

Key Performance Metrics - NH Utility
Unitil

	2020 (Test Year)	2019	2018	2017	2016	2015
Ratepayer Costs (1)						
<i>Average annual energy cost per unit (Residential)</i>						
<i>Average annual energy cost per unit (Commercial & Industrial)</i>						
<i>Average annual transmission & distribution cost per unit (Residential)</i>						
<i>Average annual transmission & distribution cost per unit (Commercial & Industrial)</i>						
<i>Average annual costs for all additional charges (Residential)</i>						
<i>Average annual costs for all additional charges (Commercial & Industrial)</i>						
Company Finances						
<i>Operating margin (2)</i>						
<i>Earnings before interest, taxes, depreciation, and amortization (EBITDA)</i>						
<i>Return on debt (3)</i>						
<i>Return on equity (4)</i>						
<i>Weighted Average Cost of Capital (WACC)</i>						
<i>Regulatory burden (5)</i>						
Company Assets						
<i>Deferred maintenance (6)</i>						
<i>Capital investment in new technology/innovation (7)</i>						
Company Service Reliability						
<i>System Average Interruption Duration Index (SAIDI) (8)</i>						
<i>System Average Interruption Frequency Index (SAIFI) (9)</i>						
<i>Customer Average Interruption Duration Index (CAIDI) (10)</i>						
<i>Monthly Average Interruption Frequency Index (MAIFI) (11)</i>						

(1) Average annualized customer costs per bill category, per customer class.
(2) Ratio of net operating income to total operating revenue.
(3) The percentage return on common equity.
(4) The percentage return on long-term debt.
(5) Percentage of operating expenditures spent on regulatory matters, including legal fees and lobbying but excluding the PUC assessment.
(6) Ratio of deferred maintenance to assets replacement value.
(7) Percentage of capital expenditures spent on innovation.
(8) Total duration of sustain customer interruptions divided by number of customers served.
(9) Frequency of sustained customer interruptions divided by number of customers served.
(10) SAIDI divided by SAIFI.
(11) SAIFI divided by SAIFI.

Key Performance Metrics - Parent Company
Unitil

	2020 (Test Year)	2019	2018	2017	2016	2015
Ratepayer Costs (1)						
<i>Average annual energy cost per unit (Residential)</i>						
<i>Average annual energy cost per unit (Commercial & Industrial)</i>						
<i>Average annual transmission & distribution cost per unit (Residential)</i>						
<i>Average annual transmission & distribution cost per unit (Commercial & Industrial)</i>						
<i>Average annual costs for all additional charges (Residential)</i>						
<i>Average annual costs for all additional charges (Commercial & Industrial)</i>						
Company Finances						
<i>Credit Rating</i>						
<i>Year end stock price (December 31)</i>						
<i>Effective annualized dividend rate</i>						
<i>Operating margin (2)</i>						
<i>Earnings before interest, taxes, depreciation, and amortization (EBITDA)</i>						
<i>Return on debt (3)</i>						
<i>Return on equity (4)</i>						
<i>Weighted Average Cost of Capital (WACC)</i>						
<i>Regulatory burden (5)</i>						
Company Assets						
<i>Deferred maintenance (6)</i>						
<i>Capital investment in new technology/innovation (7)</i>						
Company Service Reliability						
<i>System Average Interruption Duration Index (SAIDI) (8)</i>						
<i>System Average Interruption Frequency Index (SAIFI) (9)</i>						
<i>Customer Average Interruption Duration Index (CAIDI) (10)</i>						
<i>Monthly Average Interruption Frequency Index (MAIFI) (11)</i>						

(1) Average annualized customer costs per bill category, per customer class.
(2) Ratio of net operating income to total operating revenue.
(3) The percentage return on common equity.
(4) The percentage return on long-term debt.
(5) Percentage of operating expenditures spent on regulatory matters, including legal fees and lobbying but excluding the PUC assessment.
(6) Ratio of deferred maintenance to assets replacement value.
(7) Percentage of capital expenditures spent on innovation.
(8) Total duration of sustain customer interruptions divided by number of customers served.
(9) Frequency of sustained customer interruptions divided by number of customers served.
(10) SAIDI divided by SAIFI.
(11) Frequency of momentary customer interruptions by number of customers served.