

Electric Complaints Received in 2008

as of 10/28/2008

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
ELECTRIC	BANGOR HYDRO-ELECTRIC COMPANY	11	8%	102	74%	24	17%	1	1%	138	0.0
	CENTRAL MAINE POWER COMPANY	19	4%	338	63%	182	34%	1	0%	540	0.0
	CONTINUUM HEALTH SERVICES		0%		0%		0%		0%	0	0.0
	EASTERN MAINE ELECTRIC CO-OP, INC		0%	2	67%	1	33%		0%	3	0.0
	FOX ISLANDS ELECTRIC COOPERATIVE, INC		0%		0%	1	100%		0%	1	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%	3	100%		0%		0%	3	0.0
	MAINE PUBLIC SERVICE COMPANY	2	4%	38	83%	6	13%		0%	46	0.0
	MATINICUS PLANTATION ELECTRIC COMPANY		0%		0%		0%		0%	0	0.0
	MONHEGAN PLANTATION POWER DISTRICT		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	15	32	4%	493	66%	218	29%	2	0%	745	0.0