



February 1, 2016

**BY OVERNIGHT MAIL AND E-MAIL**

Mark D. Marini, Secretary  
Massachusetts Department of Public Utilities  
One South Station, 5<sup>th</sup> Floor  
Boston, MA 02110

Re: Fitchburg Gas and Electric Light Company d/b/a Unitil  
Electric Division Service Quality Plan  
Docket D.P.U. 16-08

Dear Secretary Marini:

Enclosed please find Unitil's Service Quality Plan for its Electric Division effective January 1, 2016. This filing is made pursuant to the Department of Public Utilities (the "Department") Order in D.P.U. 12-120-D issued December 18, 2015.

The Company is filing redlined and clean versions of its Service Quality Plan in accordance with the Department's memo dated January 15, 2016. The Company prepared the red-lined version in the following manner: 1) created a gas version and an electric version from Appendix A to Order D.P.U. 12-120-D removing gas and electric references in each as applicable; and 2) redlined the electric specific plan. Changes to the plan are described in Attachment A to this cover letter. The Company also included its Company specific benchmarks as Appendix A.

Hard copies will be delivered via overnight mail tomorrow. Thank you for your attention to this matter.

Sincerely,  
/s/Gary Epler

Gary Epler  
Attorney for Unitil

cc: Heather Castillo, Hearing Officer (3 copies)  
DPU 12-120 Service List (via email)

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Attachment A

**Substantive Changes from Model Service Quality Guidelines in D.P.U. 12-120-D**

<b><u>Redline Comparison Page</u></b>	<b><u>Change Made</u></b>
Throughout (not redlined)	Removed references to gas company metrics, revised generic language to be company specific.
Page 3, “Critical Facility”	Aligned the definition of “critical facility” with D.P.U. 12-120-D, Order (“Order”) at 35.
Page 4, “Downed-Wire Response”	Removed the reference to “downed-wire” to clarify that Priority 1-3 is used for all public safety agency calls.
Page 9, Service Appointments	Removed “with the assent of the customer” to clarify that the Company’s ability to cancel the appointment is not contingent on the customer’s assent; rather, the rescheduling of the appointment requires the customer’s assent since a “Service Appointment” is defined as a mutual agreement by the Company and a customer. <u>See</u> D.P.U. 12-120-D Guidelines at 6.
Page 14, Circuit Level Reliability	Added “for Chronic Circuits that were not remediated by the end of the third year” to clarify that the mean test will be applied to Chronic Circuits that have not be remediated pursuant to the Order at 21, 25.
Page 14, Circuit Level Reliability	Added and removed select language to clarify the calculation of the mean and comparison test.
Page 16, CEMI and CELID	Added “a status report about its ability to calculate CEMI and CELID” for clarification purposes.