0.00
INF													0.00
INT	45.81	131.82											177.63
ITI													0.00
LDC				6.47	696.84			70.48					773.79
MCI	1,690.67	408.15		954.88	1,056.05	692.00	97.79		526.08	546.01	628.88		6,600.51
NYNEX	2,361.01	7,114.29	3,991.95	4,518.26	1,180.57	4,899.33	1,796.11	1,535.33	833.45	905.36	432.23	850.83	30,418.72
OTT	154.37		32.53	223.37	9.72	246.19	195.50	50.54	284.00	904.88		62.64	2,163.74
PILGRIM						252.00			127.72				379.72
SPR					237.96				2.93				240.89
ZERO+	69.75		46.31										116.06
Total	4,359.11	7,872.64	4,767.50	5,702.98	3,496.14	6,683.97	2,153.24	1,778.32	2,232.75	2,356.25	1,061.11	913.47	43,377.48
TOTAL	17,547.88	31,785.67	32,865.39	20,161.18	37,836.32	17,529.38	19,091.36	27,525.15	22,102.20	11,826.34	9,676.50	20,649.79	268,597.16

19 ☎6174782591 MASS DTE CON DIV 004/004

CONSUMER DIVISION ADJUSTMENTS - 1995

BE	3,957.84	5,043.08	20,937.03	2,254.89	14,325.40	11,434.76	7,929.21	22,327.41	18,766.96	41,263.98	30,729.30	16,165.89	195,135.75
CAMB			821.01										821.01
CE	1,507.84	403.75	255.65	41.35	960.21	398.93		18.84		1,620.55			5,207.12
EE	263.31		238.28		45.98		289.15	2,523.64	101.10		166.75	160.61	3,788.82
FGE													0.00
MB	7,805.99	1,478.29	175.13	1,122.46	2,397.03	3,544.29	696.07	977.16	1,664.87	1,305.18	2,010.90	2,743.90	25,921.27
NE													0.00
WMB	933.78	319.10	328.00	226.88		151.03	662.38	859.37	435.44	1,558.95	1,285.31	41.20	6,801.44
BG	2,186.27	3,068.88	4,635.04	13,664.51	20,259.13	7,588.87	1,066.82	3,734.09	3,667.79	9,683.54	4,543.19	701.46	74,799.59
BKG			0.66		1,400.47	6,206.36				101.55			7,709.04
BLG													0.00
BSG	950.62	1,559.64	1,126.05	2,001.55	1,939.47	2,621.70	1,250.53	1,349.03	66.00	241.37	1,864.93	1,199.36	16,170.25
CG	1,312.88	540.86	50.00	183.50	387.09	111.33	653.13	63.95	286.69	164.00	4,966.79		8,720.22
CGC	35.00	144.00	18.19		300.00	233.66	308.60	60.00	413.79	182.00			1,695.24
CGL	697.78			1,176.31	1,165.25	460.51	25.00	104.42	1,538.46	1,515.11		167.78	6,850.62
ECG		169.23		124.25		288.85							582.33
HOG								426.13					426.13
FRG	25.00			318.97			32.00			325.09			701.06
MUNI *			1,074.44	32.67			480.52		1,104.37	3,132.06			5,824.06
WATER**	59.20							80.00		161.02			300.22
ATT	1,784.72	531.05	875.93	1,905.95	1,291.65	1,912.63	582.13	1,293.38	1,120.39	40.20	356.06	991.64	12,685.73
AOS		19.51				47.89		17.59			480.08		565.07
COCOT							0.75						0.75
INF							63.19						63.19
INT						449.49				181.63	93.60	162.00	886.72
ITI		8.00											8.00
LDC		1.11	123.89	2,146.06	15.96	51.71			168.32	129.60		141.54	2,778.19
MCI		3,764.76	146.56	405.94			534.45	2,186.05	42.85	1,453.22	251.49	373.56	9,158.88
NYNEX	19,126.63	3,916.25	2,411.80	848.99	876.03	593.23	5,325.20	3,891.11	6,206.66	6,121.82	2,162.79	1,194.88	29,632.51
OTT	910.94	442.79	54.96		60.39	270.15		924.07	603.30	1,224.00	209.28	122.90	4,822.78
SPR					47.39		3.00	117.24					167.63
ZERO+								12.90				15.77	28.67
TOTAL	41,557.80	21,410.30	33,272.62	26,454.28	45,471.45	36,365.39	19,902.13	40,966.38	36,186.99	70,404.87	49,120.47	24,182.49	422,252.29

*Muni = March - West Boylston
April - South Hadley
July - Merrimac
Sept. - North Attleboro
Oct. - Chicopee = 296.50
- Norwood = 39.68
- Reading = 2,714.88
- Taunton = 108.00

**Water = Jan. - Mass. American Water
August - Barnstable Water Supply
Oct. - Mass. American Water

OCT. Adj for BECO -87.66 Layne case

Adjsum95.xls

003/004
MASS DTE CON DIV
17 6174782591
43

Fitchburg Gas and Electric Light Company d/b/a Unitil

Response to Odor Calls: 2005

	January		February		March		April		May		June	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls
00-15 Minutes	31	38.75%	34	35.05%	35	44.87%	34	44.74%	29	45.31%	20	35.71%
16-30 Minutes	24	30.00%	46	47.42%	26	33.33%	26	34.21%	22	34.38%	22	39.29%
31-45 Minutes	19	23.75%	12	12.37%	13	16.67%	12	15.79%	12	18.75%	14	25.00%
46-60 Minutes	6	7.50%	5	5.15%	4	5.13%	4	5.26%	1	1.56%	0	0.00%
Over 60 Minutes	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	80	100.00%	97	100.00%	78	100.00%	76	100.00%	64	100.00%	56	100.00%
% of Calls < 60 Minutes		**100%**		**100%**		**100%**		**100%**		**100%**		**100%**

	July		August		September		October		November		December		Annual	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls		
00-15 Minutes	29	46.77%	33	50.77%	26	36.62%	54	46.15%	45	34.62%	40	36.04%	410	40.71%
16-30 Minutes	17	27.42%	18	27.69%	34	47.89%	36	30.77%	46	35.38%	40	36.04%	357	35.45%
31-45 Minutes	12	19.35%	5	7.69%	10	14.08%	24	20.51%	26	20.00%	23	20.72%	182	18.07%
46-60 Minutes	4	6.45%	9	13.85%	1	1.41%	3	2.56%	9	6.92%	7	6.31%	53	5.26%
Over 60 Minutes	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4	3.08%	1	0.90%	5	0.50%
Total	62	100.00%	65	100.00%	71	100.00%	117	100.00%	130	100.00%	111	100.00%	1007	100.00%
% of Calls < 60 Minutes		**100%**		**100%**		**100%**		**100%**		**97%**		**99%**		**100%**

Fitchburg Gas and Electric Light Company d/b/a Unitil

Response to Odor Calls: 2004

	January		February		March		April		May		June	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls
00-15 Minutes	41	45.05%	34	53.97%	24	38.71%	33	40.24%	15	24.19%	36	40.91%
16-30 Minutes	40	43.96%	20	31.75%	27	43.55%	30	36.59%	27	43.55%	26	29.55%
31-45 Minutes	8	8.79%	7	11.11%	7	11.29%	16	19.51%	14	22.58%	24	27.27%
46-60 Minutes	1	1.10%	1	1.59%	4	6.45%	3	3.66%	6	9.68%	2	2.27%
Over 60 Minutes	1	1.10%	1	1.59%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	91	100.00%	63	100.00%	62	100.00%	82	100.00%	62	100.00%	88	100.00%
% of Calls < 60 Minutes		**99%**		**98%**		**100%**		**100%**		**100%**		**100%**

	July		August		September		October		November		December		Annual	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls		
00-15 Minutes	24	38.10%	26	44.83%	38	42.22%	54	46.15%	50	42.37%	31	44.29%	406	42.12%
16-30 Minutes	24	38.10%	20	34.48%	34	37.78%	36	30.77%	34	28.81%	27	38.57%	345	35.79%
31-45 Minutes	10	15.87%	10	17.24%	13	14.44%	24	20.51%	26	22.03%	10	14.29%	169	17.53%
46-60 Minutes	4	6.35%	2	3.45%	5	5.56%	3	2.56%	7	5.93%	2	2.86%	40	4.15%
Over 60 Minutes	1	1.59%	0	0.00%	0	0.00%	0	0.00%	1	0.85%	0	0.00%	4	0.41%
Total	63	100.00%	58	100.00%	90	100.00%	117	100.00%	118	100.00%	70	100.00%	964	100.00%
% of Calls < 60 Minutes		**98%**		**100%**		**100%**		**100%**		**99%**		**100%**		**100%**

Fitchburg Gas and Electric Light Company d/b/a Unitil

Response to Odor Calls: 2003

	January		February		March		April		May		June	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls
00-15 Minutes	42	47.19%	30	36.14%	32	48.48%	38	45.78%	41	46.59%	33	50.77%
16-30 Minutes	36	40.45%	39	46.99%	23	34.85%	32	38.55%	25	28.41%	20	30.77%
31-45 Minutes	7	7.87%	9	10.84%	8	12.12%	10	12.05%	18	20.45%	12	18.46%
46-60 Minutes	3	3.37%	5	6.02%	2	3.03%	3	3.61%	3	3.41%	0	0.00%
Over 60 Minutes	1	1.12%	0	0.00%	1	1.52%	0	0.00%	1	1.14%	0	0.00%
Total	89	100.00%	83	100.00%	66	100.00%	83	100.00%	88	100.00%	65	100.00%
% of Calls < 60 Minutes		**99%**		**100%**		**98%**		**100%**		**99%**		**100%**

	July		August		September		October		November		December		Annual	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls		
00-15 Minutes	25	53.19%	35	47.30%	33	46.48%	37	34.26%	36	42.35%	34	40.00%	416	44.07%
16-30 Minutes	14	29.79%	19	25.68%	20	28.17%	30	27.78%	32	37.65%	40	47.06%	330	34.96%
31-45 Minutes	4	8.51%	12	16.22%	11	15.49%	36	33.33%	11	12.94%	9	10.59%	147	15.57%
46-60 Minutes	3	6.38%	7	9.46%	7	9.86%	4	3.70%	6	7.06%	2	2.35%	45	4.77%
Over 60 Minutes	1	2.13%	1	1.35%	0	0.00%	1	0.93%	0	0.00%	0	0.00%	6	0.64%
Total	47	100.00%	74	100.00%	71	100.00%	108	100.00%	85	100.00%	85	100.00%	944	100.00%
% of Calls < 60 Minutes		**98%**		**99%**		**100%**		**99%**		**100%**		**100%**		**99%**

Fitchburg Gas and Electric Light Company d/b/a Unitil

Response to Odor Calls: 2002

	January		February		March		April		May		June	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls
00-15 Minutes	39	43.33%	26	44.07%	28	41.18%	20	25.32%	24	40.00%	33	49.25%
16-30 Minutes	37	41.11%	18	30.51%	21	30.88%	41	51.90%	19	31.67%	18	26.87%
31-45 Minutes	8	8.89%	9	15.25%	15	22.06%	14	17.72%	13	21.67%	11	16.42%
46-60 Minutes	5	5.56%	4	6.78%	4	5.88%	3	3.80%	2	3.33%	5	7.46%
Over 60 Minutes	1	1.11%	2	3.39%	0	0.00%	1	1.27%	2	3.33%	0	0.00%
Total	90	100.00%	59	100.00%	68	100.00%	79	100.00%	60	100.00%	67	100.00%
% of Calls < 60 Minutes		**99%**		**97%**		**100%**		**99%**		**97%**		**100%**

	July		August		September		October		November		December		Annual	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls		
00-15 Minutes	29	47.54%	31	39.74%	26	35.14%	34	39.08%	35	40.23%	44	41.51%	369	40.28%
16-30 Minutes	22	36.07%	31	39.74%	26	35.14%	34	39.08%	35	40.23%	39	36.79%	341	37.23%
31-45 Minutes	6	9.84%	13	16.67%	16	21.62%	17	19.54%	11	12.64%	16	15.09%	149	16.27%
46-60 Minutes	3	4.92%	1	1.28%	5	6.76%	2	2.30%	6	6.90%	6	5.66%	46	5.02%
Over 60 Minutes	1	1.64%	2	2.56%	1	1.35%	0	0.00%	0	0.00%	1	0.94%	11	1.20%
Total	61	100.00%	78	100.00%	74	100.00%	87	100.00%	87	100.00%	106	100.00%	916	100.00%
% of Calls < 60 Minutes		**98%**		**97%**		**99%**		**100%**		**100%**		**99%**		**99%**

Fitchburg Gas and Electric Light Company d/b/a Unitil

Response to Odor Calls: 2001

	January		February		March		April		May		June	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls
00-15 Minutes	38	58.46%	38	57.58%	56	62.22%	47	54.65%	38	60.32%	28	43.08%
16-30 Minutes	19	29.23%	20	30.30%	26	28.89%	29	33.72%	15	23.81%	23	35.38%
31-45 Minutes	5	7.69%	6	9.09%	7	7.78%	7	8.14%	9	14.29%	8	12.31%
46-60 Minutes	2	3.08%	1	1.52%	1	1.11%	2	2.33%	1	1.59%	5	7.69%
Over 60 Minutes	1	1.54%	1	1.52%	0	0.00%	1	1.16%	0	0.00%	1	1.54%
Total	65	100.00%	66	100.00%	90	100.00%	86	100.00%	63	100.00%	65	100.00%
% of Calls < 60 Minutes		**98%**		**98%**		**100%**		**99%**		**100%**		**98%**

	July		August		September		October		November		December		Annual	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls		
00-15 Minutes	32	47.76%	32	42.11%	22	30.56%	30	32.26%	30	34.88%	35	34.65%	426	45.81%
16-30 Minutes	20	29.85%	31	40.79%	25	34.72%	43	46.24%	34	39.53%	41	40.59%	326	35.05%
31-45 Minutes	11	16.42%	9	11.84%	21	29.17%	16	17.20%	14	16.28%	24	23.76%	137	14.73%
46-60 Minutes	2	2.99%	3	3.95%	1	1.39%	3	3.23%	5	5.81%	1	0.99%	27	2.90%
Over 60 Minutes	2	2.99%	1	1.32%	3	4.17%	1	1.08%	3	3.49%	0	0.00%	14	1.51%
Total	67	100.00%	76	100.00%	72	100.00%	93	100.00%	86	100.00%	101	100.00%	930	100.00%
% of Calls < 60 Minutes		**97%**		**99%**		**96%**		**99%**		**97%**		**100%**		**98%**

Fitchburg Gas and Electric Light Company d/b/a Unitil

Response to Odor Calls: 2000

	January		February		March		April		May		June	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls
00-15 Minutes	40	63.49%	45	63.38%	46	63.01%	41	69.49%	46	65.71%	56	70.89%
16-30 Minutes	17	26.98%	18	25.35%	24	32.88%	17	28.81%	14	20.00%	15	18.99%
31-45 Minutes	5	7.94%	7	9.86%	3	4.11%	1	1.69%	10	14.29%	6	7.59%
46-60 Minutes	1	1.59%	1	1.41%	0	0.00%	0	0.00%	0	0.00%	2	2.53%
Over 60 Minutes	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	63	100.00%	71	100.00%	73	100.00%	59	100.00%	70	100.00%	79	100.00%
% of Calls < 60 Minutes		**100%**		**100%**		**100%**		**100%**		**100%**		**100%**

	July		August		September		October		November		December		Annual	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls		
00-15 Minutes	30	60.00%	62	65.96%	49	53.26%	40	39.22%	43	53.75%	44	61.11%	542	59.89%
16-30 Minutes	15	30.00%	20	21.28%	31	33.70%	29	28.43%	25	31.25%	12	16.67%	237	26.19%
31-45 Minutes	2	4.00%	11	11.70%	11	11.96%	16	15.69%	9	11.25%	13	18.06%	94	10.39%
46-60 Minutes	2	4.00%	1	1.06%	0	0.00%	12	11.76%	1	1.25%	3	4.17%	23	2.54%
Over 60 Minutes	1	2.00%	0	0.00%	1	1.09%	5	4.90%	2	2.50%	0	0.00%	9	0.99%
Total	50	100.00%	94	100.00%	92	100.00%	102	100.00%	80	100.00%	72	100.00%	905	100.00%
% of Calls < 60 Minutes		**98%**		**100%**		**99%**		**95%**		**98%**		**100%**		**99%**

Fitchburg Gas and Electric Light Company d/b/a Unitil

Response to Odor Calls: 1999

	January		February		March		April		May		June	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls
00-15 Minutes	15	46.88%	15	51.72%	17	50.00%	17	68.00%	21	67.74%	6	50.00%
16-30 Minutes	12	37.50%	12	41.38%	13	38.24%	5	20.00%	9	29.03%	3	25.00%
31-45 Minutes	3	9.38%	1	3.45%	1	2.94%	3	12.00%	1	3.23%	2	16.67%
46-60 Minutes	1	3.13%	1	3.45%	2	5.88%	0	0.00%	0	0.00%	1	8.33%
Over 60 Minutes	1	3.13%	0	0.00%	1	2.94%	0	0.00%	0	0.00%	0	0.00%
Total	32	100.00%	29	100.00%	34	100.00%	25	100.00%	31	100.00%	12	100.00%
% of Calls < 60 Minutes		**97%**		**100%**		**97%**		**100%**		**100%**		**100%**

	July		August		September		October		November		December		Annual	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls		
00-15 Minutes	14	51.85%	20	57.14%	58	69.05%	56	54.37%	51	64.56%	54	63.53%	344	59.72%
16-30 Minutes	8	29.63%	11	31.43%	18	21.43%	30	29.13%	13	16.46%	21	24.71%	155	26.91%
31-45 Minutes	4	14.81%	4	11.43%	5	5.95%	11	10.68%	11	13.92%	7	8.24%	53	9.20%
46-60 Minutes	1	3.70%	0	0.00%	3	3.57%	5	4.85%	2	2.53%	1	1.18%	17	2.95%
Over 60 Minutes	0	0.00%	0	0.00%	0	0.00%	1	0.97%	2	2.53%	2	2.35%	7	1.22%
Total	27	100.00%	35	100.00%	84	100.00%	103	100.00%	79	100.00%	85	100.00%	576	100.00%
% of Calls < 60 Minutes		**100%**		**100%**		**100%**		**99%**		**97%**		**98%**		**99%**

Fitchburg Gas and Electric Light Company d/b/a Unitil

Response to Odor Calls: 1998

	January		February		March		April		May		June	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls
00-15 Minutes	17	48.57%	21	52.50%	14	41.18%	18	47.37%	15	53.57%	6	28.57%
16-30 Minutes	7	20.00%	14	35.00%	8	23.53%	15	39.47%	8	28.57%	10	47.62%
31-45 Minutes	7	20.00%	4	10.00%	6	17.65%	5	13.16%	4	14.29%	2	9.52%
46-60 Minutes	2	5.71%	1	2.50%	1	2.94%	0	0.00%	0	0.00%	3	14.29%
Over 60 Minutes	2	5.71%	0	0.00%	5	14.71%	0	0.00%	1	3.57%	0	0.00%
Total	35	100.00%	40	100.00%	34	100.00%	38	100.00%	28	100.00%	21	100.00%
% of Calls < 60 Minutes		**94%**		**100%**		**85%**		**100%**		**96%**		**100%**

	July		August		September		October		November		December		Annual	
	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls	# Calls	% Calls		
00-15 Minutes	9	40.91%	4	30.77%	7	43.75%	13	33.33%	28	66.67%	20	58.82%	172	47.51%
16-30 Minutes	10	45.45%	5	38.46%	6	37.50%	13	33.33%	9	21.43%	11	32.35%	116	32.04%
31-45 Minutes	3	13.64%	3	23.08%	2	12.50%	8	20.51%	3	7.14%	2	5.88%	49	13.54%
46-60 Minutes	0	0.00%	0	0.00%	1	6.25%	1	2.56%	1	2.38%	1	2.94%	11	3.04%
Over 60 Minutes	0	0.00%	1	7.69%	0	0.00%	4	10.26%	1	2.38%	0	0.00%	14	3.87%
Total	22	100.00%	13	100.00%	16	100.00%	39	100.00%	42	100.00%	34	100.00%	362	100.00%
% of Calls < 60 Minutes		**100%**		**92%**		**100%**		**90%**		**98%**		**100%**		**96%**

Fitchburg Gas and Electric Light Company

Lost Work Time Accident Rate: 1995 - 2005

Incident Rate = (N/EH) x 200,000
where,
N = number of lost work time injuries and illnesses, including cases involving days away from work or days of restricted work activity or both
EH = total hours worked by all employees during the calendar year
200000 = base for 100 equivalent full-time workers (working 40 hours per week, 50 weeks per year).

Year	Number of Hours Worked by All FG&E Employees	Number of Lost Time Accidents(1)	Lost Time Incident Rate
2005	170,398	4	4.69
2004	180,892	5	5.52
2003	182,010	2	2.20
2002	196,928	1	1.02
2001	191,108	7	7.33
2000	188,108	7	7.44
1999	190,823	7	7.34
1998	202,883	12	11.83
1997	222,057	11	9.91
1996	243,074	17	13.99
1995	250,451	16	12.78

(1) Lost time accidents are for both FG&E's electric and gas divisions.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Staffing Levels: 1997 – 2005

Year	Staffing Level[1]
2005	83
2004	85
2003	87
2002	86
2001	85
2000	83
1999	83
1998	83
1997	102

G.L. c. 164 requires present staffing levels of a distribution company to be tied to a company's November 1, 1997 levels only when it operates under a performance-based rate ("PBR") plan. As the Department recognized in D.T.E. 05-21 (Letter Order issued December 30, 2005), FG&E is not subject to either a PBR or a merger-related rate plan, and the company files its SQ reports for informational purposes only.[2] Accordingly, no staffing level benchmark for FG&E is required. However, the Department has determined that there is value in distribution companies reporting their staffing levels for informational purposes, as compared to November 1997, on an annual basis.

In November of 1997, FG&E had 102 employees. As of December 2005, FG&E has 83 employees. The reduction is predominantly the result of two separate reassignments of FG&E employees to Unitil Service Corp. First, as FG&E discussed in its recent rate proceedings, in April of 1998, all customer service center activities were centralized in Unitil's Concord, New Hampshire facility where, as a result of the consolidation, FG&E's customers now receive 24/7 customer assistance from live customer service representatives. In addition, a bilingual representative is available to communicate with FG&E's spanish-speaking customers. The centralization resulted in a shift of approximately 11 positions from FG&E to Unitil Service Corp. Second, in April of 1998, five FG&E engineering personnel were transferred to Unitil Service Corp.'s Engineering Department resulting in centralization of the system's engineering function, streamlining of operations, and improvements in service quality and reliability.

FG&E believes that since employees can be transferred between the Unitil system subsidiaries (with the work they perform continuing to inure to the benefit of FG&E), it is important to review staffing levels on a total system basis. See, accord, Joint Comments of Massachusetts Elec. Co., Nantucket Elec. Co. and Eastern Edison Co., D.T.E. 99-84 (Dec. 3, 1999).

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[1] For the period 1997 through 2001, staffing level refers to the number of employees on payroll at the end of the year. Commencing with 2002, staffing level refers to the number of staff positions which includes the number of employees on payroll plus open positions.

[2] The Department also noted in the Order that FG&E is not subject to penalties for failure to meet SQ benchmarks.

Fitchburg Gas and Electric Light Company

Restricted Work Day Rate: 2005

Incident Rate = (N/EH) x 200,000
where,
N = number of cases of lost work time injuries and illnesses involving days of restricted work activity only
EH = total hours worked by all employees during the calendar year
200000 =base for 100 equivalent full-time workers (working 40 hours per week, 50 weeks per year).

Restricted Work Day Rate for 2005 = 1.17

N = 1
EH = 170,398

Note: The Restricted Work Day Rate is a subset of, and is included within the Lost Work Time Accident Rate, in accordance with the Bureau of Labor Statistics definition. The Restricted Work Day Rate is for both FG&E's electric and gas divisions.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Restricted Work Day Rate: 2004

Incident Rate = (N/EH) x 200,000
where,
N = number of cases of lost work time injuries and illnesses involving days of restricted work activity only
EH = total hours worked by all employees during the calendar year
200000 =base for 100 equivalent full-time workers (working 40 hours per week, 50 weeks per year).

Restricted Work Day Rate for 2004 = 4.42

N = 4
EH = 180,892

Note: The Restricted Work Day Rate is a subset of, and is included within the Lost Work Time Accident Rate, in accordance with the Bureau of Labor Statistics definition. The Restricted Work Day Rate is for both FG&E's electric and gas divisions.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Restricted Work Day Rate: 2003

Incident Rate = (N/EH) x 200,000
where,
N = number of cases of lost work time injuries and illnesses involving days of restricted work activity only
EH = total hours worked by all employees during the calendar year
200000 =base for 100 equivalent full-time workers (working 40 hours per week, 50 weeks per year).

Restricted Work Day Rate for 2003 = 1.10

N = 1
EH = 182,010

Note: The Restricted Work Day Rate is a subset of, and is included within the Lost Work Time Accident Rate, in accordance with the Bureau of Labor Statistics definition. The Restricted Work Day Rate is for both FG&E's electric and gas divisions.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Restricted Work Day Rate: 2002

Incident Rate = (N/EH) x 200,000
where,
N = number of cases of lost work time injuries and illnesses involving days of restricted work activity only
EH = total hours worked by all employees during the calendar year
200000 =base for 100 equivalent full-time workers (working 40 hours per week, 50 weeks per year).

Restricted Work Day Rate for 2002 = 0

N = 0
EH = 196,928

Note: The Restricted Work Day Rate is a subset of, and is included within the Lost Work Time Accident Rate, in accordance with the Bureau of Labor Statistics definition. The Restricted Work Day Rate is for both FG&E's electric and gas divisions.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Restricted Work Day Rate: 2001

Incident Rate = (N/EH) x 200,000
where,
N = number of cases of lost work time injuries and illnesses involving days of restricted work activity only
EH = total hours worked by all employees during the calendar year
200000 =base for 100 equivalent full-time workers (working 40 hours per week, 50 weeks per year).

Restricted Work Day Rate for 2001 = 4.19

N = 4
EH = 191,108

Note: The Restricted Work Day Rate is a subset of, and is included within the Lost Work Time Accident Rate, in accordance with the Bureau of Labor Statistics definition. The Restricted Work Day Rate is for both FG&E's electric and gas divisions.

Fitchburg Gas and Electric Light Company d/b/a Unitil

Unaccounted for Gas

For the Period January 1, 2005 through December 31, 2005

The following page provides the unaccounted for gas calculation for Fitchburg Gas and Electric Light Company, for the period January 1 through December 31, 2005. The methodology used for this calculation is consistent with the Company's Gas Allowance for Local Distribution Companies contained in FG&E's Distribution Service Terms and Conditions, M.D.T.E. 109. As defined in Section 2.0 of M.D.T.E. 109, the Company Gas Allowance is the difference between the sum of all amounts of gas received into the Company's distribution system and the sum of all amounts of gas delivered from the Company's distribution system [for the most recent twelve month period ending July 31].

Row A of Attachment J provides, in dekatherms, the amount of gas received each month into FG&E's system. Row B provides, in dekatherms, the amount of gas delivered to customers based on billed amounts. Both Row A and B include gas for FG&E's firm sales, firm transport, and interruptible customers.

Row C shows the difference, in dekatherms, between the amount of gas received and the amount delivered. This difference includes, but is not limited to, gas consumed by the Company for its own purposes, system losses and gas vented and lost as a result of an event of Force Majeure, excluding gas otherwise accounted for.

Row D shows the unaccounted for gas by month and in total. For the year 2005, unaccounted for gas is 0.93%. The month-to-month fluctuations are related to cycle differences between the reading at the delivery point, which is based on calendar month, and the billing for all of FG&E's customers, which is spread throughout the month. Generally, actual losses do not vary substantially month to month.

Fitchburg Gas and Electric Light Company

Unaccounted for Gas for the period January 1, 2005 through December 31, 2005

	Gas Received (Dkth)												
	January 2005	February 2005	March 2005	April 2005	May 2005	June 2005	July 2005	August 2005	September 2005	October 2005	November 2005	December 2005	Totals
A	412,112	324,357	316,194	197,514	194,102	127,481	120,366	124,323	123,956	197,608	250,424	340,967	2,729,403
	Gas Delivered (Dkth)												
B	380,605	375,951	349,467	251,635	198,623	160,005	124,856	103,328	126,639	142,964	217,935	271,986	2,703,994
	Difference (Dkth)												
C	31,507	(51,594)	(33,273)	(54,121)	(4,521)	(32,524)	(4,490)	20,995	(2,683)	54,644	32,489	68,981	25,409
	Unaccounted for Gas												
D	7.65%	(15.91%)	(10.52%)	(27.40%)	(2.33%)	(25.51%)	(3.73%)	16.89%	(2.16%)	27.65%	12.97%	20.23%	0.93%

Row A: Gas made and metered at Fitchburg City Gate as recorded in the Company's Monthly Gas Workbook.

Row B: Gas delivered to customers as recorded in the Company's Monthly Accounting Report

Row C: Difference (Row A - Row B)

Row D: Unaccounted for Gas (Row C/Row A)

Fitchburg Gas and Electric Light Company d/b/a Unitil

Unaccounted for Gas for the period January 1, 2004 through December 31, 2004

	Gas Received (Dkth)												
	January 2004	February 2004	March 2004	April 2004	May 2004	June 2004	July 2004	August 2004	September 2004	October 2004	November 2004	December 2004	Totals
A	487,431	346,833	281,278	176,531	140,815	134,170	104,543	117,854	123,787	193,435	261,607	343,431	2,711,715
	Gas Delivered (Dkth)												
B	405,273	421,651	320,220	239,176	149,581	151,368	96,304	111,198	119,741	150,718	217,068	275,941	2,658,240
	Difference (Dkth)												
C	82,158	(74,818)	(38,942)	(62,645)	(8,766)	(17,198)	8,239	6,656	4,046	42,717	44,539	67,490	53,475
	Unaccounted for Gas												
D	16.86%	(21.57%)	(13.84%)	(35.49%)	(6.23%)	(12.82%)	7.88%	5.65%	3.27%	22.08%	17.03%	19.65%	1.97%

Row A: Gas made and metered at Fitchburg City Gate as recorded in the Company's Monthly Gas Workbook.

Row B: Gas delivered to customers as recorded in the Company's Monthly Accounting Report

Row C: Difference (Row A - Row B)

Row D: Unaccounted for Gas (Row C/Row A)

Fitchburg Gas and Electric Light Company d/b/a Unitil

Unaccounted for Gas for the period January 1, 2003 through December 31, 2003

		January 2003	February 2003	March 2003	April 2003	May 2003	June 2003	July 2003	August 2003	September 2003	October 2003	November 2003	December 2003	Totals
	Gas Received (Dkth)													
A		468,263	397,271	315,074	220,864	114,287	74,295	73,067	111,992	132,861	212,524	257,767	341,825	2,720,090
	Gas Delivered (Dkth)													
B		433,961	435,062	355,832	255,194	142,106	93,070	68,023	102,978	120,069	164,275	217,640	301,319	2,689,528
	Difference (Dkth)													
C		34,302	(37,791)	(40,758)	(34,330)	(27,819)	(18,775)	5,045	9,014	12,792	48,249	40,126	40,507	30,561
	Unaccounted for Gas													
D		7.33%	(9.51%)	(12.94%)	(15.54%)	(24.34%)	(25.27%)	6.90%	8.05%	9.63%	22.70%	15.57%	11.85%	1.12%

Row A: Gas made and metered at Fitchburg City Gate as recorded in the Company's Monthly Gas Workbook.

Row B: Gas delivered to customers as recorded in the Company's Monthly Accounting Report

Row C: Difference (Row A - Row B)

Row D: Unaccounted for Gas (Row C/Row A)

Fitchburg Gas and Electric Light Company d/b/a Unitil

Unaccounted for Gas for the period January 1, 2002 through December 31, 2002

	Gas Received (Dkth)												
	January 2002	February 2002	March 2002	April 2002	May 2002	June 2002	July 2002	August 2002	September 2002	October 2002	November 2002	December 2002	Totals
A	338,637	309,676	296,139	224,483	182,539	162,435	142,536	155,718	132,368	218,832	278,681	365,873	2,807,917
	Gas Delivered (Dkth)												
B	408,267	321,100	229,282	217,040	242,703	166,664	146,286	144,969	156,087	155,440	233,050	339,513	2,760,401
	Difference (Dkth)												
C	(69,630)	(11,424)	66,856	7,443	(60,163)	(4,229)	(3,750)	10,749	(23,719)	63,392	45,631	26,360	47,517
	Unaccounted for Gas												
D	(20.56%)	(3.69%)	22.58%	3.32%	(32.96%)	(2.60%)	(2.63%)	6.90%	(17.92%)	28.97%	16.37%	7.20%	1.69%

Row A: Gas made and metered at Fitchburg City Gate as recorded in the Company's Monthly Gas Workbook.

Row B: Gas delivered to customers as recorded in the Company's Monthly Accounting Report

Row C: Difference (Row A - Row B)

Row D: Unaccounted for Gas (Row C/Row A)

Fitchburg Gas and Electric Light Company d/b/a Unitil

Unaccounted for Gas for the period January 1, 2001 through December 31, 2001

	Gas Received (Dkth)												
	January 2001	February 2001	March 2001	April 2001	May 2001	June 2001	July 2001	August 2001	September 2001	October 2001	November 2001	December 2001	Totals
A	420,558	358,189	337,383	193,622	104,726	83,874	79,960	77,039	107,133	169,151	215,345	303,913	2,450,893
	Gas Delivered (Dkth)												
B	456,089	375,028	349,250	250,873	131,041	93,096	74,804	71,251	86,940	133,037	185,422	230,283	2,437,115
	Difference (Dkth)												
C	(35,531)	(16,839)	(11,868)	(57,251)	(26,316)	(9,222)	5,156	5,789	20,193	36,113	29,923	73,630	13,778
	Unaccounted for Gas												
D	(8.45%)	(4.70%)	(3.52%)	(29.57%)	(25.13%)	(10.99%)	6.45%	7.51%	18.85%	21.35%	13.90%	24.23%	0.56%

Row A: Gas made and metered at Fitchburg City Gate as recorded in the Company's Monthly Gas Workbook.

Row B: Gas delivered to customers as recorded in the Company's Monthly Accounting Report

Row C: Difference (Row A - Row B)

Row D: Unaccounted for Gas (Row C/Row A)

FITCHBURG GAS AND ELECTRIC LIGHT COMPANY d/b/a Unitil

2005 - GAS

	DESCRIPTION, LOCATION AND SCOPE OF PROJECT	TOTAL AMOUNT EXPENDED
1	GAS DISTRIBUTION SYSTEM IMPROVEMENTS (throughout system), Normal additions, replacements, improvements of gas distribution systems for 2005, including upgrade and strengthen gas main (all associated materials, sand gravel, paving and trucking of soils), plus additional cost associated with replacement and improvements to gas mains and services required under 49 CFR 192.	$394,606.88
2	NEW GAS SERVICES, for new service installations throughout the gas distribution system during 2005, less customer contributions.	$312,595.53
3	ABANDON GAS SERVICES (throughout system) during 2005, completed in accordance with federal requirements under CFR Title 49 (49 CFR 192.727) and the Code of Massachusetts Regulations (220 CMR 107.00), and the unanticipated additional cost associated with increased building demolition and the abandonment of service stubs during leak investigations. Gas distribution procedures mandate that service stubs be abandoned in accordance with state and federal code.	$106,401.62
4	GAS METER PURCHASES AND INSTALLATIONS (throughout system), for material and supplies for customer and company requirements in 2005, and installation costs.	$875,406.27
5	GAS WATER HEATER REPLACEMENTS (throughout system), normal replacements of water heaters and conversion burners.	$140,800.77
6	NEW GAS WATER HEATER & CONVERSION BURNERS (throughout system), normal additions of water heaters and conversion burners.	$54,568.25
7	GAS SERVICE UPGRADES (throughout system) during 2005, cost associated with normal replacement of gas services.	$564,242.73
8	GAS PRODUCTION LPGA EFV REPLACEMENT PHASE 2 - Replacement of excess flow valves, relief valves, and gauge connections in accordance with NFPA codes for Container Valves and Accessories (NFPA42) as well as the change out of the EFV housing assemblies at the LPGA Plant Storage Tank Facility.	$56,508.62
9	BRIDLE CROSS ESTATES PHASE 2 - Gas main extension consisting of the installation of 2,800 ft of 2" and 1,600 ft of 4" HDPE pipe and 70 high pressure services to serve 98 new condo units.	$62,342.18
10	ANNUAL UNPROTECTED PIPE REPLACEMENT PROGRAM includes the replacement of 2 miles of cast iron main and bare steel main, of which at least one mile is cast iron main subject to 220 CMR 113.00. Locations included Lunenburg St. (F), Prospect St. (F), Water St. Phase I and II (F), Airport Rd. (F), and Water St. Upgrade Phase III (F)	$1,735,283.87
11	TOWNSEND HIGH PRESSURE REINFORCEMENT PHASE 1 - installation of 7,350 ft of 8" HDPE from the intersection of Massachusetts Ave and Chase Rd to West Townsend Rd in Lunenburg.	$626,305.95
12	REPLACEMENT OF SAWYER PASSWAY REGULATOR STATION - Upgrade and replacement of the Sawyer Passway Regulator Station in Fitchburg.	$545,391.60
13	CHAMBERLAIN HILL DEVELOPMENT - Installation of 1,595 ft of 4" and 5,840 ft of 2" gas main as well as 82 HP services to serve a 164 unit residential condo development in Fitchburg.	$62,846.39
14	SOUTH ST CROSSING DEVELOPMENT - Installation of 2,160 ft of 4" and 500 ft of 2" gas main and 21 services to supply 45 single family homes off South St in Fitchburg	$53,534.86
15	MAIN EXTENTION FITCHBURG STATE COLLEGE - 960 ft of 8" gas main and 4" HP service installation for Fitchburg State College's boiler conversion located on North St in Fitchburg.	$104,397.53
	Total	**$5,695,233.05**

*FG&E has defined major capital expenditures to be those in excess of $50,000. Data for prior years was included in FG&E's 1st Annual Report.

Unitil

Operations Bulletin #OP9.00

SUBJECT: Critical Spares Policy (Gas)
EFFECTIVE: 03/15/2002

ISSUED BY: G. Appleton
CONTENT BY: R Bisson

1.0 PURPOSE

This bulletin establishes the requirements for inventorying critical spare parts and components for in-service energy delivery equipment. Specifically, this bulletin establishes the criteria and conditions for carrying an inventory of spare parts that would be deemed critical.

2.0 SPARE PARTS CLASSIFICATION & DEFINITION

Spare parts are classified as either Critical Spares or Non-Critical Spares.

Critical Spares

Critical spares are defined as inventoried parts that are immediately available as replacements for failed components. Critical spares are inventoried for only those components that if failed would result in service interruption to customers or diminished use or availability of the energy distribution system. Specifically, the component failure would cause the loss of service to customers, the loss of equipment use, the loss of a system's availability, or result in the energy delivery system to be operated in a sub-optimal first contingency basis until the component or affected equipment is replaced or repaired.

A sub-optimal first contingency basis means operating the energy delivery system:

- When there is an increased outage exposure to a significant number of additional customers.

It is the company's intention to minimize the time that the energy delivery system is operated in such a configured manner. Accordingly parts and components that require inventorying in order to minimize this manner of operation are classified as critical spares.

Non-Critical Spares

Non-critical spares are defined as inventoried parts that are available as replacements for in-service components. Non-critical spares, if failed, would result in operating the system on a first contingency basis where the affected equipment or system is not available but does not significantly increase outage exposure to additional customers. Additionally, the loss of the equipment or the system availability would be for a short period of time and does not result in operating the system on a sub-optimal basis. Included in this classification are consumable supplies used to perform periodic, routine maintenance, and are generally not returned to the stockroom. Such items include cleaning solvents, lubricants, and temperature control and actuating fluids and general use hardware.

It is not the intent of this policy to establish guidelines for identifying and inventorying non-critical spare parts.

3.0 REQUIREMENTS FOR CRITICAL SPARES

All critical spares, regardless of cost, shall meet the following requirements:

- The spare part shall meet the classification definition in Sec 2.0, above.
- The spare part shall be used to replace a component that is unique to the equipment and essential to the equipment operation.
- The failure of the essential component must render the equipment or system inoperable and force its removal from service.
- No other part, component or subsystem exists as a functional or economically viable substitute for the part.

Certain spare parts may be multi-functional or may be viable replacement components for a large number and variety of equipment or systems. Critical spares that meet component replacement requirements for multiple systems and equipment shall be stocked in preference to sole function critical spare parts.

It is recognized that items used in the course of routine or planned construction may be used to replace parts that have failed and rendered equipment or a system inoperable. Such items are usually stocked in quantities sufficient to meet both emergency and planned work requirements. These items shall not be classified as critical spares. In the event that emergency use of such items exceeds planned use, a re-evaluation of the stock classification for the item will be made.

Critical spares will only be used when a component failure occurs. Critical spares shall not be used for planned maintenance or planned construction work. In most instances, there is a high probability that a critical spare will not be needed or used during the operational lifetime of the equipment or the system. In the relatively rare event that a piece of equipment or system experiences a failed component resulting in the permanent use of a critical spare, an order shall be issued to obtain a replacement critical spare part to be placed in inventory.

4.0 CRITICAL SPARE STOCKING METHODOLOGY

The decision to stock at least one unit of a given type of a critical spare shall be determined using an equipment and service availability criteria and a system impact criteria. The on-hand quantity for a specific critical spare component shall be determined using an inventory control model criteria. The inventory control model establishes the critical spare stocking levels assuming an exponential distribution of failure free operating time, an exponential distribution of re-supply lead time, the quantity of in-service parts deemed to be classified as critical and an inventoried part availability service level of 95%.

Equipment Availability Impact Criteria

The reliability of the energy delivery system is dependent upon the availability of the equipment, systems and components that make up the system. Equipment, lines and systems are not available for service when a component or part has failed. Determining a component failure rate is necessary for determining stocking levels for critical spares.

Failure Rate:

The identification of critical spares and inventoried quantities for in-service components is based upon the premise of equipment reliability or a very high failure free operating time. Such equipment and systems must be supported with sound preventative maintenance and spare parts availability. Accurately predicting a component failure rate is required to establish a cost efficient and effective critical spare parts inventory.

The failure rate of the part can be determined from the historical performance data for the component. Analysis of equipment component failures, equipment maintenance history, equipment in-service duty and equipment in-service performance can be used to estimate a failure rate. Equipment that is new or no historical operational data is available, information regarding the component availability should be obtained from the equipment manufacturer, from other utilities, utility associations or sources. Experience with similar equipment placed into service under similar operating conditions may provide information regarding component rate failure predictability.

A failure rate must be determined and established for any in-service component or part that is to be supported by a critical spare. The failure rate is measured and quantified as

a mean failure free operating time of the component or spare part. Operational performance records that include hours of failure free operating time shall be recorded for in-service components that are supported by a critical spare.

System Impact Criteria

The failure of critical spare parts could adversely impact system operating conditions causing service interruption to customers or diminished use or availability of the energy distribution system. Prolonged operation of the system in such a manner creates conditions that put customers at a high risk of having service interrupted. These operating conditions must be limited to minimum amounts of time. Accordingly critical spare inventories shall be established and maintained for components that may fail in service and result in the following conditions:

- loss of service to customers
- energy delivery system being operated in a sub-optimal first contingency basis

Inventory Control Model

The on-hand quantity for a specific critical spare component shall be determined using an inventory control model criteria. The inventory control model establishes the critical spare stocking levels assuming an exponential distribution of failure free operating time, an exponential distribution of re-supply lead time, the quantity of in-service parts deemed to be classified as critical and an inventoried part availability service level of 95%.

The chart shown in FIGURE 1 establishes the inventoried quantity for a specified critical spare for the designated service level of 95%. The horizontal axis indicates the calculated ratio of the mean lead-time for re-supply or acquisition of a critical spare to the failure free operating time of an in-service critical component. The mean lead-time is the duration of time between the spare part order time and spare part receipt time. The Mean failure free operating time is the period of time between failures of a specific in-service component. The vertical axis indicates the number of critical components in-service.

The inventory model calculates and graphs a stepped boundary that separates the quantity of critical spares to be inventoried based upon a calculated spare part mean lead-time to mean failure free operating time ratio for a given number of in-service components.

The graph further indicates that the quantity of inventoried spares changes very little over a wide range of operating parameters such as part lead-time, component failure rates and in-service component quantities. A single graph can be used to establishing stocking quantities for many critical spares.

The graph depicts a simplified way in which to determine spare part quantities. The inventory model used to create the graph employs a complex set of calculations based upon exponential distributions around calculated means and probabilities that considered several occurring conditions. Several assumptions that were made when establishing this inventory control model. Most of the assumptions were conservative and were made to simplify the model. Assumptions

- A unit of in-service equipment utilizes critical spares in quantities of one. It is recognized that certain in-service equipment utilizes critical spares in quantities greater than one. The inventoried quantity for these critical spares must be adjusted to account for multiple component use by a single unit of equipment.

- All critical spares are acquired from a single supplier. No alternative supply of the part was considered such as an alternate supplier or borrowing the part from another utility.

- All failed components are to be discarded. No failed components were assumed to be refurbished and placed into inventory

- The model is based upon an in-service of equipment availability premise not a total down time cost premise that include transaction charges and inventory carrying charges.

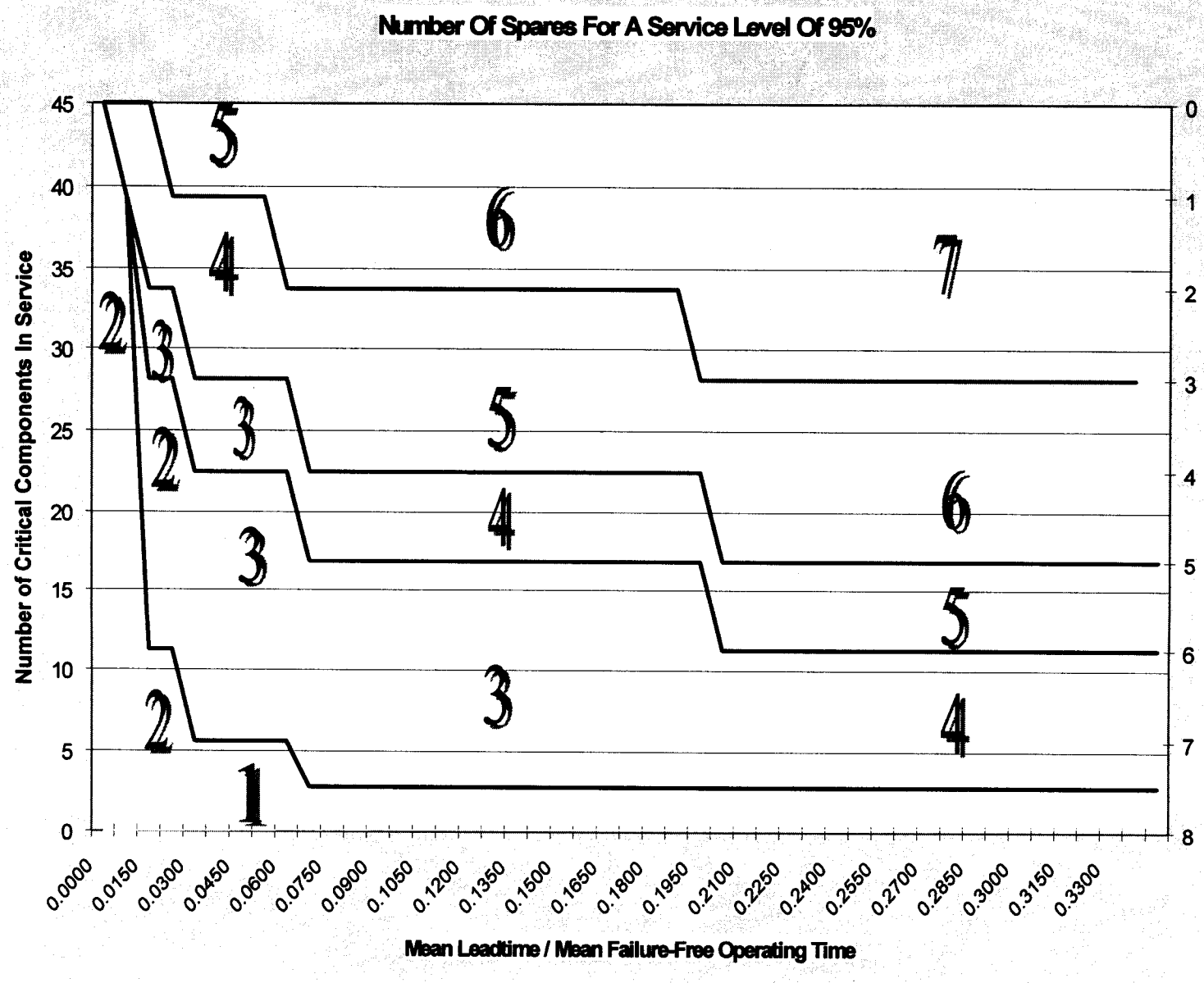
Number Of Spares For A Service Level Of 95%
Number of Critical Components In Service
45
40
35
30
25
20
15
10
5
0
0
1
2
3
4
5
6
7
8
5
6
7
4
2
3
3
5
2
4
6
3
5
2
3
4
1
0.0000
0.0150
0.0300
0.0450
0.0600
0.0750
0.0900
0.1050
0.1200
0.1350
0.1500
0.1650
0.1800
0.1950
0.2100
0.2250
0.2400
0.2550
0.2700
0.2850
0.3000
0.3150
0.3300
Mean Leadtime / Mean Failure-Free Operating Time

FIGURE 1

Fitchburg Gas and Electric Light Company d/b/a Unitil

Customer Surveys: 2005*

Residential Customer Satisfaction - Random (Scale 1 - 7)

Response to the question: "Overall, how satisfied are you with the service you are receiving from Unitil/Fitchburg Gas & Electric?"
(Scale 1 - 7: 1-Dissatsified; 7-Satisfied)

Response Value	Number of Responses	Weighted Response
1	12	12
2	8	16
3	12	36
4	15	60
5	29	145
6	49	294
7	45	315
Total	170	878
Average		**5.2**

Customer Satisfaction - Specific (Scale 1 - 7)

Response to the question: "How satisfied were you with the service you received from our Customer Service Department?"
(Scale 1 - 7: 1-Dissatsified; 7-Satisfied)

Response Value	Number of Responses	Weighted Response
1	10	10
2	7	14
3	4	12
4	21	84
5	24	120
6	52	312
7	91	637
Total	209	1,189
Average		**5.7**

*Survey changes to conform to DTE requirements implemented during 2002.