

# Gas Complaints Received in 2008

as of 10/28/2008

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
GAS	BANGOR GAS COMPANY, LLC	1	100%		0%		0%		0%	1	0.0
	MAINE NATURAL GAS, LLC.		0%	1	100%		0%		0%	1	0.0
	NORTHERN UTILITIES, INC.	3	10%	5	17%	22	73%		0%	30	0.0
	UNITIL SERVICE CORP		0%		0%		0%		0%	0	0.0
<b>Industry Totals</b>	<b>4</b>	<b>4</b>	<b>13%</b>	<b>6</b>	<b>19%</b>	<b>22</b>	<b>69%</b>	<b>0</b>	<b>0%</b>	<b>32</b>	<b>0.0</b>