

Gas Complaints Received in 2008

as of 1/2/2009

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
GAS	BANGOR GAS COMPANY, LLC	1	100%		0%		0%		0%	1	0.0
	MAINE NATURAL GAS, LLC.		0%	1	100%		0%		0%	1	0.0
	UNITIL F/K/A NORTHERN UTILITIES, INC.	3	7%	11	24%	32	70%		0%	46	0.0
	UNITIL SERVICE CORP		0%		0%		0%		0%	0	0.0
Industry Totals	4	4	8%	12	25%	32	67%	0	0%	48	0.0