

20 – TERMS FOR FURNISHING BILLING, PAYMENT AND USAGE RECORDS

20-A GENERAL

The Company will provide copies of a customer’s billing, payment and usage records to individuals and entities having a right to such records, as provided by the Rules of the Maine Public Utilities Commission or Maine law. Such records will be provided in a standard format specified by the Company.

Requesting parties may be required to provide account numbers when requesting information for multiple accounts.

20-B INFORMATION AVAILABILITY AND CONTENT, CHARGES FOR INFORMATION REQUESTS

The following information pertaining to the most recent twelve (12) billing periods will be provided:

- Account Number
- Name
- Rate Code
- Read Dates
- Number of days in each billing period
- kWh usage for each billing period
- kW demand for each billing period (if available)
- Usage during on-peak, off-peak and interim periods (if available)
- Bill Amounts (provided to customers only)
- Payment dates and amounts (provided to customers only)

This information will be provided at no charge to current or prospective customers, tenants or property owners, and to financial assistance agencies. The charge for providing this information to parties other than those listed above, including Competitive Electricity Providers, will be \$1.00 per account.

Interval data for the most recent twelve (12) months, when available, will be provided at no charge to customers. The charge for providing this data to third parties, including Competitive Electricity Providers, will be \$24.00 per account. The data will be made available electronically, in a standard importable text format, unless otherwise specified by the requesting party. Such non-standard format requests, including but not limited to, paper copies, a specific spreadsheet or database type, will be billed at \$48.00 per hour per account plus all materials necessary to fulfill the request.

PROPOSED
EFFECTIVE DATE:

FREDERICK S. SAMP
VICE PRESIDENT – FINANCE & LAW

DOCKET:

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20-C NON-STANDARD INFORMATION REQUESTS

For usage history requests concerning periods more than 12 months prior to the current month, there will be a charge of \$12.00 for each twelve-month period or \$1.00 for each individual month period.

20-D AGGREGATED INFORMATION REQUESTS

The charge for providing aggregated information for groups of customers or for providing data not listed in Section B above will be \$48.00 per hour, based on the actual time necessary to fulfill the request.

20-E INFORMATION REQUESTS FOR DISPUTE RESOLUTION

There will be no charge for records provided to the Commission or records provided to a customer in response to a dispute.

20-F PROVISION OF AND PAYMENT FOR INFORMATION

Information furnished under the terms of Sections 20-B, C, D, and E, above, shall be provided within a reasonable period of time. The Company may, at its sole discretion, require advance payment of applicable charges for furnishing information under this section.

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