

**PUBLIC SERVICE ANNOUNCEMENTS AND OTHER COMMUNICATIONS  
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NA	NA	Emergency Shelters
NA	NA	Emergency Shelters
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12/16/08	NA	Frequently Asked Questions
<b>STATEMENTS</b>		
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12/16/08	6:00pm	Expected Service Restoration
NA	NA	Robert G. Schoenberger
<b>TIPS</b>		
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NA	NA	Tips on Preparing for Power Restorations



## **Advisory Notice:**

Contact: Stephanye Schuyler  
603-773-6465  
schuyler@unitil.com

### ***Unitil Issues an Electric System Advisory to Customers***

**December 11, 2008: Hampton, NH** – In response to the National Weather Services Winter Storm Warning and Ice Storm Warning, Unitil personnel and emergency crews are on alert and the Company is issuing this advisory to customers:

***Severe weather conditions may occur later tonight and into tomorrow. These conditions may interrupt electric service in some areas. Most electrical outages are expected to be for relatively short periods of time, only. However, severe weather conditions can create substantial damage to the electrical system, and restoration can take an extended period of time.***

If customers experience outages, they should call Unitil. These calls assist in identifying the location and nature of problems on the system. The toll free phone numbers are:  
Massachusetts: 1-888-301-7700  
NH Capital area: 1-800-852-3339  
NH Seacoast area: 1-800-582-7276

We also advise customers to be prepared. We recommend they check and inventory the following items before losing power:

- Blankets
- Warm coats, hats and mittens for all family members.
- Flashlights and fresh batteries
- Battery-operated radio and clock
- Containers filled with water and/or bottled water
- Canned or dried food and a manual can opener
- List of important phone numbers
- First aid kit
- Freezer/refrigerator are OK (minimize opening during an outage)

If outages do occur, Unitil personnel will be working around the clock until power is restored. In addition, we will be providing updated information on storm restoration efforts to the local media and to public officials on a regular basis.

Unitil (NYSE:UTL) is a public utility holding company with subsidiaries providing electric and gas distribution service in New Hampshire and Massachusetts, gas distribution service in Maine and energy services throughout the Northeast. Unitil has approximately 430 employees and serves approximately 167,000 utility customers in three states. Its utility affiliates include Unitil Energy Systems, Inc., Fitchburg Gas and Electric Light Company, Northern Utilities, Inc. and Granite State Gas Transmission, Inc. Its other subsidiaries include Unitil Service Corp. and its non-regulated business segment Unitil Resources, Inc. Usource L.L.C. is a subsidiary of Unitil Resources, Inc.

#### Corporate Office

6 Liberty Lane West  
Hampton, NH 03842-1720

Phone: 603-772-0775  
Fax: 603-773-6605

Email: corp@unitil.com



## **Advisory Notice:**

*To Report An Outage:*

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

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

### ***Unitil Continues to Work to Restore Customer Power***

**December 12, 2008, 11:30am; Hampton, NH** – A winter ice storm has downed trees, branches and power lines, resulting in power outages for more than half a million customers region-wide, including approximately 58,000 Unitil customers in Massachusetts and New Hampshire. Crews are working round the clock to assess damage and restore power as quickly as possible.

This morning, the Governors of Massachusetts and New Hampshire have both declared a state of emergency. Resources are being coordinated to respond what is expected to be a multi-day response to the situation. The region's utilities have requested mutual aid from contractors and utilities in regions not impacted by the storm.

Here are the current impacts of the storm:

Unitil Energy Systems, Capital area: 6,000 customers throughout the system are out without power. Towns affected are Boscawen, Bow, Chichester, Concord, Penacook, Epsom, Salisbury, Webster, Allenstown, Canterbury, Dunbarton and Hopkinton.

Unitil Energy Systems, Seacoast area: 30,000 customers throughout the system are without power. Towns affected are Seabrook, Hampton Falls, Hampton Beach, Hampton, Stratham, Exeter, Kensington, Kingston, Newton, Danville, East Kingston, South Hampton, Plaistown and Atkinson.

Unitil Massachusetts area: 23,000 customers in Ashby, Fitchburg, Lunenburg, and Townsend the system are without power

If customers experience outages, they should call their utility. These calls assist in identifying the location and nature of problems on the system. The toll free phone numbers are:

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

In addition, Unitil will be providing updated information on restoration efforts to local media and public officials on a regular basis.

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Unitil Massachusetts 1-888-301-7700

### ***Unitil Brings in Out of State Crews to Help Restore Customer Power***

**December 12, 2008, 4:00pm; Hampton, NH** – To help combat the large number of outages from the winter ice storm, Unitil has sourced additional utility crews from Ohio and Pennsylvania, who are in transit and should arrive over the weekend. Unitil crews and contractors continue to work round the clock to assess damage and restore power as quickly as possible.

Here are the current impacts of the storm. System wide, over 61,600 customers are without power:

Unitil Energy Systems, Capital area: 9600 customers throughout the system are out without power. Towns affected are Boscawen, Bow, Chichester, Concord, Penacook, Epsom, Salisbury, Webster, Allenstown, Canterbury, Dunbarton, Hopkinton and Loudon

Unitil Energy Systems, Seacoast area: 29,000 customers throughout the system are without power. Towns affected are Seabrook, Hampton Falls, Hampton Beach, Hampton, Stratham, Exeter, Kensington, Kingston, Newton, Danville, East Kingston, South Hampton, Plaistow and Atkinson.

Unitil Massachusetts area: 23,000 customers in Ashby, Fitchburg, Lunenburg, and Townsend are without power.

Unitil anticipates it will take several days to restore the power and recommends that customers plan accordingly, including contacting local towns to learn where the closest emergency shelter are located.

If customers experience outages, they should call their utility. These calls assist in identifying the location and nature of problems on the system. The toll free phone numbers are:

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

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Unitil Massachusetts 1-888-301-7700

## ***Outage Response Continuing Overnight***

**December 12, 2008, 8:30pm; Hampton, NH** – Crews will continue working overnight in efforts to restore power to Unitil's customers – almost two-thirds of whom lost power in the severe winter ice storm. Wind and falling limbs continue to add sporadic outages even as repairs are being made. More than 64,000 customers including 25,000 in Massachusetts and 39,000 in New Hampshire have been affected. A key focus in the NH Seacoast and North Central Massachusetts is the repair and restoration of major sub-transmission lines which feed power to large parts of the system.

Areas affected include:

Unitil Energy Systems, Capital area: 9800 customers are without power in the towns of Boscawen, Bow, Chichester, Concord, Penacook, Epsom, Salisbury, Webster, Allentown, Canterbury, Dunbarton, Hopkinton and Loudon

Unitil Energy Systems, Seacoast area: 29,000 customers are without power in the towns of Seabrook, Hampton Falls, Hampton Beach, Hampton, Stratham, Exeter, Kensington, Kingston, Newton, Danville, East Kingston, South Hampton, Plaistow and Atkinson.

Unitil Massachusetts area: 25,000 customers are without power in Ashby, Fitchburg, Lunenburg, and Townsend.

Regional utilities have called in utility crews from outside New England to help restore service. Unitil has crews from Ohio and Pennsylvania in transit that will be deployed through the weekend. Work will continue around the clock until all customers are restored:

Unitil anticipates that it will take days to restore power to all customers and recommends that customers plan accordingly. For those needing shelter, they should contact their local emergency personnel will have information about the location of emergency shelter.

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About Unitil:

Unitil is a public utility holding company with subsidiaries providing electric and gas distribution service in New Hampshire and Massachusetts, gas distribution service in Maine and energy services throughout the Northeast. Unitil has approximately 430 employees and serves approximately 167,000 utility customers in three states. Its utility affiliates include Unitil Energy Systems, Inc., Fitchburg Gas and Electric Light Company, Northern Utilities, Inc. and Granite State Gas Transmission, Inc. Its other subsidiaries include Unitil Service Corp. and its non-regulated business segment Unitil Resources, Inc. Usource L.L.C. is a subsidiary of Unitil Resources, Inc.

For Media Inquiries, please contact either of:

George Gantz, 508-561-5450, [gantz@unitil.com](mailto:gantz@unitil.com)

Stephanye Schuyler, 603-773-6465, [schuyler@unitil.com](mailto:schuyler@unitil.com)



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Unitil Massachusetts 1-888-301-7700

### ***Unitil's Outage Response Continues***

**December 13, 2008, 7:30am; Hampton, NH** – Unitil crews and contractors continue to work to restore power to Unitil's customers affected by the severe winter ice storm. More than 59,000 customers including 25,000 in Massachusetts and 34,000 in New Hampshire have been affected. A key focus in the NH Seacoast and North Central Massachusetts is the repair and restoration of major sub-transmission lines which feed power to large parts of the system.

Unitil anticipates that it will take days to restore power to all customers and recommends that customers plan accordingly. For those needing shelter, they should contact local emergency personnel, who will have information about the location of emergency shelter.

Regional utilities have called in utility crews from outside New England to help restore service. Unitil has crews from Ohio and Pennsylvania in transit that will be deployed throughout the weekend. Work will continue around the clock until all customers are restored.

Areas affected include:

*Unitil Energy Systems, Capital area:* 11,000 customers are without power in the towns of Boscawen, Bow, Chichester, Concord, Penacook, Epsom, Salisbury, Webster, Allenstown, Canterbury, Dunbarton, Hopkinton and Loudon

*Unitil Energy Systems, Seacoast area:* 23,000 customers are without power in the towns of Seabrook, Hampton Falls, Hampton Beach, Hampton, Stratham, Exeter, Kensington, Kingston, Newton, Danville, East Kingston, South Hampton, Plaistow and Atkinson.

*Unitil Massachusetts area:* 25,000 customers are without power in Ashby, Fitchburg, Lunenburg, and Townsend.

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Unitil Massachusetts 1-888-301-7700

### ***Utilities Begin to Make Progress on Restoration***

**December 13, 2008, 4:30pm; Hampton, NH** – Regional utilities are beginning to make restoration progress in response to the massive damage created by this week's ice storm. Unitil is continuing to address the problem in all of its electric service territories in North Central Massachusetts and the Capital and Seacoast regions of New Hampshire.

About 5,000 customers have been restored since this morning. 54,000 customers remain without power including 23,000 in Massachusetts and 31,000 in New Hampshire. A key focus continues to be the repair and restoration of major sub-transmission lines and substations which feed power to large parts of the system.

Some of the Ohio and Pennsylvania crews have arrived and are working with Unitil crews and contractors on the restoration effort. Work will continue around the clock until all customers are restored.

***Unitil anticipates that it will take days to restore power to all customers and recommends that customers plan accordingly. For those needing shelter, they should contact local emergency personnel, who will have information about the location of emergency shelter. A list of shelters is posted on [www.unitil.com](http://www.unitil.com)***

Areas affected include:

*Unitil Energy Systems, Capital area:* 10,000 customers are without power in the towns of Boscawen, Bow, Chichester, Concord, Penacook, Epsom, Salisbury, Webster, Allenstown, Canterbury, Dunbarton, Hopkinton and Loudon.

*Unitil Energy Systems, Seacoast area:* 21,000 customers are without power in the towns of Seabrook, Hampton Falls, Hampton Beach, Hampton, Stratham, Exeter, Kensington, Kingston, Newton, Danville, East Kingston, South Hampton, Plaistow and Atkinson.

*Unitil Massachusetts area:* 23,000 customers are without power in Ashby, Fitchburg, Lunenburg, and Townsend.

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Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

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Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

### ***Extended Outages Continue – Crew Counts Increase***

**December 13, 2008, 8:30pm; Hampton, NH** – Extensive and sustained power outages continue across Massachusetts and New Hampshire as result of the damaging ice storm which began Thursday night. State and municipal authorities have activated Emergency Operations Centers and Emergency Shelters in affected areas. Electric utility operations continue around the clock to complete the assessment, repair and restoration of severely damaged electric transmission and distribution systems. Utility trucks and line crews from Mid-Atlantic and Mid-Western states have begun arriving to relieve and supplement local personnel.

50,000 Unitil customers in MA and NH remain without power, down from the peak of nearly 75,000. This includes 23,000 in North Central Massachusetts, 17,000 in the NH Seacoast and 10,000 in the NH Capital region.

Crew counts working in the Unitil system have increased to 61 in the last 24 hours with the arrival of crews from Pennsylvania and these have been deployed to critical restoration areas.

***Unitil anticipates that it will take days to restore power to all customers and recommends that customers plan accordingly. For those needing shelter, they should contact local emergency personnel, who will have information about the location of emergency shelters. A list of shelters is posted on [www.unitil.com](http://www.unitil.com)***

Areas affected:

*Unitil Energy Systems, Capital area:* 10,000 customers are without power in the towns of Boscawen, Bow, Chichester, Concord, Penacook, Epsom, Salisbury, Webster, Allenstown, Canterbury, Dunbarton, Hopkinton and Loudon.

*Unitil Energy Systems, Seacoast area:* 17,000 customers are without power in the towns of Seabrook, Hampton Falls, Hampton Beach, Hampton, Stratham, Exeter, Kensington, Kingston, Newton, Danville, East Kingston, South Hampton, Plaistow and Atkinson.

*Unitil Massachusetts area:* 23,000 customers are without power in Ashby, Fitchburg, Lunenburg, and Townsend.

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As customers experience an outage, they should call their utility. If electric service does not resume when their neighborhood is re-energized they should call again to help the utility pinpoint any additional problems. The toll free phone numbers:

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

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Stephanye Schuyler, 603-773-6465, [schuyler@unitil.com](mailto:schuyler@unitil.com)

Or George Gantz, 603-773-6569, [gantz@unitil.com](mailto:gantz@unitil.com)

After hours called may be directed through the Unitil Call Center number listed above.

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Unitil Massachusetts 1-888-301-7700

### ***Utility Crews Work on Restoration Overnight***

**December 14, 2008, 9:00am; Hampton, NH** – Utility crews worked overnight to restore power to customers throughout the region. Utility trucks and line crews from Mid-Atlantic and Mid-Western states arrived to relieve and supplement local personnel and are working in cooperation with the National Guard and local community emergency personnel.

Overnight, service was restored to 11,000 Unitil customers. A total of 39,000 Unitil customers in MA and NH remain without power, down from the peak of nearly 75,000. This includes 19,000 in North Central Massachusetts, 15,000 in the NH Seacoast and 5,000 in the NH Capital region.

Safety continues to be a top priority. Broken utility poles and downed power lines are still common and people should stay clear. Avoid wet ground or puddles near downed lines. Call your local utility to report downed lines that have not yet been cleared.

Unitil also reminds customers using generators ensure they are well ventilated to avoid carbon monoxide build up. The symptoms of carbon monoxide poisoning are sudden nausea, cherry red lips or headaches. Immediately get fresh air and call 911.

While Unitil cannot provide specific estimated restoration times, Unitil anticipates that restoration efforts will continue for several days and recommends that customers who remain without power should plan accordingly. For those needing shelter, they should contact the local 211. Massachusetts residents can phone 211 or 1-877-211-MASS (6277) or visit the web site [www.http://www.mass211.org/](http://www.mass211.org). New Hampshire residents can phone 211 or 1-866-444-4211 or visit the web site [www.211.nh.org](http://www.211.nh.org). A list of shelters is also posted on [www.unitil.com](http://www.unitil.com)

**Areas affected:**

*Unitil Energy Systems, Capital area:* 5,000 customers are without power in the towns of Boscawen, Bow, Chichester, Concord, Penacook, Epsom, Salisbury, Webster, Allenstown, Canterbury, Dunbarton, Hopkinton and Loudon.

*Unitil Energy Systems, Seacoast area:* 15,000 customers are without power in the towns of Seabrook, Hampton Falls, Hampton Beach, Hampton, Stratham, Exeter, Kensington, Kingston, Newton, Danville, East Kingston, South Hampton, Plaistow and Atkinson.

*Unitil Massachusetts area:* 19,000 customers are without power in Ashby, Fitchburg, Lunenburg, and Townsend.

As customers experience an outage, they should call their utility. If electric service does not resume when their neighborhood is re-energized they should call again to help the utility pinpoint any additional problems. The toll free phone numbers:

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 Unitil Massachusetts 1-888-301-7700

**Restoration Update**

**December 14, 2008, 12:30pm; Hampton, NH** Unitil crews and contractors as well as out of state crews continue to work to restore customer power. Below is a town by town list of the status of restoration.

While Unitil cannot provide specific estimated restoration times, Unitil anticipates that restoration efforts will continue for several days and recommends that customers who remain without power should plan accordingly. For those needing shelter, they should contact the local 211. Massachusetts residents can phone 211 or 1-877-211-MASS (6277) or visit the web site [www.http://www.mass211.org/](http://www.mass211.org/). New Hampshire residents can phone 211 or 1-866-444-4211 or visit the web site [www.211.nh.org](http://www.211.nh.org). A list of shelters is also posted on [www.unitil.com](http://www.unitil.com)

**Information Last Updated:** 12/14/2008 12:05:01 PM

**NH: Unitil Energy Systems, Capital**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
HOOKSETT	0	0	1	0%	0	0	0
BOSCAWEN	9	648	1,621	39%	13	2,043	22
BOW	17	1,288	3,004	42%	20	4,686	37
CHICHESTER	6	8	1,005	0%	11	5,546	17
CONCORD	23	1,157	17,394	6%	19	10,179	42
PENACOOK	2	50	2,637	1%	1	40	3
EPSOM	12	240	1,381	17%	6	2,915	18
SALISBURY	4	240	430	55%	7	436	11
WEBSTER	2	150	400	37%	4	230	6
ALLENSTOWN	2	6	12	50%	0	0	2
CANTERBURY	10	395	595	66%	1	25	11
DUNBARTON	2	100	113	88%	0	0	2
HOPKINTON	1	10	94	10%	0	0	1
LOUDON	1	10	123	8%	0	0	1
PEMBROKE	0	0	20	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>91</b>	<b>4,302</b>	<b>28,844</b>	<b>15%</b>	<b>82</b>	<b>26,100</b>	<b>173</b>

Corporate Office

6 Liberty Lane West  
 Hampton, NH 03842-1720

Phone: 603-772-0775  
 Fax: 603-773-6605

Email: [corp@unitil.com](mailto:corp@unitil.com)

**NH: Unitil Energy Systems – Seacoast**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
SEABROOK BEACH	0	0	1,081	0%	0	0	0
SEABROOK	5	2,500	4,155	60%	1	0	6
HAMPTON FALLS	5	700	1,342	52%	2	300	7
HAMPTON	5	600	5,091	11%	2	1,400	7
HAMPTON BEACH	1	100	5,712	1%	1	100	2
STRATHAM	2	400	3,462	11%	2	2,100	4
EXETER	3	1,400	7,579	18%	2	2,800	5
KENSINGTON	7	475	947	50%	225	1	232
KINGSTON	9	2,000	3,009	66%	3	2,300	12
NEWTON	5	1,300	2,040	63%	1	500	6
DANVILLE	3	1,200	1,450	82%	1	1,250	4
EAST KINGSTON	1	400	1,046	38%	1	300	2
SOUTH HAMPTON	3	300	398	75%	0	0	3
PLAISTOW	4	1,650	3,968	41%	1	1,650	5
ATKINSON	4	2,500	2,866	87%	1	300	5
HAMPSTEAD	0	0	21	0%	0	0	0
EAST HAMPSTEAD	0	0	35	0%	0	0	0
BRENTWOOD	0	0	5	0%	0	0	0
GREENLAND	0	0	9	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>57</b>	<b>15,525</b>	<b>44,230</b>	<b>35%</b>	<b>243</b>	<b>13,001</b>	<b>300</b>

**MA: Fitchburg Gas and Electric**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
FITCHBURG	54	11,762	18,772	62%	24	7,006	78
LUNENBURG	84	3,363	4,502	74%	24	1,139	108
TOWNSEND	109	2,609	3,819	68%	18	1,210	127
ASHBY	123	1,377	1,377	100%	0	0	123
ASHBURNHAM	0	1	1	100%	0	0	0
SHIRLEY	0	7	7	100%	0	0	0
WESTMINSTER	0	0	1	0%	0	0	0
W TOWNSEND	0	3	3	100%	0	0	0
ALL OTHERS	0	14	14	100%	0	0	0
<b>Totals:</b>	<b>370</b>	<b>19,136</b>	<b>28,496</b>	<b>67%</b>	<b>66</b>	<b>9,355</b>	<b>436</b>

**TOTAL OUTAGES SUMMARIZED BY COMPANY**

DOC	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in DOC	% of DOC Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
Capital	91	4,302	28,844	14%	82	26,100	173
Seacoast	57	15,525	44,230	35%	243	13,001	300
<b>UES Total:</b>	<b>148</b>	<b>19,827</b>	<b>73,074</b>	<b>27%</b>	<b>325</b>	<b>39,101</b>	<b>473</b>
<b>Fitchburg</b>	<b>370</b>	<b>19,136</b>	<b>28,496</b>	<b>67%</b>	<b>66</b>	<b>9,355</b>	<b>436</b>
<b>Unitil Total:</b>	<b>518</b>	<b>38,963</b>	<b>101,570</b>	<b>38%</b>	<b>391</b>	<b>48,456</b>	<b>909</b>

**For Media Inquiries, please contact:**

Stephanye Schuyler, 603-773-6465, [schuyler@unitil.com](mailto:schuyler@unitil.com)

**About Unitil:**

Unitil is a public utility holding company with subsidiaries providing electric and gas distribution service in New Hampshire and Massachusetts, gas distribution service in Maine and energy services throughout the Northeast. Unitil has approximately 430 employees and serves approximately 167,000 utility customers in three states. Its utility affiliates include Unitil Energy Systems, Inc., Fitchburg Gas and Electric Light Company, Northern Utilities, Inc. and Granite State Gas Transmission, Inc. Its other subsidiaries include Unitil Service Corp. and its non-regulated business segment Unitil Resources, Inc. Usource L.L.C. is a subsidiary of Unitil Resources, Inc.



## Advisory Notice:

To Report An Outage or To Seek Additional Information:

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

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

## Storm Restoration Update

**December 14, 2008, 6:30pm; Hampton, NH** – Throughout the weekend, Unitil completed repairs to its subtransmission lines and substations and made significant progress restoring primary lines in some areas. Total outages stand at about 35,287, down from the peak of 75,000. Additional utility crews from Tennessee will supplement the crews from Pennsylvania and Ohio who are working with Unitil crews and contractors on the restoration process. Crews will continue to work around the clock until all power is restored to all customers.

While Unitil cannot provide specific estimated restoration times, Unitil anticipates that restoration efforts will continue for several days and recommends that customers who remain without power should plan accordingly. For those needing shelter, they should contact local emergency personnel or call 211. Massachusetts residents can phone 211 or 1-877-211-MASS (6277) or visit the web site [www.http://www.mass211.org/](http://www.mass211.org/). New Hampshire residents can phone 211 or 1-866-444-4211 or visit the web site [www.211.nh.org](http://www.211.nh.org). A list of shelters is also posted on [www.unitil.com](http://www.unitil.com)

## Specific Town Restoration Information, Last Updated: 12/14/2008 5:05:00 PM

### NH: Unitil Energy Systems – Capital

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
HOOKSETT	0	0	1	0%	0	0	0
BOSCAWEN	3	75	1,621	4%	19	2,616	22
BOW	16	1,288	3,004	42%	21	4,726	37
CHICHESTER	5	90	1,005	8%	12	5,464	17
CONCORD	9	325	17,394	1%	35	10,511	44
PENACOOK	1	5	2,637	0%	2	85	3
EPSOM	12	240	1,381	17%	6	2,915	18
SALISBURY	2	40	430	9%	9	636	11
WEBSTER	5	225	400	56%	5	155	10
ALLENSTOWN	2	6	12	50%	0	0	2
CANTERBURY	8	280	595	47%	4	140	12
DUNBARTON	2	100	113	88%	0	0	2
HOPKINTON	1	10	94	10%	0	0	1
LOUDON	1	10	123	8%	0	0	1
PEMBROKE	0	0	20	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>67</b>	<b>2,694</b>	<b>28,844</b>	<b>9%</b>	<b>113</b>	<b>27,248</b>	<b>180</b>

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**NH: Unital Energy Systems – Seacoast**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
SEABROOK BEACH	0	0	1,081	0%	0	0	0
SEABROOK	5	2,000	4,155	48%	1	500	6
HAMPTON FALLS	5	700	1,342	52%	2	300	7
HAMPTON	5	600	5,091	11%	2	1,400	7
HAMPTON BEACH	1	100	5,712	1%	1	100	2
STRATHAM	2	400	3,462	11%	2	2,100	4
EXETER	3	1,400	7,579	18%	2	2,800	5
KENSINGTON	7	475	947	50%	225	1	232
KINGSTON	9	2,000	3,009	66%	3	2,300	12
NEWTON	5	1,300	2,040	63%	1	500	6
DANVILLE	3	1,200	1,450	82%	1	1,250	4
EAST KINGSTON	1	250	1,046	23%	1	450	2
SOUTH HAMPTON	3	300	398	75%	0	0	3
PLAISTOW	4	1,150	3,968	28%	1	2,150	5
ATKINSON	4	2,500	2,866	87%	1	300	5
HAMPSTEAD	0	0	21	0%	0	0	0
EAST HAMPSTEAD	0	0	35	0%	0	0	0
BRENTWOOD	0	0	5	0%	0	0	0
GREENLAND	0	0	9	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>57</b>	<b>14,375</b>	<b>44,230</b>	<b>33%</b>	<b>243</b>	<b>14,151</b>	<b>300</b>

**MA: Fitchburg Gas and Electric**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
FITCHBURG	52	11,340	18,772	60%	26	7,432	78
LUNENBURG	81	3,348	4,502	74%	25	1,164	106
TOWNSEND	107	2,202	3,819	57%	20	1,617	127
ASHBY	122	1,320	1,377	95%	1	57	123
ASHBURNHAM	1	1	1	100%	0	0	1
SHIRLEY	7	7	7	100%	0	0	7
WESTMINSTER	0	0	1	0%	0	0	0
W TOWNSEND	0	0	3	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>370</b>	<b>18,218</b>	<b>28,496</b>	<b>64%</b>	<b>72</b>	<b>10,270</b>	<b>442</b>

### Summary

DOC	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in DOC	% of DOC Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
Capital	67	2,694	28,844	9%	113	27,248	180
Seacoast	57	14,375	44,230	32%	243	14,151	300
<i>UES Total:</i>	124	17,069	73,074	23%	356	41,399	480
Fitchburg	370	18,218	28,496	63%	72	10,270	442
<i>Unitil Total:</i>	494	35,287	101,570	34%	428	51,669	922

As customers experience an outage, they should call their utility. If electric service does not resume when their neighborhood is reenergized they should call again to help the utility pinpoint any additional problems. The toll free phone numbers:

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

**For Media Inquiries, please contact:**

Stephanye Schuyler, 603-773-6465, [schuyler@unitil.com](mailto:schuyler@unitil.com)

After hours calls may be directed through the Unitil Call Center number listed above.

**About Unitil:**

Unitil is a public utility holding company with subsidiaries providing electric and gas distribution service in New Hampshire and Massachusetts, gas distribution service in Maine and energy services throughout the Northeast. Unitil has approximately 430 employees and serves approximately 167,000 utility customers in three states. Its utility affiliates include Unitil Energy Systems, Inc., Fitchburg Gas and Electric Light Company, Northern Utilities, Inc. and Granite State Gas Transmission, Inc. Its other subsidiaries include Unitil Service Corp. and its non-regulated business segment Unitil Resources, Inc. Usource L.L.C. is a subsidiary of Unitil Resources, Inc.

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**Advisory Notice:**

*To Report An Outage or To Seek Additional Information:*

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

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 14, 2008, 9:00pm; Hampton, NH** – Storm restoration efforts are continuing overnight in all of Unitil’s services areas, as they are in many areas throughout New England. Repair and restoration efforts have moved into secondary roadways where local damage from ice and trees is extensive. Some circuits are having to be completely rebuilt, requiring extended periods of time to restore electric service to customers in the most severely affected areas.

As of 9:05 PM, the total number of outages is 34,000, down from the peak of 75,000, including 17,700 customers out in Massachusetts, 14,040 in the Seacoast of NH and 2,544 in the Concord area.

A total of 92 utility and tree crews are deployed in the Unitil system including Unitil crews and contractors have been supplemented with utility crews from Pennsylvania and Ohio. Additional crews are enroute from Tennessee. Crews will continue to work around the clock until all power is restored to all customers.

Unitil cannot provide specific estimated restoration times but anticipates that restoration efforts will continue for several days in hard hit areas. Customers who remain without power should plan accordingly. For those needing shelter, they should contact local emergency personnel or call 211. Massachusetts residents can phone 211 or 1-877-211-MASS (6277) or visit the web site [www.http://www.mass211.org/](http://www.mass211.org/). New Hampshire residents can phone 211 or 1-866-444-4211 or visit the web site [www.211.nh.org](http://www.211.nh.org). A list of shelters is also posted on [www.unitil.com](http://www.unitil.com)

As customers experience an outage, they should call their utility at the numbers listed above. If electric service does not resume when their neighborhood is re-energized they should call again to help the utility pinpoint any additional problems.

**For Media Inquiries, please contact:**

Stephanye Schuyler, 603-773-6465, [schuyler@unitil.com](mailto:schuyler@unitil.com)

After hours calls may be directed through the Unitil Call Center number listed above .

Corporate Office

6 Liberty Lane West  
Hampton, NH 03842-1720

Phone: 603-772-0775  
Fax: 603-773-6605

Email: [corp@unitil.com](mailto:corp@unitil.com)

**Specific Town Restoration Information, Last Updated: 12/14/2008 5:05:00 PM**

**NH: Unitil Energy Systems – Capital**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
HOOKSETT	0	0	1	0%
BOSCAWEN	3	75	1,621	4%

BOW	16	1,288	3,004	42%
CHICHESTER	5	90	1,005	8%
CONCORD	9	325	17,394	1%
PENACOOK	1	5	2,637	0%
EPSOM	12	240	1,381	17%
SALISBURY	2	40	430	9%
WEBSTER	5	225	400	56%
ALLENSTOWN	2	6	12	50%
CANTERBURY	7	130	595	21%
DUNBARTON	2	100	113	88%
HOPKINTON	1	10	94	10%
LOUDON	1	10	123	8%
PEMBROKE	0	0	20	0%
ALL OTHERS	0	0	14	0%
<b>Totals:</b>	<b>66</b>	<b>2,544</b>	<b>28,844</b>	<b>9%</b>

**NH: Unutil Energy Systems – Seacoast**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK BEACH	0	0	1,081	0%
SEABROOK	5	2,000	4,155	48%
HAMPTON FALLS	5	700	1,342	52%
HAMPTON	5	600	5,091	11%
HAMPTON BEACH	1	100	5,712	1%
STRATHAM	2	400	3,462	11%
EXETER	3	1,400	7,579	18%
KENSINGTON	5	425	947	44%
KINGSTON	9	2,000	3,009	66%
NEWTON	5	1,300	2,040	63%
DANVILLE	3	1,200	1,450	82%
EAST KINGSTON	1	175	1,046	16%
SOUTH HAMPTON	3	290	398	72%
PLAISTOW	4	1,150	3,968	28%
ATKINSON	2	2,300	2,866	80%
HAMPSTEAD	0	0	21	0%
EAST HAMPSTEAD	0	0	35	0%
BRENTWOOD	0	0	5	0%
GREENLAND	0	0	9	0%
ALL OTHERS	0	0	14	0%
<b>Totals:</b>	<b>53</b>	<b>14,040</b>	<b>44,230</b>	<b>32%</b>

**MA: Fitchburg Gas and Electric**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	52	11,340	18,772	60%
LUNENBURG	79	3,313	4,502	73%
TOWNSEND	106	1,750	3,819	45%
ASHBY	120	1,290	1,377	93%



## **Advisory Notice:**

*To Report An Outage or To Seek Additional Information:*

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

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

## **Storm Restoration Update**

**December 15, 2008, 7:30am; Hampton, NH** – Storm restoration efforts are continuing in all of Unitil's services areas, as they are in many areas throughout New England. Repair and restoration efforts have moved into secondary roadways where local damage from ice and trees is extensive. Some circuits are having to be completely rebuilt, requiring extended periods of time to restore electric service to customers in the most severely affected areas.

As of 7:05am, the total number of outages is 29,897 down from the peak of 75,000, including 16,614 customers out in Massachusetts, 11,910 in the Seacoast of NH and 1,373 in the Concord area.

A total of 92 utility and tree crews are deployed in the Unitil system including Unitil crews and contractors have been supplemented with utility crews from Pennsylvania and Ohio. Additional crews from Tennessee will be joining them today. Crews will continue to work around the clock until all power is restored to all customers.

Unitil cannot provide specific estimated restoration times but anticipates that restoration efforts will continue for several days in hard hit areas. Customers who remain without power should plan accordingly. For those needing shelter, they should contact local emergency personnel or call 211. Massachusetts residents can phone 211 or 1-877-211-MASS (6277) or visit the web site [www.http://www.mass211.org/](http://www.mass211.org/). New Hampshire residents can phone 211 or 1-866-444-4211 or visit the web site [www.211.nh.org](http://www.211.nh.org). A list of shelters is also posted on [www.unitil.com](http://www.unitil.com)

As customers experience an outage, they should call their utility at the numbers listed above. If electric service does not resume when their neighborhood is re-energized they should call again to help the utility pinpoint any additional problems.

### **For Media Inquiries, please contact:**

Stephanye Schuyler, 603-773-6465, [schuyler@unitil.com](mailto:schuyler@unitil.com)

After hours calls may be directed through the Unitil Call Center number listed above .

#### Corporate Office

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Hampton, NH 03842-1720

Phone: 603-772-0775

Fax: 603-773-6605

Email: [corp@unitil.com](mailto:corp@unitil.com)

**Specific Town Restoration Information, Last Updated: 12/15/2008 7:05:01 AM**

**NH: Until Energy Systems – Capital**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
HOOKSETT	0	0	1	0%	0	0	0
BOSCAWEN	4	75	1,621	4%	19	2,616	23
BOW	16	536	3,004	17%	21	4,726	37
CHICHESTER	4	70	1,005	6%	13	5,484	17
CONCORD	7	135	17,394	0%	37	10,713	44
PENACOOK	1	5	2,637	0%	2	85	3
EPSOM	12	240	1,381	17%	6	2,915	18
SALISBURY	2	40	430	9%	9	636	11
WEBSTER	4	70	400	17%	6	310	10
ALLENSTOWN	2	12	12	100%	0	0	2
CANTERBURY	2	25	595	4%	10	395	12
DUNBARTON	4	100	113	88%	0	0	4
HOPKINTON	2	55	94	58%	0	0	2
LOUDON	1	10	123	8%	0	0	1
PEMBROKE	0	0	20	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>61</b>	<b>1,373</b>	<b>28,844</b>	<b>5%</b>	<b>123</b>	<b>27,880</b>	<b>184</b>

**NH: Until Energy Systems – Seacoast**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
SEABROOK BEACH	0	0	1,081	0%	0	0	0
SEABROOK	5	2,000	4,155	48%	1	500	6
HAMPTON FALLS	5	700	1,342	52%	2	300	7
HAMPTON	5	600	5,091	11%	2	1,400	7
HAMPTON BEACH	1	100	5,712	1%	1	100	2
STRATHAM	1	20	3,462	0%	1	2,480	2
EXETER	2	700	7,579	9%	3	3,400	5
KENSINGTON	5	425	947	44%	3	375	8
KINGSTON	13	1,000	3,009	33%	7	3,300	20
NEWTON	5	1,300	2,040	63%	1	500	6
DANVILLE	3	1,200	1,450	82%	1	1,250	4
EAST KINGSTON	1	175	1,046	16%	1	525	2
SOUTH HAMPTON	3	240	398	60%	0	10	3
PLAISTOW	4	1,150	3,968	28%	1	2,150	5
ATKINSON	2	2,300	2,866	80%	3	400	5

HAMPSTEAD	0	0	21	0%	0	0	0
EAST HAMPSTEAD	0	0	35	0%	0	0	0
BRENTWOOD	0	0	5	0%	0	0	0
GREENLAND	0	0	9	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>55</b>	<b>11,910</b>	<b>44,230</b>	<b>27%</b>	<b>27</b>	<b>16,690</b>	<b>82</b>

#### MA: Fitchburg Gas and Electric

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
FITCHBURG	42	10,545	18,772	56%	35	8,227	77
LUNENBURG	71	3,162	4,502	70%	34	1,189	105
TOWNSEND	87	1,609	3,819	42%	31	2,069	118
ASHBY	120	1,290	1,377	93%	2	87	122
ASHBURNHAM	1	1	1	100%	0	0	1
SHIRLEY	7	7	7	100%	0	0	7
WESTMINSTER	0	0	1	0%	0	0	0
W TOWNSEND	0	0	3	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>328</b>	<b>16,614</b>	<b>28,496</b>	<b>58%</b>	<b>102</b>	<b>11,572</b>	<b>430</b>

#### About Unitil:

Unitil is a public utility holding company with subsidiaries providing electric and gas distribution service in New Hampshire and Massachusetts, gas distribution service in Maine and energy services throughout the Northeast. Unitil has approximately 430 employees and serves approximately 167,000 utility customers in three states. Its utility affiliates include Unitil Energy Systems, Inc., Fitchburg Gas and Electric Light Company, Northern Utilities, Inc. and Granite State Gas Transmission, Inc. Its other subsidiaries include Unitil Service Corp. and its non-regulated business segment Unitil Resources, Inc. Usource L.L.C. is a subsidiary of Unitil Resources, Inc.



### **Advisory Notice:**

*To Report An Outage or To Seek Additional Information:*

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

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

### **Storm Restoration Update**

**December 15, 2008, 11:30am; Hampton, NH** – Storm restoration efforts are continuing in all of Unitil's services areas, as they are in many areas throughout New England. Repair and restoration efforts have moved into secondary roadways where local damage from ice and trees is extensive. Some circuits are having to be completely rebuilt, requiring extended periods of time to restore electric service to customers in the most severely affected areas.

As of 11:05am, the total number of outages is 29,608 down from the peak of 75,000, including 16,614 customers out in Massachusetts, 11,585 in the Seacoast of NH and 1,409 in the Concord area.

A total of 92 utility and tree crews are deployed in the Unitil system including Unitil crews and contractors have been supplemented with utility crews from Pennsylvania and Ohio. Additional crews from Tennessee will be joining them today. Crews will continue to work around the clock until all power is restored to all customers.

Unitil cannot provide specific estimated restoration times but anticipates that restoration efforts will continue for several days in hard hit areas. Customers who remain without power should plan accordingly. For those needing shelter, they should contact local emergency personnel or call 211. Massachusetts residents can phone 211 or 1-877-211-MASS (6277) or visit the web site [www.http://www.mass211.org/](http://www.mass211.org/). New Hampshire residents can phone 211 or 1-866-444-4211 or visit the web site [www.211.nh.org](http://www.211.nh.org). A list of shelters is also posted on [www.unitil.com](http://www.unitil.com)

As customers experience an outage, they should call their utility at the numbers listed above. If electric service does not resume when their neighborhood is re-energized they should call again to help the utility pinpoint any additional problems.

### **For Media Inquiries, please contact:**

Stephanye Schuyler, 603-773-6465, [schuyler@unitil.com](mailto:schuyler@unitil.com)

After hours calls may be directed through the Unitil Call Center number listed above .

#### Corporate Office

6 Liberty Lane West  
Hampton, NH 03842-1720

Phone: 603-772-0775  
Fax: 603-773-6605

Email: [corp@unitil.com](mailto:corp@unitil.com)

**Specific Town Restoration Information, Last Updated: 12/15/2008 11:05: AM**

**NH: Unitol Energy Systems – Capital**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
HOOKSETT	0	0	1	0%	0	0	0
BOSCAWEN	3	45	1,621	2%	20	2,646	23
BOW	16	536	3,004	17%	21	4,726	37
CHICHESTER	5	110	1,005	10%	12	5,444	17
CONCORD	7	130	17,394	0%	37	10,713	44
PENACOOK	1	5	2,637	0%	2	85	3
EPSOM	13	290	1,381	20%	5	2,865	18
SALISBURY	2	40	430	9%	9	636	11
WEBSTER	3	51	400	12%	7	361	10
ALLENSTOWN	2	12	12	100%	0	0	2
CANTERBURY	2	25	595	4%	10	395	12
DUNBARTON	4	100	113	88%	0	0	4
HOPKINTON	2	55	94	58%	0	0	2
LOUDON	1	10	123	8%	0	0	1
PEMBROKE	0	0	20	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>61</b>	<b>1,409</b>	<b>28,844</b>	<b>5%</b>	<b>123</b>	<b>27,871</b>	<b>184</b>

**NH: Unitol Energy Systems – Seacoast**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
SEABROOK BEACH	0	0	1,081	0%	0	0	0
SEABROOK	5	2,000	4,155	48%	1	500	6
HAMPTON FALLS	5	700	1,342	52%	2	300	7
HAMPTON	5	600	5,091	11%	2	1,400	7
HAMPTON BEACH	1	100	5,712	1%	1	100	2
STRATHAM	1	20	3,462	0%	1	2,480	2
EXETER	2	600	7,579	7%	3	3,500	5
KENSINGTON	5	425	947	44%	3	375	8
KINGSTON	12	850	3,009	28%	7	3,450	19
NEWTON	5	1,300	2,040	63%	1	500	6
DANVILLE	3	1,200	1,450	82%	1	1,250	4
EAST KINGSTON	1	175	1,046	16%	1	525	2
SOUTH HAMPTON	3	240	398	60%	0	10	3
PLAISTOW	4	1,075	3,968	27%	1	2,250	5
ATKINSON	2	2,300	2,866	80%	3	400	5

HAMPSTEAD	0	0	21	0%	0	0	0
EAST HAMPSTEAD	0	0	35	0%	0	0	0
BRENTWOOD	0	0	5	0%	0	0	0
GREENLAND	0	0	9	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>54</b>	<b>11,585</b>	<b>44,230</b>	<b>26%</b>	<b>27</b>	<b>17,040</b>	<b>81</b>

**MA: Fitchburg Gas and Electric**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted	Total # of Outages Restored	Corrected Troubles	Total # of Outages
FITCHBURG	42	10,545	18,772	56%	35	8,227	77
LUNENBURG	71	3,162	4,502	70%	34	1,189	105
TOWNSEND	87	1,609	3,819	42%	31	2,069	118
ASHBY	120	1,290	1,377	93%	2	87	122
ASHBURNHAM	1	1	1	100%	0	0	1
SHIRLEY	7	7	7	100%	0	0	7
WESTMINSTER	0	0	1	0%	0	0	0
W TOWNSEND	0	0	3	0%	0	0	0
ALL OTHERS	0	0	14	0%	0	0	0
<b>Totals:</b>	<b>328</b>	<b>16,614</b>	<b>28,496</b>	<b>58%</b>	<b>102</b>	<b>11,572</b>	<b>430</b>

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Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 15, 2008, 1:30pm; Hampton, NH** – Storm restoration efforts are continuing in all of Unitil’s services areas, as they are in many areas throughout New England.

A statement from Robert G. Schoenberger, Unitil Chairman and Chief Executive Officer, regarding the storm damage and restoration effort, has been released and is available on [www.unitil.com](http://www.unitil.com).

As of 1:05am, the total number of outages is 28,601 down from the peak of 75,000, including 15,866 customers out in Massachusetts, 11,480 in the Seacoast of NH and 1,255 in the Concord area.

A total of 92 utility and tree crews are deployed in the Unitil system including Unitil crews and contractors have been supplemented with utility crews from Pennsylvania and Ohio. Additional crews from Tennessee will be joining them today. Crews will continue to work around the clock until all power is restored to all customers.

Unitil cannot provide specific estimated restoration times but anticipates that restoration efforts will continue for several days in hard hit areas. Customers who remain without power should plan accordingly. For those needing shelter, they should contact local emergency personnel or call 211. Massachusetts residents can phone 211 or 1-877-211-MASS (6277) or visit the web site [www.http://www.mass211.org/](http://www.mass211.org/). New Hampshire residents can phone 211 or 1-866-444-4211 or visit the web site [www.211.nh.org](http://www.211.nh.org). A list of shelters is also posted on [www.unitil.com](http://www.unitil.com)

As customers experience an outage, they should call their utility at the numbers listed above. If electric service does not resume when their neighborhood is re-energized they should call again to help the utility pinpoint any additional problems.

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6 Liberty Lane West  
Hampton, NH 03842-1720

Phone: 603-772-0775  
Fax: 603-773-6605

Email: [corp@unitil.com](mailto:corp@unitil.com)

**Specific Town Restoration Information, Last Updated: 12/15/2008 11:05: AM**

**NH: Unitil Energy Systems – Capital**

Town Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
HOOKSETT	0	0	1	0%

BOSCAWEN	3	45	1,621	2%
BOW	15	509	3,004	16%
CHICHESTER	3	53	1,005	5%
CONCORD	7	130	17,394	0%
PENACOOK	1	5	2,637	0%
EPSOM	12	240	1,381	17%
SALISBURY	1	20	430	4%
WEBSTER	3	51	400	12%
ALLENSTOWN	2	12	12	100%
CANTERBURY	2	25	595	4%
DUNBARTON	4	100	113	88%
HOPKINTON	2	55	94	58%
LOUDON	1	10	123	8%
PEMBROKE	0	0	20	0%
ALL OTHERS	0	0	14	0%
<b>Totals:</b>	<b>56</b>	<b>1,255</b>	<b>28,844</b>	<b>4%</b>

#### NH: Unitil Energy Systems – Seacoast

Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK BEACH	0	0	1,081	0%
SEABROOK	5	2,000	4,155	48%
HAMPTON FALLS	4	625	1,342	46%
HAMPTON	5	600	5,091	11%
HAMPTON BEACH	1	100	5,712	1%
STRATHAM	1	20	3,462	0%
EXETER	2	570	7,579	7%
KENSINGTON	5	425	947	44%
KINGSTON	12	850	3,009	28%
NEWTON	5	1,300	2,040	63%
DANVILLE	3	1,200	1,450	82%
EAST KINGSTON	1	175	1,046	16%
SOUTH HAMPTON	3	240	398	60%
PLAISTOW	4	1,075	3,968	27%
ATKINSON	2	2,300	2,866	80%
HAMPSTEAD	0	0	21	0%
EAST HAMPSTEAD	0	0	35	0%
BRENTWOOD	0	0	5	0%
GREENLAND	0	0	9	0%
ALL OTHERS	0	0	14	0%
<b>Totals:</b>	<b>53</b>	<b>11,480</b>	<b>44,230</b>	<b>26%</b>

**MA: Fitchburg Gas and Electric**

Name	Uncorrected Troubles	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	37	10,111	18,772	53%
LUNENBURG	71	3,162	4,502	70%
TOWNSEND	81	1,561	3,819	40%
ASHBY	112	1,024	1,377	74%
ASHBURNHAM	1	1	1	100%
SHIRLEY	7	7	7	100%
WESTMINSTER	0	0	1	0%
W TOWNSEND	0	0	3	0%
ALL OTHERS	0	0	14	0%
<b>Totals:</b>	<b>309</b>	<b>15,866</b>	<b>28,496</b>	<b>56%</b>

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

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 15, 2008, 6:30pm; Hampton, NH** – Storm restoration efforts are continuing in all of Unitil’s services areas, as they are in many areas throughout New England.

A statement from Robert G. Schoenberger, Unitil Chairman and Chief Executive Officer, regarding the storm damage and restoration effort, has been released and is available on [www.unitil.com](http://www.unitil.com).

As of 6:05pm, the total number of outages is 27,775 down from the peak of 75,000, including 15,856 customers out in Massachusetts, 10,725 in the Seacoast of NH and 1,194 in the Concord area.

A total of 95 utility and tree crews are deployed in the Unitil system including Unitil crews and contractors have been supplemented with utility crews from Pennsylvania and Ohio. Additional crews from Tennessee will be joining them today. Crews will continue to work around the clock until all power is restored to all customers.

Unitil cannot provide specific estimated restoration times but anticipates that restoration efforts will continue for several days in hard hit areas. Customers who remain without power should plan accordingly. For those needing shelter, they should contact local emergency personnel or call 211. Massachusetts residents can phone 211 or 1-877-211-MASS (6277) or visit the web site [www.http://www.mass211.org/](http://www.mass211.org/). New Hampshire residents can phone 211 or 1-866-444-4211 or visit the web site [www.211.nh.org](http://www.211.nh.org). A list of shelters is also posted on [www.unitil.com](http://www.unitil.com)

As customers experience an outage, they should call their utility at the numbers listed above. If electric service does not resume when their neighborhood is re-energized they should call again to help the utility pinpoint any additional problems.

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Stephanye Schuyler, 603-773-6465, [schuyler@unitil.com](mailto:schuyler@unitil.com)

After hours calls may be directed through the Unitil Call Center number listed above .

**Specific Town Restoration Information, Last Updated: 12/15/2008 6:05:PM**

Corporate Office

6 Liberty Lane West  
Hampton, NH 03842-1720

Phone: 603-772-0775  
Fax: 603-773-6605

Email: [corp@unitil.com](mailto:corp@unitil.com)

**NH: Unitil Energy Systems – Capital**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
BOSCAWEN	45	1,621	2%
BOW	469	3,004	15%
CHICHESTER	53	1,005	5%

CONCORD	130	17,394	0%
EPSOM	240	1,381	17%
SALISBURY	20	430	4%
WEBSTER	35	400	8%
ALLENSTOWN	12	12	100%
CANTERBURY	25	595	4%
DUNBARTON	100	113	88%
HOPKINTON	55	94	58%
LOUDON	10	123	8%

**NH: Unil Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK	2,000	4,155	48%
HAMPTON FALLS	600	1,342	44%
HAMPTON	570	5,091	11%
HAMPTON BEACH	100	5,712	1%
STRATHAM	20	3,462	0%
EXETER	370	7,579	4%
KENSINGTON	425	947	44%
KINGSTON	850	3,009	28%
NEWTON	1,300	2,040	63%
DANVILLE	1,200	1,450	82%
EAST KINGSTON	175	1,046	16%
SOUTH HAMPTON	240	398	60%
PLAISTOW	1,075	3,968	27%
ATKINSON	1,800	2,866	62%

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	10,111	18,772	53%
LUNENBURG	3,162	4,502	70%
TOWNSEND	1,551	3,819	40%
ASHBY	1,024	1,377	74%



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Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 15, 2008, 9:30pm; Hampton, NH** – Storm restoration efforts are continuing in all of Unitil’s services areas, as they are in many areas throughout New England.

As of 9:05pm, the total number of outages is 25,854 down from the peak of 75,000, including 15,100 customers out in Massachusetts, 9,693 in the Seacoast of NH and 1,061 in the Concord area.

Unitil cannot provide specific estimated restoration times but anticipates that restoration efforts will continue for several days in hard hit areas. Customers who remain without power should plan accordingly. For those needing shelter, they should contact local emergency personnel or call 211. Massachusetts residents can phone 211 or 1-877-211-MASS (6277) or visit the web site [www.http://www.mass211.org/](http://www.mass211.org/). New Hampshire residents can phone 211 or 1-866-444-4211 or visit the web site [www.211.nh.org](http://www.211.nh.org). A list of shelters is also posted on [www.unitil.com](http://www.unitil.com)

As customers experience an outage, they should call their utility at the numbers listed above. If electric service does not resume when their neighborhood is re-energized they should call again to help the utility pinpoint any additional problems.

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After hours calls may be directed through the Unitil Call Center number listed above.

**Specific Town Restoration Information, Last Updated: 12/15/2008 9:05:PM**

**NH: Unitil Energy Systems – Capital**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
BOSCAWEN	45	1,621	2%
BOW	479	3,004	15%
CHICHESTER	4	1,005	0%
CONCORD	130	17,394	0%
EPSOM	185	1,381	13%
WEBSTER	16	400	4%
ALLENSTOWN	12	12	100%
CANTERBURY	25	595	4%
DUNBARTON	100	113	88%
HOPKINTON	55	94	58%
LOUDON	10	123	8%
<b>Totals:</b>	<b>1,061</b>	<b>28,844</b>	<b>4%</b>

Corporate Office

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**NH: Unitil Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK	1,800	4,155	43%
HAMPTON FALLS	600	1,342	44%
HAMPTON	470	5,091	9%
HAMPTON BEACH	100	5,712	1%
STRATHAM	20	3,462	0%
EXETER	50	7,579	0%
KENSINGTON	425	947	44%
KINGSTON	850	3,009	28%
NEWTON	988	2,040	48%
DANVILLE	1,200	1,450	82%
EAST KINGSTON	175	1,046	16%
SOUTH HAMPTON	240	398	60%
PLAISTOW	1,075	3,968	27%
ATKINSON	1,700	2,866	59%
<b>Totals:</b>	<b>9,693</b>	<b>44,230</b>	<b>22%</b>

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	9,911	18,772	52%
LUNENBURG	2,906	4,502	64%
TOWNSEND	1,329	3,819	34%
ASHBY	946	1,377	68%
<b>Totals:</b>	<b>15,100</b>	<b>28,496</b>	<b>53%</b>

ASHBURNHAM	1	1	1	100%
SHIRLEY	7	7	7	100%
WESTMINSTER	0	0	1	0%
W TOWNSEND	0	0	3	0%
ALL OTHERS	0	0	14	0%
<b>Totals:</b>	<b>365</b>	<b>17,701</b>	<b>28,496</b>	<b>62%</b>

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Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

### ***Storm Restoration Update***

**December 16, 2008, 8:10am; Hampton, NH** – Storm restoration efforts continued overnight in all of Unitil's services areas, as they did in many areas throughout New England.

As of 8:05am, the total number of outages is 22,829 down from the peak of 75,000, including 12,299 customers out in Massachusetts, 9,628 in the Seacoast of NH and 902 in the Concord area.

Unitil expects to complete restoration of service to all customers in the Capitol region of New Hampshire in the next 24 hours, except for problems involving service wires to individual homes. Any customer still without electricity is asked to contact Unitil at 1-800-852-3339 to ensure that the company is aware of the problem.

Crew deployments in the Unitil system now total 105 – these crews will continue working round the clock until all customers are restored.

### **For Media Inquiries, please contact:**

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Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 16, 2008, 12:30pm; Hampton, NH.** As of 12:05pm Tuesday, the total number of customer outages across the Unitil system is estimated at 22,821, including 12,291 customers out in Massachusetts, 9,628 in the Seacoast of NH and 902 in the Capital region.

Unitil expects to complete restoration of service to all customers in the Capitol region of New Hampshire in the next 20 hours, except for problems involving service wires to individual homes. Any customer still without electricity is asked to contact Unitil at 1-800-852-3339 to ensure that the company is aware of the problem.

Crew deployments in the Unitil system now total 105 – these crews will continue working round the clock until all customers are restored.

**For Media Inquiries, please contact:**

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After hours calls may be directed through the Unitil Call Center number listed above.

**Specific Town Outage Estimates (Towns with 10 or more)**

**NH: Unitil Energy Systems – Capital**

Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
BOW	479	3,004	15%
CONCORD	130	17,394	0%
EPSOM	70	1,381	5%
WEBSTER	16	400	4%
ALLENSTOWN	12	12	100%
CANTERBURY	25	595	4%
DUNBARTON	100	113	88%
HOPKINTON	55	94	58%
LOUDON	10	123	8%

**NH: Unitil Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK	1,800	4,155	43%
HAMPTON FALLS	600	1,342	44%
HAMPTON	350	5,091	6%

Corporate Office

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HAMPTON BEACH	100	5,712	1%
STRATHAM	500	3,462	14%
EXETER	50	7,579	0%
KENSINGTON	425	947	44%
KINGSTON	650	3,009	21%
NEWTON	888	2,040	43%
DANVILLE	1,200	1,450	82%
EAST KINGSTON	175	1,046	16%
SOUTH HAMPTON	240	398	60%
PLAISTOW	950	3,968	23%
ATKINSON	1,700	2,866	59%

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	7,324	18,772	39%
LUNENBURG	2,684	4,502	59%
TOWNSEND	1,329	3,819	34%
ASHBY	946	1,377	68%



**Advisory Notice:**

*To Report An Outage or To Seek Additional Information:*

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Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 16, 2008, 5:00pm; Hampton, NH.** As of 4:05pm Tuesday, the total number of customer outages across the Unitil system is estimated at 22,204, including 12,039 customers out in Massachusetts, 9,293 in the Seacoast of NH and 872 in the Capital region.

Unitil expects to complete restoration of service to all customers in the Capitol region of New Hampshire in the next 20 hours, except for problems involving service wires to individual homes. Crew deployments in the Unitil system now total 105 – these crews will continue working round the clock until all customers are restored.

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Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

After hours calls may be directed through the Unitil Call Center number listed above.

**Specific Town Outage Estimates (Towns with 10 or more)**

**NH: Unitil Energy Systems – Capital**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
BOW	479	3,004	15%
CONCORD	100	17,394	0%
EPSOM	70	1,381	5%
WEBSTER	16	400	4%
ALLENSTOWN	12	12	100%
CANTERBURY	25	595	4%
DUNBARTON	100	113	88%
HOPKINTON	55	94	58%
LOUDON	10	123	8%
<b>Totals:</b>	<b>872</b>	<b>28,844</b>	<b>3%</b>

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Email: [corp@unitil.com](mailto:corp@unitil.com)

**NH: Until Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK	1,720	4,155	41%
HAMPTON FALLS	600	1,342	44%
HAMPTON	350	5,091	6%
HAMPTON BEACH	100	5,712	1%
STRATHAM	500	3,462	14%
EXETER	50	7,579	0%
KENSINGTON	425	947	44%
KINGSTON	650	3,009	21%
NEWTON	723	2,040	35%
DANVILLE	1,200	1,450	82%
EAST KINGSTON	175	1,046	16%
SOUTH HAMPTON	210	398	52%
PLAISTOW	890	3,968	22%
ATKINSON	1,700	2,866	59%
<b>Totals:</b>	<b>9,293</b>	<b>44,230</b>	<b>21%</b>

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	7,293	18,772	38%
LUNENBURG	2,583	4,502	57%
TOWNSEND	1,209	3,819	31%
ASHBY	946	1,377	68%
ASHBURNHAM	1	1	100%
SHIRLEY	7	7	100%
WESTMINSTER	0	1	0%
W TOWNSEND	0	3	0%
ALL OTHERS	0	14	0%
<b>Totals:</b>	<b>12,039</b>	<b>28,496</b>	<b>42%</b>



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

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 16, 2008, 10:10pm; Hampton, NH.** As of 10:05pm Tuesday, the total number of customer outages across the Unitil system is estimated at 20,621, including 11,814 customers out in Massachusetts, 8,290 in the Seacoast of NH and 517 in the Capital region.

Service restoration for Unitil’s New Hampshire operations is expected to be essentially complete in the Capital area on Wednesday and in the Seacoast area in the subsequent overnight hours, with the exception of individual service issues and subject to potential delay due to weather.

Restoration of all primary circuits in Massachusetts is expected on Thursday in Fitchburg, Friday in Townsend and Lunenburg and on the weekend in Ashby, again subject to weather.

A total of 131 crews are now deployed throughout the Unitil system including crews from Pennsylvania, Ohio and Tennessee. Unitil personnel are directing crews to priority areas based on restoring service to the maximum number of customers in the shortest period of time. All crews have ample materials and supplies for repair work.

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**Specific Town Outage Estimates (Towns with 10 or more)**

**NH: Unitil Energy Systems – Capital**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
BOW	199	3,004	6%
CONCORD	90	17,394	0%
EPSOM	70	1,381	5%
WEBSTER	16	400	4%
ALLENSTOWN	12	12	100%
CANTERBURY	25	595	4%
DUNBARTON	35	113	30%
HOPKINTON	55	94	58%
LOUDON	10	123	8%

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**NH: Unitil Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK	1,720	4,155	41%
HAMPTON FALLS	600	1,342	44%
HAMPTON	350	5,091	6%
HAMPTON BEACH	100	5,712	1%
STRATHAM	440	3,462	12%
EXETER	50	7,579	0%
KENSINGTON	395	947	41%
KINGSTON	650	3,009	21%
NEWTON	450	2,040	22%
DANVILLE	1,200	1,450	82%
EAST KINGSTON	175	1,046	16%
SOUTH HAMPTON	110	398	27%
PLAISTOW	350	3,968	8%
ATKINSON	1,700	2,866	59%

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	7,293	18,772	38%
LUNENBURG	2,358	4,502	52%
TOWNSEND	1,209	3,819	31%
ASHBY	946	1,377	68%



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Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

### **Storm Restoration Update**

**December 17, 2008, 7:30am Hampton, NH.** As of 7:05pm Wednesday, the total number of customer outages across the Unitil system is estimated at 17,643, including 11,172 customers out in Massachusetts, 6,471 in the Seacoast of NH and 271 in the Capital region.

Service restoration for Unitil's New Hampshire operations is expected to be essentially complete in the Capital area on Wednesday and in the Seacoast area in the subsequent overnight hours, with the exception of individual service issues and subject to potential delay due to weather.

Restoration of all primary circuits in Massachusetts is expected on Thursday in Fitchburg, Friday in Townsend and Lunenburg and on the weekend in Ashby, again subject to weather.

A total of 131 crews are now deployed throughout the Unitil system including crews from Pennsylvania, Ohio and Tennessee. Unitil personnel are directing crews to priority areas based on restoring service to the maximum number of customers in the shortest period of time. All crews have ample materials and supplies for repair work.

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**Specific Town Outage Estimates (Towns with 10 or more)**

**NH: Unitol Energy Systems – Capital**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
BOW	91	3,004	3%
CONCORD	20	17,394	-
EPSOM	22	1,381	1%
WEBSTER	16	400	4%
CANTERBURY	25	595	4%
DUNBARTON	35	113	30%
HOPKINTON	55	94	58%
<b>Totals:</b>	<b>271</b>	<b>28,844</b>	<b>1%</b>

**NH: Unitol Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK	900	4,155	21%
HAMPTON FALLS	725	1,342	54%
HAMPTON	155	5,091	3%
HAMPTON BEACH	100	5,712	1%
STRATHAM	100	3,462	2%
EXETER	50	7,579	-
KENSINGTON	360	947	38%
KINGSTON	400	3,009	13%
NEWTON	450	2,040	22%
DANVILLE	900	1,450	62%
EAST KINGSTON	300	1,046	28%
SOUTH HAMPTON	110	398	27%
PLAISTOW	50	3,968	1%
ATKINSON	1,600	2,866	55%
<b>Totals:</b>	<b>6,200</b>	<b>44,230</b>	<b>14%</b>

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	7,033	18,772	37%
LUNENBURG	2,260	4,502	50%

TOWNSEND	985	3,819	25%
ASHBY	886	1,377	64%
<b>Totals:</b>	<b>11,172</b>	<b>28,496</b>	<b>39%</b>



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Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

### **Storm Restoration Update**

**December 17, 2008, 11:30am Hampton, NH.** As of 11:05pm Wednesday, the total number of customer outages across the Unitil system is estimated at 17,218, including 10,779 customers out in Massachusetts, 6,200 in the Seacoast of NH and 218 in the Capital region.

Subject to the impacts of today's bad weather, service restoration for Unitil's New Hampshire operations is expected to be essentially complete in the Capital area on Wednesday and in the Seacoast area in the subsequent overnight hours, with the exception of individual service issues.

Restoration of all primary circuits in Massachusetts is expected on Thursday in Fitchburg, Friday in Townsend and Lunenburg and on the weekend in Ashby, again subject to weather.

A total of 131 crews are now deployed throughout the Unitil system including crews from Pennsylvania, Ohio and Tennessee. Unitil personnel are directing crews to priority areas based on restoring service to the maximum number of customers in the shortest period of time. All crews have ample materials and supplies for repair work.

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Unitil Massachusetts 1-888-301-7700

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**Specific Town Outage Estimates (Towns with 10 or more)**

**NH: Unittel Energy Systems – Capital**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
BOW	76	3,004	2%
EPSOM	22	1,381	1%
WEBSTER	16	400	4%
CANTERBURY	25	595	4%
DUNBARTON	35	113	30%
HOPKINTON	55	94	58%
<b>Totals:</b>	<b>239</b>	<b>28,844</b>	<b>1%</b>

**NH: Unittel Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK	900	4,155	21%
HAMPTON FALLS	725	1,342	54%
HAMPTON	155	5,091	3%
STRATHAM	100	3,462	2%
EXETER	50	7,579	-
KENSINGTON	360	947	38%
KINGSTON	400	3,009	13%
NEWTON	450	2,040	22%
DANVILLE	900	1,450	62%
EAST KINGSTON	300	1,046	28%
SOUTH HAMPTON	110	398	27%
PLAISTOW	50	3,968	1%
ATKINSON	1,600	2,866	55%
<b>Totals:</b>	<b>6,200</b>	<b>44,230</b>	<b>14%</b>

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	6,640	18,772	35%
LUNENBURG	2,260	4,502	50%
TOWNSEND	985	3,819	25%
ASHBY	886	1,377	64%
<b>Totals:</b>	<b>10,779</b>	<b>28,496</b>	<b>38%</b>



### **Advisory Notice:**

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Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

### **Storm Restoration Update**

**December 17, 2008, 5:00pm Hampton, NH.** As of 5:00pm Wednesday, the total number of customer outages across the Unitil system is estimated at 16,028, including 10,176 customers out in Massachusetts, 5,852 in the Seacoast of NH and 117 in the Capital region.

Service restoration for Unitil's New Hampshire Capital and Seacoast operations is expected to be essentially complete Wednesday evening for all but roughly 1,000 Seacoast customers, with the exception of individual service issues.

Restoration of all primary circuits in Massachusetts is expected on Thursday in Fitchburg, Friday in Townsend and Lunenburg and on the weekend in Ashby, subject to weather.

A total of 131 crews are now deployed throughout the Unitil system including crews from Pennsylvania, Ohio and Tennessee. Unitil personnel are directing crews to priority areas based on restoring service to the maximum number of customers in the shortest period of time. All crews have ample materials and supplies for repair work.

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**Specific Town Outage Estimates (Towns with 10 or more)**

**NH: Unitol Energy Systems – Capital**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
BOW	76	3,004	2%
EPSOM	15	1,381	1%
WEBSTER	16	400	4%
<b>Totals:</b>	<b>117</b>	<b>28,844</b>	<b>-</b>

**NH: Unitol Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK	900	4,155	21%
HAMPTON FALLS	725	1,342	54%
HAMPTON	155	5,091	3%
HAMPTON BEACH	100	5,712	1%
STRATHAM	90	3,462	2%
EXETER	200	7,579	2%
KENSINGTON	260	947	27%
KINGSTON	350	3,009	11%
NEWTON	450	2,040	22%
DANVILLE	650	1,450	44%
EAST KINGSTON	300	1,046	28%
PLAISTOW	50	3,968	1%
ATKINSON	1,495	2,866	52%
<b>Totals:</b>	<b>5,735</b>	<b>44,230</b>	<b>13%</b>

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	6,220	18,772	33%
LUNENBURG	2,200	4,502	48%
TOWNSEND	985	3,819	25%
ASHBY	763	1,377	55%
ASHBURNHAM	1	1	100%
SHIRLEY	7	7	100%
WESTMINSTER	0	1	0%
W TOWNSEND	0	3	0%
ALL OTHERS	0	14	0%
<b>Totals:</b>	<b>10,176</b>	<b>28,496</b>	<b>36%</b>



### **Advisory Notice:**

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Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

### **Storm Restoration Update**

**December 17, 2008, 9:30pm Hampton, NH.** As of 9:00pm Wednesday, the total number of customer outages across the Unitil system is estimated at 14,794, including 9,842 customers out in Massachusetts, 4855 in the Seacoast of NH and 97 in the Capital region.

Service restoration for Unitil's New Hampshire Capital and Seacoast operations is expected to be essentially complete Wednesday evening for all but roughly 1,000 Seacoast customers, and with the exception of individual service issues.

Restoration of all primary circuits in Massachusetts is expected on Thursday in Fitchburg, Friday in Townsend and Lunenburg and on the weekend in Ashby, subject to weather.

A total of 131 crews are now deployed throughout the Unitil system including crews from Pennsylvania, Ohio and Tennessee. Unitil personnel are directing crews to priority areas based on restoring service to the maximum number of customers in the shortest period of time. All crews have ample materials and supplies for repair work.

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Unitil Massachusetts 1-888-301-7700

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**Specific Town Outage Estimates (Towns with 10 or more)**

**NH: Unitil Energy Systems – Capital**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
BOSCAWEN	2	1,621	-
BOW	56	3,004	1%
EPSOM	15	1,381	1%
WEBSTER	16	400	4%
<b>Totals:</b>	<b>97</b>	<b>28,844</b>	<b>0%</b>

**NH: Unitil Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK	900	4,155	21%
HAMPTON FALLS	725	1,342	54%
HAMPTON	100	5,091	1%
HAMPTON BEACH	100	5,712	1%
STRATHAM	120	3,462	3%
EXETER	100	7,579	1%
KENSINGTON	150	947	15%
KINGSTON	250	3,009	8%
NEWTON	400	2,040	19%
DANVILLE	650	1,450	44%
EAST KINGSTON	300	1,046	28%
PLAISTOW	50	3,968	1%
ATKINSON	1,000	2,866	34%
<b>Totals:</b>	<b>4,855</b>	<b>44,230</b>	<b>11%</b>

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	5,979	18,772	31%
LUNENBURG	2,200	4,502	48%
TOWNSEND	985	3,819	25%
ASHBY	670	1,377	48%
<b>Totals:</b>	<b>9,842</b>	<b>28,496</b>	<b>35%</b>



### **Advisory Notice:**

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Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

### **Storm Restoration Update**

**December 18, 2008, 6:30pm Hampton, NH.** As of 6:05pm Thursday, the total number of customer outages across the Unitil system is estimated at 11,713 down from the peak of 75,000. Service outages include 8,537 customers out in Massachusetts, 3,170 in the Seacoast of NH and 6 in the Capital region.

The recovery process has been extraordinarily difficult for all affected utilities due to the intensity and scale of the damage on the utility system. This has required extensive rebuilding of circuits and components to a degree our crews have never seen before. They are working incredibly hard in very difficult conditions and they have earned our utmost respect for their dedication to the public.

Restoration efforts are continuing in the Seacoast region of New Hampshire and are expected to be completed, with the exception of individual service issues, in the morning.

Restoration efforts will be continuing overnight and into Friday for the City of Fitchburg and into the weekend in Townsend, Lunenburg and Ashby, with continuing work as required to address individual service issues.

Crew deployments will be continuing on a 24 hour basis and will continue through the impending storm, which, depending on the nature of the storm, could hamper some restoration effort or create additional outages on the Unitil system.

A total of 134 crews are now deployed throughout the Unitil system including crews from Pennsylvania, Ohio and Tennessee. Unitil personnel are directing crews to priority areas based on restoring service to the maximum number of customers in the shortest period of time. All crews have ample materials and supplies to complete repair work.

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**Specific Town Outage Estimates (towns with more than 10)**

**NH: Unitil Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
SEABROOK	300	4,155	7%
HAMPTON FALLS	450	1,342	33%
HAMPTON	100	5,091	1%
HAMPTON BEACH	50	5,712	-
STRATHAM	90	3,462	2%
EXETER	120	7,579	1%
KENSINGTON	225	947	23%
KINGSTON	350	3,009	11%
NEWTON	200	2,040	9%
DANVILLE	500	1,450	34%
EAST KINGSTON	100	1,046	9%
SOUTH HAMPTON	35	398	8%
PLAISTOW	400	3,968	10%
ATKINSON	250	2,866	8%

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town	% of Town Interrupted
FITCHBURG	4,784	18,772	25%
LUNENBURG	2,200	4,502	48%
TOWNSEND	876	3,819	22%
ASHBY	670	1,377	48%



### **Advisory Notice:**

*To Report An Outage or To Seek Additional Information:*

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

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

### **Storm Restoration Update**

**December 19, 2008, 7:00am Hampton, NH.** Overnight the total number of customer outages across the Unitil system declined by almost 40% and is currently estimated at 7,401, down from the peak of 75,000. Service outages include 5,496 customers out in Massachusetts, 1,899 in the Seacoast of NH and 6 in the Capital region.

A total of 135 crews are deployed in the restoration effort. Good progress is expected through the morning and crews will be working through the storm as visibility allows. Safety is of utmost priority.

The recovery process has been extraordinarily difficult for all affected utilities due to the intensity and scale of the damage on the utility system. This has required extensive rebuilding of circuits and components to a degree our crews have never seen before. They are working incredibly hard in very difficult conditions and they have earned our utmost respect for their dedication to the public.

Restoration efforts will continue to be focused on the hard hit areas of Seacoast and Southeast New Hampshire and in the City of Fitchburg and the towns of Townsend, Lunenburg and Ashby in Massachusetts.

#### **For Media Inquiries, please contact:**

Stephanye Schuyler, 603-773-6465, [schuyler@unitil.com](mailto:schuyler@unitil.com)

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Phone: 603-772-0775

Fax: 603-773-6605

Email: [corp@unitil.com](mailto:corp@unitil.com)

**Specific Town Outage Estimates (Towns with 10 or more)**

**NH: Unital Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town
SEABROOK	100	4,155
HAMPTON FALLS	65	1,342
HAMPTON	105	5,091
HAMPTON BEACH	50	5,712
STRATHAM	19	3,462
EXETER	240	7,579
KENSINGTON	100	947
KINGSTON	605	3,009
NEWTON	200	2,040
DANVILLE	140	1,450
EAST KINGSTON	55	1,046
SOUTH HAMPTON	10	398
PLAISTOW	170	3,968
ATKINSON	40	2,866

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town
FITCHBURG	2,483	18,772
LUNENBURG	1,829	4,502
TOWNSEND	532	3,819
ASHBY	645	1,377



**Advisory Notice:**

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Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 19, 2008, 8:30pm Hampton, NH.** Restoration efforts have continued through the day in all Unitil service areas. The total number of customers out in the Unitil system is currently estimated at 6,099, down from the peak of 75,000. The outages remaining in Massachusetts are estimated at 4,829 and the outages remaining in Unitil's New Hampshire Seacoast area are estimated at 1,250.

In addition to the 135 crews presently deployed to Unitil's restoration effort, an additional 47 crews have been released by National Grid and have been picked up by Unitil as well as 2 crews released by the New Hampshire Electric Cooperative. These crews will bring the total number of crews working on the Unitil system to 184. Forty additional crews will be deployed tomorrow in Unitil's Massachusetts service area, and 11 additional crews in Unitil's New Hampshire Seacoast area.

The company will continue to work through the storm as long as visibility permits, and currently expects all major lines in the Seacoast area and in Fitchburg to be in service by tomorrow morning, leaving small pockets and individual services remaining to be addressed. Townsend, Lunenburg and Ashby, the hardest hit areas, are expected to reach a similar point in the restoration one day later.

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**Specific Town Outage Estimates (Towns with 10 or more)**

**NH: Unitil Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town
SEABROOK	21	4,155
HAMPTON FALLS	30	1,342
HAMPTON	40	5,091
HAMPTON BEACH	50	5,712
STRATHAM	19	3,462
EXETER	240	7,579
KENSINGTON	40	947
KINGSTON	375	3,009
NEWTON	100	2,040

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DANVILLE	100	1,450
EAST KINGSTON	55	1,046
SOUTH HAMPTON	10	398
PLAISTOW	170	3,968

**MA: Fitchburg Gas and Electric**

Name	Number of Customers Interrupted	Number of Customers Served in Town
FITCHBURG	2,173	18,772
LUNENBURG	1,526	4,502
TOWNSEND	478	3,819
ASHBY	645	1,377



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Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 20, 2008, 8:00am Hampton, NH.** Restoration efforts continued overnight on the Unitil system and plans were finalized for crew deployments through the day today. Unitil was finally able to secure additional crews overnight that have been released by other utilities, as well as to reassign crews from the Capital New Hampshire area where restoration is complete. Unitil will be fielding a total of 182 crews across its system, 126 of which are in its MA service area - perhaps one of the most intensive crew deployments per customer outage on record.

The total number of customers out in the Unitil system is currently estimated at 5,079 representing an overall restoration progress of about 93%. Remaining outages in Massachusetts are estimated at 4,243, with 836 remaining in Unitil's New Hampshire Seacoast area.

Restoration is expected to be complete in all areas, with the exception of a handful of individual service issues in the hardest hit towns, by Sunday night.

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**Specific Town Outage Estimates (Towns with more than 10)**

**NH: Unitil Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town
SEABROOK	21	4,155
HAMPTON	20	5,091
HAMPTON BEACH	20	5,712
EXETER	100	7,579
KENSINGTON	40	947
KINGSTON	200	3,009
NEWTON	100	2,040
DANVILLE	80	1,450
EAST KINGSTON	55	1,046
SOUTH HAMPTON	20	398
PLAISTOW	150	3,968

**MA: Fitchburg Gas and Electric**

Name	Number of Customers Interrupted	Number of Customers Served in Town
FITCHBURG	2,040	18,772
LUNENBURG	1,526	4,502
TOWNSEND	170	3,819
ASHBY	500	1,377

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**Storm Restoration Update**

**December 20, 2008, 7:00pm Hampton, NH.** With the addition of new crews being deployed to the devastated portions of Unitil's service territories in New Hampshire and Massachusetts, progress continued in the companies efforts to restore service to customers.

The total number of customers out in the Unitil system is currently estimated at 4,174; including an estimated 3,849 in Massachusetts and 325 in Unitil's New Hampshire Seacoast area.

The number of crews deployed in the Unitil system today reached 177, with 128 in Massachusetts. A significant contingent of additional crews and support personnel are being provided by National Grid and will be on the ground tomorrow to assist in the restoration effort.

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**Specific Town Outage Estimates (Towns with more than 10)**

**NH: Unitil Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town
EXETER	45	7,579
KINGSTON	55	3,009
NEWTON	60	2,040
PLAISTOW	130	3,968

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town
FITCHBURG	1,963	18,772
LUNENBURG	1,376	4,502
TOWNSEND	158	3,819
ASHBY	345	1,377

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Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 21, 2008, 8:00am Hampton, NH.** Within the last 24 hours, Unitil has more than doubled the personnel and crew resources being deployed in its Massachusetts service area in Fitchburg, Lunenburg, Ashby and Townsend. Yesterday 40 crews released by National Grid were added to the work force, and this morning an additional 50 line crews, 28 tree crews, a full complement of engineering and operations support personnel and materials and supplies from National Grid are being deployed.

Restoration of electric service to Unitil customers in New Hampshire is nearing completion.

The total number of customers out in the Unitil system is currently estimated at 3,920 including an estimated 3,783 in Massachusetts and 137 in Unitil's New Hampshire Seacoast area.

The number of crews deployed in the Unitil system today will total approximately 250; 206 of which will be in Massachusetts.

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**Specific Town Outage Estimates (Towns with more than 10)**

**NH: Unitil Energy Systems – Seacoast**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town
KINGSTON	55	3,009
NEWTON	30	2,040
PLAISTOW	20	3,968

**MA: Fitchburg Gas and Electric**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town
FITCHBURG	1,907	18,772
LUNENBURG	1,376	4,502
TOWNSEND	148	3,819
ASHBY	345	1,377

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Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 21, 2008, 10:00pm Fitchburg, MA.**

The total number of customers out in the Unitil system is currently estimated at 2,538 in Massachusetts plus a few dozen individual service outages in Unitil's New Hampshire Seacoast area.

Since Friday, Unitil has more than doubled the personnel and crew resources being deployed in its Massachusetts service area in Fitchburg, Lunenburg, Ashby and Townsend. Yesterday 40 crews released by National Grid were added to the work force, and this morning an additional 50 line crews, 28 tree crews, 2 transmission crews, a full complement of engineering and operations support personnel and materials and supplies from National Grid were deployed.

The number of crews deployed in the Unitil system today totaled 216 in Massachusetts and 45 in New Hampshire. An additional 50 crews have been released by National Grid to Unitil, and Unitil will bring 30 crews from New Hampshire for deployment on Monday, bringing the total crew deployment in Massachusetts to 296.

**Outage estimates by Town in Massachusetts**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town
FITCHBURG	1,533	18,772
LUNENBURG	528	4,502
TOWNSEND	148	3,819
ASHBY	322	1,377

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Unitil Massachusetts 1-888-301-7700

**Storm Restoration Update**

**December 22, 2008, 10:00am Fitchburg, MA.**

The total number of customers out in the Unitil system declined yesterday to 2,538, all in Massachusetts, plus a few dozen individual service outages in Unitil's New Hampshire Seacoast area.

Since Friday, Unitil has more than doubled the personnel and crew resources being deployed in its Massachusetts service area in Fitchburg, Lunenburg, Ashby and Townsend. Saturday 40 crews were released by National Grid were added to the work force, and on Sunday an additional 50 line crews, 28 tree crews, 2 transmission crews, a full complement of engineering and operations support personnel and materials and supplies from National Grid were deployed. An additional 80 crews have been released by National Grid to Unitil, and Unitil will bring 30 crews from New Hampshire for deployment today, bringing the total crew deployment in Massachusetts to more than 320.

Unitil expects to be substantially complete with the restoration tomorrow, except for scattered individual issues and potentially some cleanup work in Ashby.

**Outage estimates by Town in Massachusetts (as of end of day Sunday)**

Town Name	Number of Customers Interrupted	Number of Customers Served in Town
FITCHBURG	1,533	18,772
LUNENBURG	528	4,502
TOWNSEND	148	3,819
ASHBY	322	1,377

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### ***Storm Restoration Update***

**December 23, 2008, 8:15am Fitchburg, MA.**

In the past 24 hours, the total number of customers out in the Unitil service territory in North Central Massachusetts declined by more than half. The number of customers out is now estimated at 1,173, including 787 in Fitchburg, 59 in Lunenburg, 35 in Townsend and 292 in Ashby.

The total crew count deployed to the Unitil system yesterday including all crew types reached approximately 320 and remains unchanged today.

Restoration is expected to be substantially complete today, with the possible exception of one circuit in southwest Ashby which sustained extreme damage.

**For Media Inquiries, please contact the Unitil Call Center at 888-301-7700.**

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Unitil Massachusetts 1-888-301-7700

***Storm Restoration Update***

**December 24, 2008, 1pm Fitchburg, MA.**

Restoration of electric service in Unitil's service territory in Massachusetts is substantially complete, with the exception of individual service problems which are being addressed by crews today. Crews will be available and on call throughout the week and into the weekend to address any new electric service problems that may arise.

**For Media Inquiries, please contact the Unitil Call Center at 888-301-7700.**

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## **Advisory Notice:**

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Unitil Energy Systems, Seacoast area 1-800-582-7276  
Unitil Massachusetts 1-888-301-7700

### ***Statement on Estimated Bills -***

December 29, 2008: Utility bills are issued on a regular monthly billing cycle, spread out over the month. Some customers get their bills earlier in the month, and some get their bills later.

When the utility is unable to get a valid meter reading for a given customer, an estimated bill is computed using kilowatt-hour data from the prior year. In the following month, when a valid meter reading is again available, the kilowatt-hour data is trued up – the sum of the kilowatt-hours billed for the two months is equal to the actual meter reading for the two month period.

Due to the extended outages from the ice storm, a larger number of customers have received estimated bills than is normal.

Customers who have concerns about this procedure can call the company on the regular customer service line.

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## **EMERGENCY SHELTERS**

Below is a partial list of emergency shelters available in the Unitil service territories. If you need shelter we recommend you call the local municipal emergency officials for more information:

### **Massachusetts**

#### Ashby and Townsend

Ashby Elementary School – daytime shelter 10am-7pm.

#### Fitchburg

Senior Center at 14 Wallace Ave.

#### Lunenburg

Turkey Hill Middle School at 129 Northfield Road.

### **New Hampshire**

#### Exeter

Exeter High School at 1 Blue Hawk Drive

#### Hampstead

Hampstead Middle School at 28 School Street

#### Hampton

Hampton Police Department at 100 Brown Ave

#### Kingston

Sanborn Regional High School at 17 Danville Road

#### Seabrook

Seabrook Recreation Department, 311 Lafayette Rd.

*Bring your own bedding and personal items*

#### Red Cross – Granite State Chapter

To find the shelter nearest you, please call 1-800-464-6692

#### Corporate Office

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Fax: 603-773-6605

Email: corp@unitil.com



## EMERGENCY SHELTERS

Below is a partial list of emergency shelters available in the Unitil service territories. If you need shelter we recommend you call the local municipal emergency officials for more information:

### Massachusetts

#### Ashby and Townsend

Hawthorne Brook Middle School, at 64 Brookline Road in Townsend.  
Ashby Elementary School – daytime shelter 10 am – 7 pm

#### Fitchburg

Senior Center at 14 Wallace Ave.

#### Lunenburg

Turkey Hill Middle School at 129 Northfield Road.

### New Hampshire

#### Exeter

Exeter High School at 1 Blue Hawk Drive

#### Hampstead

Hampstead Middle School at 28 School Street

#### Kingston

Sanborn Regional High School at 17 Danville Road

#### Seabrook

Seabrook Recreation Department, 311 Lafayette Rd.  
*Bring your own bedding and personal items*

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## **EMERGENCY SHELTERS**

Because of the extensive damage caused by the ice storm, Unitil estimates it will take days to restore power to its customers. Below is a partial list of emergency shelters in the Unitil service territories:

### **Massachusetts**

#### Ashby and Townsend

Hawthorne Brook Middle School, at 64 Brookline Road in Townsend.

#### Fitchburg

Memorial Jr. High School at 615 Rollstone St.  
Senior Center at 14 Wallace Ave.

#### Lunenburg

Turkey Hill Middle School at 129 Northfield Road.

### **New Hampshire**

#### Brentwood

Brentwood Fire Station at 148 Crawley Falls Road

#### Concord

Green Street Community Center at 39 Green Street (Behind City Hall)

#### Danville

Danville Town Hall at 210 Main Street, Danville NH

#### Exeter

Exeter High School at 1 Blue Hawk Drive

#### Hampstead

Hampstead Middle School at 28 School Street

#### Hampton

Hampton Police Department at 100 Brown Ave

#### Kingston

Sanborn Regional High School at 17 Danville Road

#### Seabrook

Seabrook Recreation Department, 311 Lafayette Rd.  
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### **Massachusetts**

#### Ashby and Townsend

Hawthorne Brook Middle School, at 64 Brookline Road in Townsend.

#### Fitchburg

Memorial Jr. High School at 615 Rollstone St., and the Senior Center at 14 Wallace Ave.

#### Lunenburg

Turkey Hill Middle School at 129 Northfield Road.

### **New Hampshire**

#### Brentwood

Brentwood Fire Station at 148 Crawley Falls Road

#### Concord

Green Street Community Center at 39 Green Street (Behind City Hall)

#### Danville

Danville Town Hall at 210 Main Street, Danville NH

#### Exeter

Exeter High School at 1 Blue Hawk Drive

#### Hampstead

Hampstead Middle School at 28 School Street

#### Hampton

Hampton Police Department at 100 Brown Ave

#### Kingston

Sanborn Regional High School at 17 Danville Road

#### Seabrook

Seabrook Recreation Department, 311 Lafayette Rd.  
*Bring your own bedding and personal items*

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Below is a partial list of emergency shelters available in the Unitil service territories. If you need shelter we recommend you call the local municipal emergency officials for more information:

### **Massachusetts**

#### Ashby and Townsend

Hawthorne Brook Middle School, at 64 Brookline Road in Townsend.

#### Fitchburg

Reingold Elementary School, 70 Reingold Ave.  
Memorial Jr. High School at 615 Rollstone St., and the  
Senior Center at 14 Wallace Ave.

#### Lunenburg

Turkey Hill Middle School at 129 Northfield Road.

### **New Hampshire**

#### Brentwood

Brentwood Fire Station at 148 Crawley Falls Road

#### Concord

Green Street Community Center at 39 Green Street (Behind City Hall)

#### Danville

Danville Town Hall at 210 Main Street, Danville NH

#### Exeter

Exeter High School at 1 Blue Hawk Drive

#### Hampstead

Hampstead Middle School at 28 School Street

#### Hampton

Hampton Police Department at 100 Brown Ave

#### Kingston

Sanborn Regional High School at 17 Danville Road

#### Seabrook

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## Frequently Asked Questions:

### **Question: Why is it taking so long to restore power?**

The ice storm caused severe damage to the electrical system in many areas of New Hampshire and Massachusetts as the result of trees and limbs breaking and falling on overhead electrical equipment. Many roads were completely impassable which requires slow and careful clearing before electrical repairs can even begin. The severe damage also impacted all components of the electrical system. Electricity flows from transmission lines to substations and across many miles of primary and secondary lines before reaching your home. This storm caused extensive damage on all of those components – they must be repaired in a careful and deliberate sequence, the last part of which may be the lines on your street or the service in your yard. Our crews are also reporting that the damage on some circuits is the worst they have ever seen – in some case every piece of equipment including poles, cross-arms, wires, fuses, transformers and side taps are damaged or destroyed requiring time-consuming repairs.

While most of the main roads and many of the populated areas appear almost normal, damage in rural areas and on secondary roads is significant. Many customers are not aware of the magnitude of the damage because it isn't visible in all areas, and many areas have largely returned to normalcy. This has caused frustration because customers do not understand why their service hasn't been restored when most other residents and businesses seem to have power. Dozens of crews are working around the clock to restore power, but they are deployed in areas hardest hit where extensive damage must be repaired.

### **Can't you bring in more crews?**

Because of the extent of the damage, every available utility crew in New England was deployed immediately in response to the storm – including all Unitil crews. Request for mutual aid from other utilities also went out, and they responded, sending hundreds of trained utility crews from the Mid-Atlantic, the Mid-West and Canada. These crews need to be organized and then they need to travel long distances, resting as required, before being deployed. Unitil normally has 15 utility line crews and about six tree crews available – since the beginning of the storm the crew count has ramped up consistently to a total of 115 crews – the last of which arrived from Tennessee. Every available crew within driving distance to New England has been deployed to this region.

### **Why don't I have power when other customers in my area do?**

This could be because the customers are on a different circuit which had less damage (or no damage). They could also have generators. But quite often it can be because you are located further out on the circuit and repairs still need to be made before power is restored to your house. The damage may also be just to your own electric service line – it can be frustrating but in a major storm event these individual services are the last part of the system to get addressed. Unitil always works to maximize restoration to the largest number of customers possible. Repairs are prioritized based on how many customers are affected. This means that crews may pass over smaller outages in order to restore larger outages first. While this may be frustrating for customers affected by smaller outages, it ensures that the most homes possible have heat and electricity as early as possible. If repairs were not prioritized in this way, restoration would take longer, and many more customers would be without electric service.

### **How does a utility decide who to restore first?**

Each utility will try to restore power to critical facilities – police, fire, hospitals and similar facilities – as quickly as possible. In addition, a utility will always try to restore the largest number of customers in the shortest amount of time. To customers, the restoration process may appear disorganized as crews may work on one street and then leave to work elsewhere before everyone on the street has power. But restoration from a major outage is, in fact, a tightly organized and very disciplined effort that works in a defined sequence – major circuits first – minor circuits and side taps later – individual services last.

### **I don't see any Unitil trucks. Where are they?**

Unitil's distribution system is very spread out and has thousands of circuit miles, most of which are in rural areas and on secondary roads. Even a large number of crews may seem to be hard to find. In addition, major circuits often are not located along major roads and in some cases are in rights-of-way that are not visible at all. Being able to see trucks in action can have a positive psychological effect – but our goal is to restore customers even if that means concentrating crews in less visible areas. Every Unitil crew, and all the outside crews, have been working a 24-hour rotation since Friday – 16 hours on – 8 hours off. And they will continue to do so until electric service has been restored to all customers.

### ***To Report An Outage or To Seek Additional Information:***

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

Unitil Energy Systems, Capital area 1-800-852-3339

Unitil Energy Systems, Seacoast area 1-800-582-7276

Unitil Massachusetts 1-888-301-7700



## **Statement on Expected Service Restoration Times: Tuesday, December 16, 6PM.**

Unitil provides the following updates on the status of the restoration, with the caveat that bad weather could delay the restoration effort:

New Hampshire Capital Area (including Concord and Bow) – restoration is expected to be essentially complete tomorrow, Wednesday, with the exception of individual service issues.

New Hampshire Seacoast Area (including Seabrook, Stratham and the Atkinson area) – repairs on primary circuits will continue through the day tomorrow, Wednesday. Restoration is expected to be essentially complete with the exception of individual service issues in the overnight hours.

Fitchburg – restoration of primary circuits is expected to be complete by end of calendar day Thursday.

Townsend and Lunenburg – restoration of primary circuits is expected to be complete by end of calendar day Friday.

Ashby – restoration of primary circuits is expected to be complete this weekend.

A total of 130 crews are now deployed throughout the Unitil system including crews from Pennsylvania, Ohio and Tennessee. Unitil personnel are directing crews to priority areas based on restoring service to the maximum number of customers in the shortest period of time. All crews have ample materials and supplies for repair work.

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### **Media Inquiries:**

Stephanye Schuyler, 603-773-6465, [schuyler@unitil.com](mailto:schuyler@unitil.com)

After hours calls may be directed through the Unitil Call Center number listed above.

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**Robert G. Schoenberger**

Chairman of the Board  
& Chief Executive Officer

## **Statement from Robert G. Schoenberger, Chairman and Chief Executive Officer**

Last Thursday night, an ice storm struck New England with devastating consequences for electric service. An estimated one million customers lost service in Massachusetts and New Hampshire – among them 75,000 (almost 75%) of Unitil's electric customers. All of our Massachusetts service territory in Fitchburg, Ashby, Lunenburg and Townsend was out – when the transmission system was restored, the percentage of customers out dropped from 100% to 85%. Outages in the New Hampshire Seacoast peaked at about two-thirds of all customers and in the Capital region at one-third. This is the worst storm (by a wide margin) to ever impact the company.

The Governors of both the State of NH and Massachusetts declared a state of emergency. Over the past three days, National Guard, municipal emergency personnel and utility crews have been working together to address public safety, clear roads and work to restore the electric system. This is likely to continue for several days in many areas.

In New Hampshire, we expect restoration to be complete in most areas by Wednesday evening with the exception of some problems involving service wires to individual homes. In Massachusetts, where the ice damage to the utility system was far greater, restoration may not be completed until next weekend. Dozens of crews are currently working in the hardest hit areas, but extensive reconstruction is required before these areas can have service restored.

We have brought in outside crews from as far away as Pennsylvania, Ohio and Tennessee to assist Unitil's restoration efforts. I visited a number of crews from Philadelphia Electric working in and around Fitchburg yesterday. They commented that they had never seen such devastation. The number of line and tree crews deployed in the Unitil system was 94 yesterday (including crews from Pennsylvania and Ohio) and is expected to reach 118 today with the addition of 24 crews from Tennessee – an unprecedented effort. In addition, all engineering, operations, Call Center and a large number of supporting personnel have been dedicated to the response and restoration effort on a 24 hour basis.

Outage counts are being brought down – but the damage is extensive and repair and restoration will continue through the week. In some areas virtually every single circuit, fuse, side tap and lateral has been impacted. We are prioritizing our response efforts to achieve maximum customer restorations in the shortest possible amount of time.

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The dedication and commitment that all Unitil employees as well as state and local emergency personnel, public works crews, local volunteers and contract personnel have shown in dealing with the crisis has been impressive. But the effort will not be complete and we will not stand down until every customer has been restored.

Finally, I know our customers impacted by the outage are anxious and frustrated. Being without heat and power for an extended period of time, and without the necessities and amenities that electric service provides, can be very difficult. The local communities have done an excellent job organizing, staffing and provisioning emergency shelters for those most in need. And I am impressed with the patience and understanding of the vast majority of customers and public officials who understand the scope of damage we are dealing with and the effort we have undertaken to restore service as quickly as possible.

We will continue to work around the clock until electric service to every Unitil customer has been restored.

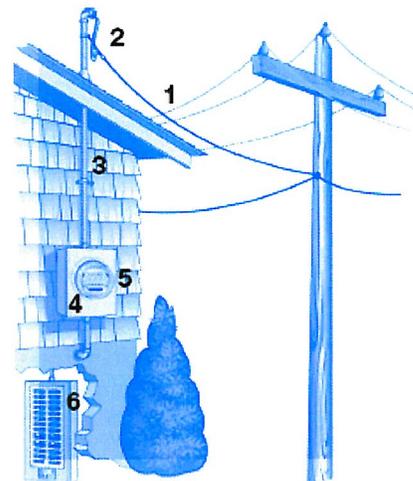
## Tips on Preparing for Power Restoration

- After an extended outage, the electrical system is energized sequentially from transmission delivery points through primary then secondary circuits and finally to individual homes. It may take time for the system to stabilize and for power to be fully restored. Additionally, power outages can occur well after the storm due to damaged equipment or weakened trees and limbs.
- Your premises may also need to be prepared for the restoration. Most appliances and equipment should be switched off – but make sure a light is on that will alert you to power being restored. If your home has flooding or other damage, you should consult with contractors to arrange for any needed repairs.
- If the wiring on the outside of your house has been damaged it will need to be repaired (see below). In addition, in the case of storm-damaged trees or debris, the local municipality is responsible for clearing roads and public ways, but you may need to arrange for clean-up on your own property - check with your local municipality.
- Once power is restored, reconnect your appliances one at a time to avoid overloading your circuits. After a prolonged outage, check any food in your refrigerator or freezer carefully - if in doubt, throw it out.

## Your Responsibilities in the Repair of Electric Service

The utility is responsible for repairing the overhead electrical lines that run from the utility pole to your residence (see #1 on diagram), and for the electric meter (#5). You must make repairs to other parts of your electrical system, including:

- The weatherhead and insulator (#2) at the point where electric lines connect to your residence.
- The service entrance cable (#3) running from the weatherhead to the electric meter and from the electric meter to the service panel in your home.
- The meter box (see #4) in which your electric meter is mounted.
- The main service panel (see #6) which includes the fuse boxes and/or circuit breakers for the electric service in your home.



### In hiring a contractor for post-storm services, consider the following:

- Contractors may charge different fees for the same job – ideally you should secure quotes from at least three contractors, and the quotes should be in writing and spell out the work to be done.
- Consider skill, workmanship and service, as well as cost. Make sure the contractor guarantees both workmanship and materials.
- You should check references from previous customers and ask how long each contractor has been in business.