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STATE OF MAINE

**2012-13 DIRECTORY OF ENERGY  
EMERGENCY CONTACTS AND RESOURCES**

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DEVELOPED FOR THE MAINE ENERGY ASSURANCE &  
EMERGENCY MANAGEMENT PLAN

**July 2012**



STATE OF MAINE  
OFFICE OF THE GOVERNOR  
62 STATE HOUSE STATION  
AUGUSTA, MAINE  
04333-0001

PAUL R. LEPAGE  
GOVERNOR

KENNETCH C. FLETCHER  
DIRECTOR  
GOVERNOR'S ENERGY OFFICE

July 2012

Honorable, Governor Paul R. LePage  
State of Maine Office of the Governor  
1 State House Station  
Augusta, Maine 04333-0001

RE: 2012-13 Directory of Energy Emergency Management Contacts and Resources

Dear Governor LePage:

The Governor's Energy Office is responsible for developing and revising the State of Maine Energy Assurance and Emergency Management Plan. The purpose of the Energy Assurance Plan is to provide the Governor, the Legislature, the Executive Departments, the energy industry and the general public with a clear, concise and comprehensive blueprint and strategy to address a potential or actual energy emergency caused by a supply disruption, a rapid and unsustainable increase in energy prices or other energy emergency situation.

The GEO created Maine's first energy emergency plan in 2008 in response to Maine citizens' increasing vulnerability to rapid price escalations, fossil fuel supply curtailments and infrastructure disruptions. The *American Recovery and Reinvestment Act* (ARRA) provided states with an opportunity to revise the plan to build greater capacity and resiliency for energy assurance and emergency planning and response.

The *2012-13 Directory of Energy Emergency Contacts and Resources* is one component of a revised Energy Assurance Plan. This directory is intended as an easy reference to public and private energy assurance and emergency management resources and is structured to be a dynamic and continuously updated source of information.

Sincerely,

*Kenneth Fletcher*

Kenneth C. Fletcher  
Director  
Governor's Energy Office

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# Acknowledgements

This Directory was prepared by the Governor's Energy Office.

We would like to thank all the contributing organizations, departments and agencies and their staffs who provided assistance and information including the Maine Emergency Management Association and Maine Public Utilities Commission.



**Maine Governor's Energy Office**  
**62 State House Station**  
**Augusta, ME 04333**  
**(207) 287-8927**  
[www.maine.gov/oeis](http://www.maine.gov/oeis)

**July 2012**





# Introduction

## About This Directory

This directory is intended as an easy reference to public and private energy assurance and emergency management resources as a component of the State of Maine Energy Assurance and Emergency Management Plan (Energy Assurance Plan).

The purpose of the Energy Assurance Plan is to provide the Governor, the Legislature, the Executive Departments, the energy industry and the general public with a clear, concise and comprehensive blueprint and strategy to address a potential or actual energy emergency caused by:

- a supply disruption;
- a rapid and unsustainable increase in energy prices; or
- other energy emergency situations.

The Energy Assurance Plan updates the 2008 State Energy Emergency Management Plan and strives to:

- Identify energy hazards;
- Coordinate with state agencies and private sector stakeholders on areas of critical concerns;
- Collect and disseminate critical energy information to the Governor, Legislature and the public;
- Communicate with relevant international, federal, state and local officials to maintain the effectiveness of the Energy Assurance Plan; and
- Develop strategies to work with ISO New England, natural gas producers, heating fuels providers and electricity generators to achieve energy assurance.

The directory is intended as a dynamic document open to constant revision as additional resources are added, current contacts change and the overall Energy Assurance Plan is updated and amended.

The directory is a resource guide only! It does not provide legal or policy guidance or advice. Please contact individual organizations for most current and accurate information.



# Directory of Energy Emergency Contacts and Resources



## *Administrative and Financial Services – Bureau of General Services*

The Bureau of General Services manages the State of Maine's fuel inventory for State facilities and buildings.

(207) 624-7314  
<http://www.maine.gov/bgs>  
Bureau of General Services  
77 State House Station  
Augusta, ME 04333-0077

## *American Gas Association*

The American Gas Association represents companies delivering natural gas to customers to help meet their energy needs. AGA advocates the interests of its members and their customers, and provides information and services promoting efficient demand and supply growth, and operational excellence, in the safe, reliable and efficient delivery of natural gas.

(202) 824-7000  
400 North Capitol Street, NW,  
Suite 450  
Washington, DC 20001  
[www.aga.org](http://www.aga.org)

## *American Petroleum Institute*

The American Petroleum Institute (API) is the national trade association that represents more than 400 corporate members, from the largest major oil company to the smallest of independents from all segments of the industry. They are producers, refiners, suppliers, pipeline operators and marine transporters, as well as service and supply companies that support all segments of the industry.

(202) 682-7000  
1220 L Street, NW  
Washington, DC 20005-4070  
[www.api.org](http://www.api.org)

## *Attorney General, Maine Office of*

The Office of Attorney General enforces state antitrust and consumer protection statutes in Maine energy markets and offers mediation services to consumers. The Attorney General has issued rules that regulate the sale of home heating oil during the winter months, from October 15 through April 30.

207-626-8800  
6 State House Station  
Augusta, ME 04333  
[www.maine.gov/ag](http://www.maine.gov/ag)



## *Bangor Gas Company*

Bangor Gas Company, L.L.C. serves customers in Bangor, Brewer, Veazie, Orono, and Old Town. Bangor Gas is a wholly-owned subsidiary of Energy West. Bangor Gas obtains its gas supply via the Maritimes and Northeast interstate pipeline. Bangor Gas offers sales service to all classes of customers and transportation-only service to all Commercial and Industrial customers. Bangor Gas has a monthly cost of gas rate and a budget payment plan.

[www.bangorgas.com](http://www.bangorgas.com)  
21 Main Street  
Bangor, Maine  
(207) 941-9595  
[info@bangorgas.com](mailto:info@bangorgas.com)

## *Bangor Hydro Electric Company*

Bangor Hydro Electric Company is an electric utility wholly-owned by Emera Inc. Bangor Hydro serves 117,000 customers in an area encompassing 5,275 square miles in eastern and east coastal Maine. Bangor Hydro is a member of the New England Power Pool and is interconnected with other New England utilities to the south

and with the New Brunswick  
Power Corp. to the north.

PO Box 932  
Bangor, ME 04402-0932  
Local (207) 945-5621  
TDD (207) 990-6969  
Toll free US and Canada (800)  
499-6600  
TDD (800) 559-0069  
[www.bangorhydro.com](http://www.bangorhydro.com)



## *Central Maine Power*

CMP serves more than 600,000  
customer accounts in an 11,000  
square mile service area in central  
and southern Maine.

Residential Credit and Collection:  
1-800-686-4044  
All other Residential Needs: 1-  
800-750-4000  
Commercial / Industrial Accounts:  
1-800-565-3181  
Outages or Trouble:  
Available 24/7  
1-800-696-1000  
Central Maine Power Company  
83 Edison Drive  
Augusta, ME 04336  
<http://www.cmpco.com/>

## *Citgo*

Primary petroleum terminal  
operator - - UL diesel clear.

102 Mechanic Street  
South Portland, ME 04106  
(207) 799-3394

## *Coalition of Northeastern Governors (CONEG)*

CONEG is a non-partisan  
association of the Governors of  
eight Northeastern states. Members  
include the Governors of  
Connecticut, Maine,  
Massachusetts, New Hampshire,  
New Jersey, New York, Rhode

Island and Vermont. CONEG  
forges agreements and undertakes  
cooperative actions on a wide  
range of regional and state-federal  
issues including energy.

400 North Capitol Street, NW,  
Suite 382, Washington, DC 20001  
(202) 624-8450  
[coneg@sso.org](mailto:coneg@sso.org)  
[www.coneg.org](http://www.coneg.org)

## *Congress, U.S., Maine Delegation*

### **OFFICE OF SENATOR OLYMPIA J. SNOWE**

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United States Senate  
Washington, DC 20510  
(202) 224-5344  
Toll Free in Maine: (800) 432-  
1599  
[www.snowe.senate.gov](http://www.snowe.senate.gov)

### **OFFICE OF SENATOR SUSAN M. COLLINS**

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413 Dirksen Senate Office  
Building  
Washington, DC 20510  
Phone: (202) 224-2523  
[www.collins.senate.gov](http://www.collins.senate.gov)

### **OFFICE OF REPRESENTATIVE MIKE MICHAUD**

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1724 Longworth HOB  
Washington, DC 20515-1902  
Phone: 202-225-6306  
<http://michaud.house.gov/>

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**OFFICE OF  
REPRESENTATIVE  
CHELLIE PINGREE**

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1318 Longworth HOB  
Washington, D.C. 20515

Phone: (202) 225-6116  
<http://pingree.house.gov/>

## *Community Action Agencies, Maine*

10 Community Action Agencies that provide services to low income people across Maine. The Keep ME Warm Fund is a statewide partnership with the goal of helping Maine people stay safe, warm and secure through public and private contributions, volunteerism and advocacy. The Keep ME Warm fund hopes to raise money to help those who may not be eligible for limited federal, state or local fuel assistance programs.

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**Aroostook County Action  
Program, Presque Isle**

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771 Main Street  
Presque Isle, ME 04769  
(207)764-3721  
1-800-432-7881

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**MMCA, Bath**

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34 Wing Farm Parkway  
Bath, ME 04530  
(207) 442-7963

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**Community Concepts, Inc.,  
South Paris**

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1-800-866-5588  
[info@community-concepts.org](mailto:info@community-concepts.org)

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**Kennebec Valley Community  
Action Program, Waterville**

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1-800-542-8227  
All programs: 207-859-1500  
97 Water Street  
Waterville, Maine  
04901-6339  
[info@kvcap.org](mailto:info@kvcap.org)

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**Penquis Community Action  
Program, Bangor**

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PENQUIS  
262 Harlow Street  
P.O. Box 1162  
Bangor, Maine 04402-1162  
(207) 973-3500 or  
1-800-215-4942  
[info@penquis.org](mailto:info@penquis.org)

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**Peoples Regional Opportunity  
Program, Portland**

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510 Cumberland Avenue  
Portland, Maine 04101  
(207) 553-5800

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**Waldo County Community  
Action Program, Belfast**

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P.O. Box 130, 9 Field Street  
Belfast, Maine 04915  
(207) 338-6809

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**Washington-Hancock  
Community Agency, Milbridge**

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P.O. Box 280, Milbridge, ME  
04658  
Physical Address: Corner of Route  
1 and Maple Street  
(207) 546-7544  
TDD: (207) 546-7607  
(207) 546-3216  
[administration@whcacap.org](mailto:administration@whcacap.org)

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**Western Maine Community  
Action, Inc., East Wilton**

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20 Church St.  
Wilton, ME 04294  
1-800-645-9396

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**York County Community  
Action Corp., Sanford**

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207-324-5762  
1-800-965-5762  
TTY: 207-490-1078  
6 Spruce Street  
P.O. Box 72  
Sanford, ME 04073

## *Conservation, Department of*

Provides mobile generators and communications equipment for remote facilities that can be used for emergency response.

East Side Campus  
18 Elkins Lane, Augusta  
(207) 287-2211  
Commissioner's Office  
1st floor  
(207) 287-4900  
[www.maine.gov/doc](http://www.maine.gov/doc)

## *County Emergency Management Agencies*

In Maine, emergency management is coordinated regionally by Emergency Management Agencies (EMAs) in each of our 16 Counties. County EMAs provide an invaluable link between the almost 500 cities and towns in Maine, and the State. They provide support and leadership in preparedness, response, recovery and mitigation to their local, business and volunteer partners.

### **Androscoggin Unified EMA**

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2 College Street  
Lewiston, ME 04240  
(207) 784-0147

### **Aroostook County EMA**

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158 Sweden Street  
Caribou, ME 04736  
(207) 493-4328

### **Cumberland County EMA**

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22 High Street  
Windham, ME 04062  
(207) 892-6785

### **Franklin County EMA**

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140 Main Street  
Suite 1  
Farmington, ME 04938  
(207) 778-5892

### **Hancock County EMA**

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County Courthouse  
50 State Street, Suite 4  
Ellsworth, ME 04605  
(207) 667-8126

### **Kennebec County EMA**

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125 State Street  
Augusta, ME 04330  
(207) 623-8407

### **Knox County EMA**

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62 Union Street  
Rockland, ME 04841  
(207) 594-5155

### **Lincoln County EMA**

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P.O. Box 249  
Wiscasset, ME 04578  
(207) 882-7559

### **Oxford County EMA**

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County Courthouse  
P.O. Box 179  
South Paris, ME 04281  
(207) 743-6336

### **Penobscot County EMA**

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97 Hammond Street  
Bangor, ME 04401  
(207) 945-4750

### **Piscataquis County EMA**

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163 Main Street  
Dover Foxcroft, Maine 04426  
(207) 564-8660

### **Sagadahoc County EMA**

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County Courthouse  
P.O. Box 246  
725 High Street  
Bath, ME 04530  
(207) 443-8210

### **Somerset County EMA**

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8 County Drive  
Skowhegan, ME 04976  
(207) 474-6788

### **Waldo County EMA**

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45A Congress Street

Belfast, ME 04915  
(207) 338-3870

### **Washington County EMA**

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P.O. Box 297  
Machias, ME 04654  
(207) 255-3931

### **York County EMA**

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5 Swetts Bridge Road  
Alfred, ME  
(207) 324 1578



## *Efficiency Maine Trust*

Efficiency Maine develops and implements energy efficiency and renewable energy programs for businesses and residents. A wide range of programs provide incentives, training and technical assistance to residents, businesses, contractors, schoolchildren and others.

1-866-376-2463  
[www.energymaine.com](http://www.energymaine.com)

## *Energy, U.S. Department of*

### **OFFICE OF ELECTRICITY DELIVERY AND ENERGY RELIABILITY**

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OE is Sector Specific Agency (SSA) oversee all activities associated with the National

Infrastructure Protection Plan (NIPP). Maintains close partnership with the electricity and the oil and natural gas sectors. Energy policy and programs related to business & economic development are addressed by this committee.

U.S. Department of Energy  
1000 Independence Avenue, SW  
Washington, DC 20585  
202-586-1411  
[www.oe.doe.gov/](http://www.oe.doe.gov/)

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**INFRASTRUCTURE  
SECURITY AND  
ENERGY  
RESTORATION**

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Division of OE that works with Department of Homeland Security, Federal Energy Regulatory Commission, and other national, regional, state, and local government and commercial organizations to support the national critical infrastructure protection program; analyze infrastructure vulnerabilities and recommend preventive measures; help other agencies prepare for and respond to energy emergencies and minimize the consequences of an emergency; conduct emergency energy operations during a declared emergency or national security special event in accordance with the National Response Plan; and develop, implement, and maintain a national energy cyber security program.

Energy Assurance Daily provides a summary of public information concerning major energy developments; electricity, petroleum, and natural gas industries; and energy prices.

*Energy  
Information  
Administration,  
U.S.*

EIA provides a wide range of information and data products covering energy production, stocks, demand, imports, exports, and prices; and prepares analyses and special reports on topics of current interest.

1000 Independence Ave., SW  
Washington, DC 20585  
(202) 586-8800  
[www.eia.doe.gov](http://www.eia.doe.gov)

*Environmental  
Protection,  
Maine Department  
of*

The Department of Environmental Protection affects energy production, transportation, and use via its various siting and permitting processes, policy development efforts, educational efforts, and voluntary programs. The DEP has authority to approve suspensions or waivers of certain requirements for limited periods of time to relieve or avoid an energy shortage. Jurisdiction over emergency spill response.

17 State House Station, Augusta,  
Maine 04333-0017  
28 Tyson Drive, Augusta, Maine  
04333-0017  
(207) 287-7688  
(800) 452-1942  
[www.maine.gov/dep](http://www.maine.gov/dep)

*Executive  
Department, Office  
of the Governor*

In addition to its executive policy role, the Governor's office is involved with energy programs and policies through its appointment of cabinet members with energy-related responsibilities and its appointment of representatives to state, regional, and federal working groups on energy issues of significance to Maine. The Governor has authority to proclaim an energy emergency and, in cases of emergency, powers to implement or waive certain programs, standards, priorities and quotas.

**Governor Paul R. LePage**

1 State House Station  
Augusta, ME 04333  
207-287-3531  
207-287-6548 (TTY)

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**Governor's Energy Office**

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The OEIS serves as the primary energy advisor to the Governor and the Legislature. The OEIS is the primary architect, author and coordinator of the State of Maine Comprehensive Energy Action Plan and the Maine Energy Emergency Management Plan.

*ExxonMobil*

Primary petroleum terminal operator – UL diesel clear; gasoline – regular, midgrade and premium.

170 Lincoln Street  
South Portland, ME 04106  
(207) 767-3251

730 Maine Street  
Bangor, ME



## *Federal Emergency Management Agency*

The role of FEMA is to build, sustain, and improve U.S. capability to prepare for, protect against, respond to, recover from, and mitigate all hazards, including energy emergencies.

Disaster Assistance  
1 (800) 621-FEMA (3362)  
TDD: 1 (800) 462-7585  
P.O. Box 10055  
Hyattsville, MD 20782-7055  
[www.fema.gov](http://www.fema.gov)

## *Federal Energy Regulatory Commission*

FERC is an independent federal agency that regulates the interstate transmission of natural gas, oil, and electricity. FERC also regulates natural gas and hydropower projects.

888 First Street, NE  
Washington, DC 20426  
Public Inquiries: 1-866-208-3372  
[customer@ferc.gov](mailto:customer@ferc.gov)  
[www.ferc.gov](http://www.ferc.gov)

## *Finance Authority of Maine*

To meet the financing needs of Maine's business community, FAME offers a wide array of business assistance programs, ranging from traditional loan insurance programs for both small and larger businesses, to tax credits for investments that individuals make in dynamic, growth-oriented, manufacturing or export-related firms. FAME has also established taxable and tax-exempt bond financing programs that allow strong, creditworthy firms in Maine to access capital at very favorable rates and terms.

5 Community Drive  
P.O. Box 949  
Augusta, ME 04332-0949  
TEL: (207) 623-3263 or 1-800-228-3734  
TTY: (207) 626-2717  
<http://www.famemaine.com/>



## *Geographic Information Systems, State of Maine*

The MEGIS is responsible for working with the MPUC, MEMA and GEO on development of the Maine Energy Supply Disruption Tracking Process that integrates existing resources to provide real-time situational awareness with data from multiple sources and jurisdictions. The data (e.g., weather, electric utility outage data, road closure) can be analyzed, mapped, and shared for interagency planning, supply disruption response and recovery.

**Christopher Kroot** (207) 592-0162  
[Christopher.kroot@maine.gov](mailto:Christopher.kroot@maine.gov)  
<http://www.maine.gov/megis/>

## *Global Petroleum*

Primary petroleum terminal – heating oil; kerosene; heavy oil 6 1.75%. Open 24 hours M-F, reduced hours in the summer.

One Clark Road  
South Portland, ME 04106  
(207) 767-8259



## *Governor's Energy Office, Maine*

The GEO works with international, federal, state and regional government officials, the Legislature, and private and nonprofit sectors, to create effective public and private partnerships that advance the achievement of energy security, economic development, and environmental health. Its mission includes strategies to strengthen energy efficiency, conservation and weatherization; foster renewable energy; improve transportation and fuel efficiencies; upgrade electricity and natural gas services, transmission systems and infrastructures; State of Maine Leading by Example; and energy emergency preparedness and response. The GEO provides fuel supply and monitoring functions; advises the Governor and Legislature on energy emergencies and energy policy; communicates with petroleum terminal operators during an emergency; develops and revises the State of Maine Comprehensive Energy Action Plan and Energy Emergency Management Plan.

Ken Fletcher  
62 State House Station  
Augusta, ME 04333  
Jeffrey Marks (207) 287-8927  
[Jeffrey.marks@maine.gov](mailto:Jeffrey.marks@maine.gov)  
[www.maine.gov/oeis](http://www.maine.gov/oeis)

## *Gulf Oil*

Primary petroleum terminal.

175 Front Street  
South Portland, ME 04106  
(207) 799-5561



## *Homeland Security, U.S. Department of*

In the event of a terrorist attack, natural disaster or other large-scale emergency, the Department of Homeland Security will provide a coordinated, comprehensive federal response and assume primary responsibility for ensuring that emergency response professionals are prepared for any situation.

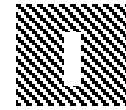
Secretary Janet Napolitano  
Washington, DC 20528  
202-282-8000  
<http://www.dhs.gov/index.shtm>

## *Health and Human Services, Department of*

Emergency Assistance provides benefits to families with children in some situations when the family is threatened by destitution or homelessness due to an emergency situation. These situations include fire, other natural disasters, termination of utility service, evictions, or lack of adequate shelter. The General Assistance program provides assistance with basic needs for eligible applicants who cannot provide for themselves and their families. Basic needs are defined to include, among others, fuel and utilities. The program is

administered at the local level. The Department administers the program for residents of unorganized territories and shares the administration of the program with the municipalities.

221 State Street  
Augusta, ME 04333  
207-287-3707  
TTY: 800-606-0215  
[www.maine.gov/dhhs](http://www.maine.gov/dhhs)



## *Information and Analysis Center, Maine*

As Maine's designated fusion center, it is the mission of the Maine Information and Analysis Center (MIAC) to collect, analyze and appropriately share intelligence between the federal government and the State of Maine. The MIAC also provides analytical and investigative support for crimes of a complex, organized or statewide nature.

877-786-3636 (toll-free throughout New England) / 207-624-7280  
TTY: 877-789-0200 (toll-free) / 207-629-5793

[www.maine.gov/miac](http://www.maine.gov/miac)

## *Irving Oil*

Regional energy processing, transporting, and marketing company headquartered in Saint John, New Brunswick, Canada, with U.S. marketing operations in Portsmouth, New Hampshire. With over 800 fueling locations, operations from eight distribution terminals, and a delivery fleet of tractor-trailers, Irving serves wholesale, commercial, and retail customers in Atlantic Canada, Quebec, and New England.

Irving Oil Terminals, Inc.  
190 Commerce Way  
Portsmouth, NH 03801  
(603) 559-8818  
[www.irvingoil.com](http://www.irvingoil.com)

## *ISO New England*

ISO New England roles include ensuring the day-to-day reliable operation of New England's bulk power generation and transmission system, by overseeing and ensuring the fair administration of the region's wholesale electricity markets, and by managing comprehensive, regional planning processes.

The Customer Services Hot Line (413-540-4220) is staffed Monday through Friday, 7:30 A.M. - 5:30 P.M. ET.  
[www.iso-ne.com](http://www.iso-ne.com)



## *Legislature, Maine*

Bills affecting production, delivery, or use of energy in Maine

are generally addressed by the following committees.

### **JOINT STANDING COMMITTEE ON APPROPRIATIONS & FINANCIAL AFFAIRS**

This Committee reviews state expenditures including those related to energy activities.

### **JOINT STANDING COMMITTEE ON LABOR, COMMERCE, RESEARCH AND ECONOMIC DEVELOPMENT**

Energy policy and programs related to business & economic development are addressed by this committee.

### **JOINT STANDING COMMITTEE ON ENVIRONMENTAL AND NATURAL RESOURCES**

This committee addresses environmental policy that can affect the siting and operations of energy facilities.

### **JOINT STANDING COMMITTEE ON TRANSPORTATION**

Energy issues related to transportation are addressed by this committee.

### **JOINT STANDING COMMITTEE ON ENERGY, UTILITIES AND TECHNOLOGY**

Jurisdiction over utilities and energy policy issues in Maine.

Maine House of Representatives  
2 State House Station

Augusta, ME 04333  
(207) 287-1400

Secretary of the Senate  
3rd Floor, Room 327 State House  
(207) 287-1540

Office of the Executive Director  
115 State House Station  
Augusta, Maine 04333-0115  
(207) 287-1615

[www.maine.gov/legis](http://www.maine.gov/legis)



## *Maine Emergency Management Agency*

MEMA works with state agencies and energy related authorities to ensure that adequate planning and response takes place to address energy emergencies of any kind. Shortage, price spike, and security issues are all considered.

MEMA works closely with County Emergency Management Agencies and through them with municipalities, to address potential energy emergencies as part of a multi-hazard planning approach that looks at all events that could create an emergency situation for Maine. Voluntary agencies, the first line of response in many emergencies, are also partners in the planning process.

If an emergency reaches crisis proportions, and direct response by the state is necessary, MEMA coordinates activation of the State Emergency Operations Center and

works with Emergency Response Team members to field the appropriate response to assist Maine citizens.

**Lynette Miller** (207) 624-4503  
Maine Emergency Management Agency  
72 State House Station  
Augusta, ME 04333  
[lynette.c.miller@maine.gov](mailto:lynette.c.miller@maine.gov)

72 State House Station  
45 Commerce Dr.  
Augusta, Maine 04333  
800-452-8735 (toll-free, in-state only)  
207-624-4400  
TTY: 877-789-0200 (toll-free)/  
207-629-5793  
[www.maine.gov/mema](http://www.maine.gov/mema)

### *Maine Energy Marketers Association*

450 members including 230 heating oil, propane, motor fuels and convenience store owners who serve more than 415,000 Maine households and service nearly 1 million Maine people. MEMA also has more than 200 associate members who provide goods and services to Maine's petroleum dealers and their customers.

25 Greenwood Road  
P.O. Box 249  
Brunswick, ME 04011-0249  
Toll Free:  
888.863.3753  
207.729.5298  
[www.maineenergymarketers.com](http://www.maineenergymarketers.com)

### *Maine Natural Gas*

Maine Natural Gas currently serves customers in Windham, Gorham, Bowdoin, Topsham and Brunswick and offers transportation-only service to all

commercial and industrial customers and sales service to all classes of customers. Maine Natural Gas has a monthly cost of gas rate and also offers a Fixed Price Option for the cost of gas.

Gas leak emergency telephone number: 1-877-532-5636, 1-877-LEAK-ODOR

P.O. Box 99  
Brunswick, ME 04011  
1-877-867-1642  
(207) 729-0420  
[www.mainenaturalgas.com](http://www.mainenaturalgas.com)

### *Maine Public Service Company*

Investor-owned transmission and distribution company in Northern Maine. The Company serves energy to approximately 36,000 customer accounts in a 3,600 square mile area. Major business activities in the area center around agricultural and forest products.

Power Interruptions  
(Nights, Weekends & Holidays)  
207-760-2300, 877-655-4448  
Customer Service & Account Information  
[custserv@mainepublicservice.com](mailto:custserv@mainepublicservice.com)

### *Maine Renewable Energy Association*

Not-for-profit association of renewable power producers, suppliers of goods and services to those producers, and supporters of the renewable power industry in Maine. MREA members generate electricity in a sustainable manner

from wind power, hydro, biomass, tidal, and waste to energy.

PO Box 743  
Augusta, Maine 04332  
(207) 626-0730  
(207) 626-0200  
info@renewablemaine.org  
[www.renewablemaine.org](http://www.renewablemaine.org)

## *Maine State Housing Authority*

The Maine State Housing Authority offers a variety of energy assistance and energy conservation programs for consumers.

353 Water Street  
Augusta Maine 04330  
(207) 626-4600  
(800) 452-4668  
TTY # (800) 452-4603  
[www.mainehousing.org](http://www.mainehousing.org)

### **LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**

The U.S. Department of Health & Human Services Low Income Home Energy Assistance Grant to Maine helps low-income homeowners and renters with their heating costs.

### **LOW INCOME ASSISTANCE PLAN (LIAP)**

The purpose of this program is to help low-income customers pay their electric bills. The program is funded by Maine's energy transmission and distribution (T&Ds) utilities. Each T&D utility, except those exempted by law, is required to provide this program for its respective region.

### **WEATHERIZATION PROGRAM AND CENTRAL HEATING IMPROVEMENT PROGRAM**

Provides grants to low-income homeowners and renters to improve home energy efficiency and performs energy-related repairs including insulation, air sealing, central heating and air quality and energy efficiency enhancements

### **APPLIANCE REPLACEMENT PROGRAM**

The Appliance Replacement Program is designed to help low-income households reduce their energy costs through replacement of older refrigerators, freezers, and light bulbs that are inefficient and expensive to operate, and through consumer education.

## *Maine State Police*

The Maine State Police has authority to grant transportation waivers regarding border issues, weight limits, route restrictions and other emergency issues.

<http://www.maine.gov/dps/msp/>

### **24 HOUR REGIONAL COMMUNICATIONS CENTERS**

GRAY (207) 657-3030 or 1-800-228-0857

AUGUSTA (207) 624-7076 or 1-800-452-4664

ORONO (207) 866-2122 or 1-800-432-7381

HOULTON (207) 532-5400 or 1-800-924-2261

CELLULAR CALLS – 911

TDD / TTY line (Statewide) 1-888-524-7900

MAINE STATE POLICE – HEADQUARTERS  
42 State House Station  
45 Commerce Drive  
Augusta, Maine 04333-0042  
Phone: (207) 624-7200

## *Maritimes & Northeast Pipeline (M&NE)*

Maritimes is a 685-mile transmission pipeline system built to transport natural gas from developments offshore Nova Scotia to markets in Atlantic Canada and the northeastern United States. The Maritimes system consists of an approximately 30"/24" diameter underground mainline running through Nova Scotia and New Brunswick to the Canadian - U.S. border near Baileyville, Maine. The pipeline continues through Maine and New Hampshire into Massachusetts where it connects with the existing North American

pipeline grid at Dracut, Massachusetts. The system has delivery points in Veazie/Bangor, Bucksport, Bowdoin, Lewiston, Westbrook, Gorham, Eliot, Newington & Haverhill. In the event of an emergency on the Maritimes U.S. facilities, contact:  
24-Hour Gas Control/Emergency Response Center toll-free at 1-888-576-4634

Maritimes & Northeast Pipeline, L.L.C.  
890 Winter Street  
Suite 300  
Waltham, MA 02451  
617-254-4050  
[www.mnpp.com](http://www.mnpp.com)



## *National Association of Regulatory Utility Commissioners*

NARUC is the national association representing the State Public Service Commissioners who regulate essential utility services, including energy, telecommunications, and water. NARUC members are responsible for assuring reliable utility service at fair, just, and reasonable rates.

1101 Vermont Avenue, NW  
Suite 200  
Washington, D.C. 20005  
202.898.2200  
[admin@naruc.org](mailto:admin@naruc.org)  
[www.naruc.org](http://www.naruc.org)

## *National Association of State Energy Officers*

NASEO provides direct technical assistance, education and outreach to support states' energy assurance planning, response, and smart grid resiliency efforts. This effort is sponsored and supported by the U.S. Department of Energy's Office of Electricity Delivery and Energy Reliability (OE). Assistance includes: briefing papers, research and analysis on state policies, regional conference calls, webcasts, one-on-one consultations, training opportunities, and energy

assurance conferences on a regional and national level.

1414 Prince Street, Suite 200,  
Alexandria, VA 22314  
703.299.8800  
[energy@naseo.org](mailto:energy@naseo.org)  
[www.naseo.org/energyassurance](http://www.naseo.org/energyassurance)

## *North American Electric Reliability Corporation*

NERC is the electric reliability organization (ERO) certified by the Federal Energy Regulatory Commission to establish and enforce reliability standards for the bulk-power system. NERC develops and enforces reliability standards; assesses adequacy annually via a 10-year forecast, and summer and winter forecasts; monitors the bulk power system; and educates, trains and certifies industry personnel. Provides energy emergency alerts.

609.452.8060  
390 Village Boulevard  
Princeton, NJ 08540-5721  
Washington Office: 1120 G Street,  
N.W. : Suite 990 : Washington,  
DC 20005-3801  
[www.nerc.org](http://www.nerc.org)

## *Northeast Gas Association*

A regional trade association that focuses on education and training, technology research and development, operations, planning, and increasing public awareness of natural gas in the Northeast U.S. NGA represents natural gas distribution companies,

transmission companies, liquefied natural gas importers, and associate member companies. These companies provide natural gas to over 10 million customers in eight states (Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island and Vermont).

5 Second Avenue, Suite 510  
Needham Heights, MA 02494-2824  
781.455.6800  
[www.northeastgas.org](http://www.northeastgas.org)



## *Portland Natural Gas Transmission System (PNGTS)*

A high-capacity, high-pressure interstate natural gas pipeline connecting the TransQuebec and Maritimes Pipeline at the Canadian border and the Maritimes and Northeast Pipeline at Westbrook, ME with the Tennessee Gas Pipeline System near Boston, MA.

24-Hour Emergency Line (Gas Control Center): 800-830-9865  
Field Operations Line (Non-Emergency): (800) 633-1721  
Corporate Headquarters  
One Harbour Place, Suite 375  
Portsmouth, NH 03801  
(603) 559-5500  
(603) 427-2807  
[pngts@transcanada.com](mailto:pngts@transcanada.com)  
[www.transcanada.com](http://www.transcanada.com)

## *Propane Gas Association of New England*

PGANE is a trade association representing nearly 500 members who sell propane or propane related appliances and equipment in the 6 New England States. Membership includes the nation's largest propane companies and many small companies who are often family owned and operated.

P.O. Box 1071, 1024 Suncook Valley Highway, Unit C-5  
Epsom, NH 03234-1071  
888-445-1075  
Joe Rose: Extension 102,  
[jrose@pgane.org](mailto:jrose@pgane.org)  
[www.pgane.org](http://www.pgane.org)

## *Public Advocate, Office of Maine*

The Public Advocate advocates for the interests of ratepayers of electric and gas utilities before the Maine Public Utilities Commission and in regional and national forums where utility policy is debated and adopted. The Office also works closely with citizens groups on utility-related concerns.

207-287-2445  
103 Water Street, 3rd Floor  
Hallowell, ME 04347  
[www.maine.gov/meopa](http://www.maine.gov/meopa)

## *Public Utilities Commission, Maine*

The MPUC currently regulates approximately 430 electric, telephone, water, and gas utility companies and districts. For these companies, the Commission establishes rates, grants utility operating authority, regulates utility service standards and monitors utility operations for safety and reliability. The Commission responds to customer questions and complaints and provides information to the public and policy-makers. The Commission's Consumer Assistance Division (CAD) is charged with ensuring that consumers and utilities receive fair and equitable service through Commission education and consumer complaint resolution programs. As part of this mission, the CAD is responsible for responding to information requests, resolving consumer complaints, assessing utility compliance with consumer-related statutes and Commission rules, and screening requests from utilities seeking to disconnect gas or electric service in the winter.

101 Second St.  
Hallowell, ME 04347  
Augusta, ME 04333-0018  
(207) 287-3831  
TTY Relay: 1(800) 437-1220  
Consumer Assistance Hotline: 1  
(800) 452-4699  
[maine.puc@maine.gov](mailto:maine.puc@maine.gov)  
[www.maine.gov/mpuc](http://www.maine.gov/mpuc)

(207) 287-5945  
For a list of all licensed retailers electricity suppliers, visit

[http://www.maine.gov/mpuc/electricity/list\\_of\\_suppliers.shtml](http://www.maine.gov/mpuc/electricity/list_of_suppliers.shtml).



## *Sprague Energy*

Sprague is one of the largest suppliers of energy and materials handling services in New England with products including: home heating oil, diesel fuels, residual fuels, gasoline and natural gas.

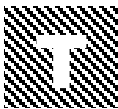
[www.spragueenergy.com](http://www.spragueenergy.com)

South Portland Terminal  
59 Main Street  
South Portland, ME 04106  
207-799-4899

Bucksport Terminal  
Route 15 River Road  
Bucksport, ME 04416  
207-548-2531

Searsport Terminal  
Mack Point - Trundy Road  
Searsport, ME 04974  
207-548-2531

Merrill's Marine Terminal  
92 Cassidy Point Drive  
Portland, Maine 04102  
207-772-3254



## *Transportation, Maine Department of*

The MaineDOT has primary responsibility for statewide

transportation by all modes of travel.

Child Street  
16 State House Station  
Augusta, ME 04333-0016  
(207) 624-3000  
TTY: 1-888-516-9364  
[www.maine.gov/mdot](http://www.maine.gov/mdot)

## *2-1-1 Maine*

2-1-1 Maine is a comprehensive statewide directory of over 8,000 health and human services available in Maine. The toll free 2-1-1 hotline connects callers to trained call specialists who can help 24 hours a day, 7 days a week. Finding the answers to health and human services questions and locating resources is as quick and easy as dialing 2-1-1 or visiting [www.211maine.org](http://www.211maine.org).

Dial: 2-1-1  
TTY: 2-1-1  
From a rotary phone dial: 1-866-811-5695  
Toll free in-state or out of state dial: 1-877-463-6207  
Email: [info@211maine.org](mailto:info@211maine.org)  
For resource directory questions and comments:  
Dial: 207-221-8150  
Email: [resources@211maine.org](mailto:resources@211maine.org)  
Mailing address:  
2-1-1 Maine  
50 Lydia Lane  
South Portland, ME 04106



## *Unitil*

Unitil provides natural gas service to approximately 25,000 customers in Greater Portland, Lewiston/Auburn and Kittery. Unitil is headquartered in Hampton, New Hampshire. Unitil's rates are composed of two components – its delivery (or transportation) rates, its gas supply rates. The latter is subject to change every six months.

Gas leaks and other gas-related emergencies should be reported immediately. To report a gas leak or related emergency, call 24 hours a day, 7 days a week toll-free **866-900-4460**.

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



## *Webber Energy Fuels*

Provides residential heating oil, propane and biofuels.

700 Main St.  
Bangor, ME 04401  
800-238-5505  
(207) 942-5505  
[www.webberenergy.com](http://www.webberenergy.com)