

**State of New Hampshire
Public Utilities Commission**

Unitil Energy Systems, Inc.
DG 09-009

Responses to Staff Set 1 Lead Lag Data Requests

Staff Lead Lag 1-1:

Ref. Testimony of Robyn A. Tafoya, Exhibit RT-1, Page 4. The testimony states that the meter reading to billing lag determines "the time required to process the meter reading data and to send out the customer bills." Please provide a breakdown of the 3.16 days average lag between those two components.

Response:

The typical cycle from reading to billing may be summarized as follows:

Business Day 1 = Meter reading completed
Business Day 2 = Meter readings uploaded to the billing system
Business Day 3 = Bills printed and mailed

Any account that requires investigation prior to billing may exceed 3 business days.

As a minor point of clarification, effective March 2008, bill printing has been outsourced and is no longer done at the Unitil Service Corp.'s Customer Service Center (Schedule RT-1 page 1 of 22).

Person Responsible: Mark Lambert

Date: April 6, 2009