



October 18, 2005

Troy F. McDonald – Joint Lines Specialist  
Verizon  
1 Davis Farm Road  
Portland, ME 04103

RE: 2005 Maintenance Tree Trim Invoices

Dear Mr. McDonald:

Thank you for your letter of October 4<sup>th</sup>. From the details you provided, it is clear there are administrative and coordination issues that need to be addressed. We will investigate hours that may have been billed to Verizon for non-Verizon franchise areas. If we made an error and invoiced Verizon for trimming in other telephone service areas, we will correct our internal procedures to ensure this does not occur again, and remove these charges from your invoice. Clearly, this type of coordination needs to occur early in the year to ensure that our annual maintenance trimming is aligned with Verizon's franchise area and maintenance requirements.

Another issue, invoicing for locations where Verizon did not have attachments, was minor (1% of total). We make every effort to screen the timesheets of all sections trimmed to ensure that only those sections with joint attachments are considered for joint trimming. However, given the sheer volume of work, sections, timesheets and paperwork, there will be errors or omissions no matter how diligent people are in their review. Again, this would be rectified by timely coordination between companies. We appreciate your diligence in reviewing the documentation we provided.

I think it is important to point out, as noted in your letter, that this trimming was for the period January through April (long since completed), in our Capital area only. We provided you with maps and other documentation outlining this planned trimming all the way back in December of 2004. We never heard back from anyone at Verizon until now. No one ever brought it to our attention that some of the areas to be trimmed were in non-Verizon franchise areas. There was no communication with respect to Verizon's needs or expectations. There was no opportunity to correct issues as they occurred, or to revise the scope of our trimming to better provide for your needs. Many of the issues you raise would have been rectified by timely response and communication.

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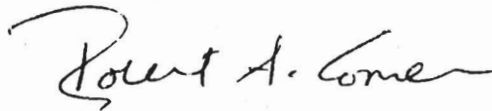
It is also worth noting that more than 75% of the services identified as not performed on Verizon's behalf fell in the categories of "not trimmed for Verizon," or "not needing trim." It is unfortunate that there was no opportunity to address these issues earlier in the year before the remaining trimming was completed. I believe we could easily have made adjustments to our trimming at little or no cost to ensure that Verizon's needs were met.

Your letter was also specific to the trimming in the Capital area of our territory, not the Seacoast. We are still expecting a similar response and analysis for our Seacoast area. Since you have indicated that all 2005 trimming invoices will be frozen, in both Seacoast and Capital based on a review of the Capital billings only, a comprehensive review of the invoices will be required from our Seacoast location as well as to determine any issues as to why the Seacoast invoices should not be paid in full.

I will follow through with investigation on our end of the specific issues you raise. I will await your response on our trimming in Seacoast, as well as invoices submitted since April. Once we have all this information, we agree that a meeting to discuss findings would be a good idea.

Thank you for all your efforts to resolve these issues. I will follow up with you as soon as we have had the opportunity to complete our own internal review.

Sincerely,

A handwritten signature in black ink that reads "Robert A. Conner". The signature is written in a cursive style with a large initial 'R' and a long horizontal stroke at the end.

Robert A. Conner  
Director of Operations Services