

Electric Complaints Received in 2008

as of 1/2/2009

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
ELECTRIC	BANGOR HYDRO-ELECTRIC COMPANY	14	8%	128	76%	26	15%	1	1%	169	0.0
	CENTRAL MAINE POWER COMPANY	29	4%	458	65%	215	31%	1	0%	703	0.0
	CONTINUUM HEALTH SERVICES		0%		0%		0%		0%	0	0.0
	EASTERN MAINE ELECTRIC CO-OP, INC		0%	4	80%	1	20%		0%	5	0.0
	ENERGYREBATE		0%		0%		0%		0%	0	0.0
	FOX ISLANDS ELECTRIC COOPERATIVE, INC		0%		0%	2	100%		0%	2	0.0
	HOULTON WATER COMPANY - ELECTRIC DEPT.		0%	6	100%		0%		0%	6	0.0
	ISLE-AU-HAUT ELECTRIC POWER COMPANY		0%		0%		0%		0%	0	0.0
	KENNEBUNK LIGHT & POWER DISTRICT		0%	3	60%	2	40%		0%	5	0.0
	LINCOLN PAPER AND TISSUE, LLC		0%		0%		0%		0%	0	0.0
	MADISON DEPARTMENT OF ELECTRIC WORKS		0%	4	100%		0%		0%	4	0.0
	MAINE PUBLIC SERVICE COMPANY	2	4%	46	82%	7	13%	1	2%	56	0.0
	MATINICUS PLANTATION ELECTRIC COMPANY		0%		0%		0%		0%	0	0.0
	MONHEGAN PLANTATION POWER DISTRICT		0%		0%		0%		0%	0	0.0
	PUBLIC POWER & UTILITY		0%		0%		0%		0%	0	0.0
	RED SHIELD ACQUISITION		0%		0%		0%		0%	0	0.0
	SWANS ISLAND ELECTRIC COOPERATIVE		0%		0%	1	100%		0%	1	0.0
	VAN BUREN LIGHT & POWER DISTRICT		0%	1	50%	1	50%		0%	2	0.0
Industry Totals	18	45	5%	650	68%	255	27%	3	0%	953	0.0