

MAINE PUBLIC UTILITIES
COMMISSION

PRESENTATION TO THE JOINT
STANDING COMMITTEE ON
ENERGY, UTILITIES AND
TECHNOLOGY BY

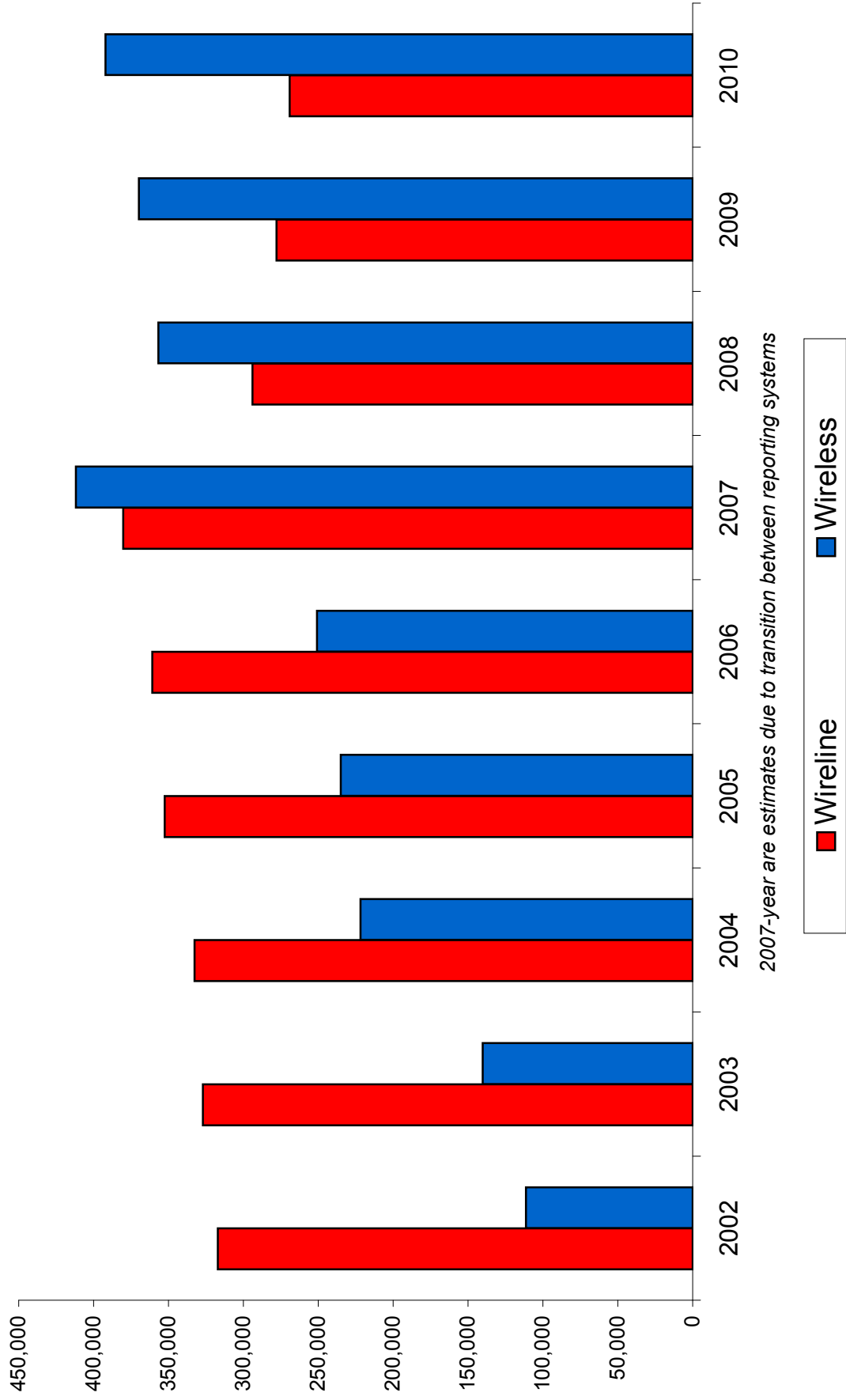
CHAIRMAN THOMAS L. WELCH

Emergency Services Communication Bureau

E-9-1-1

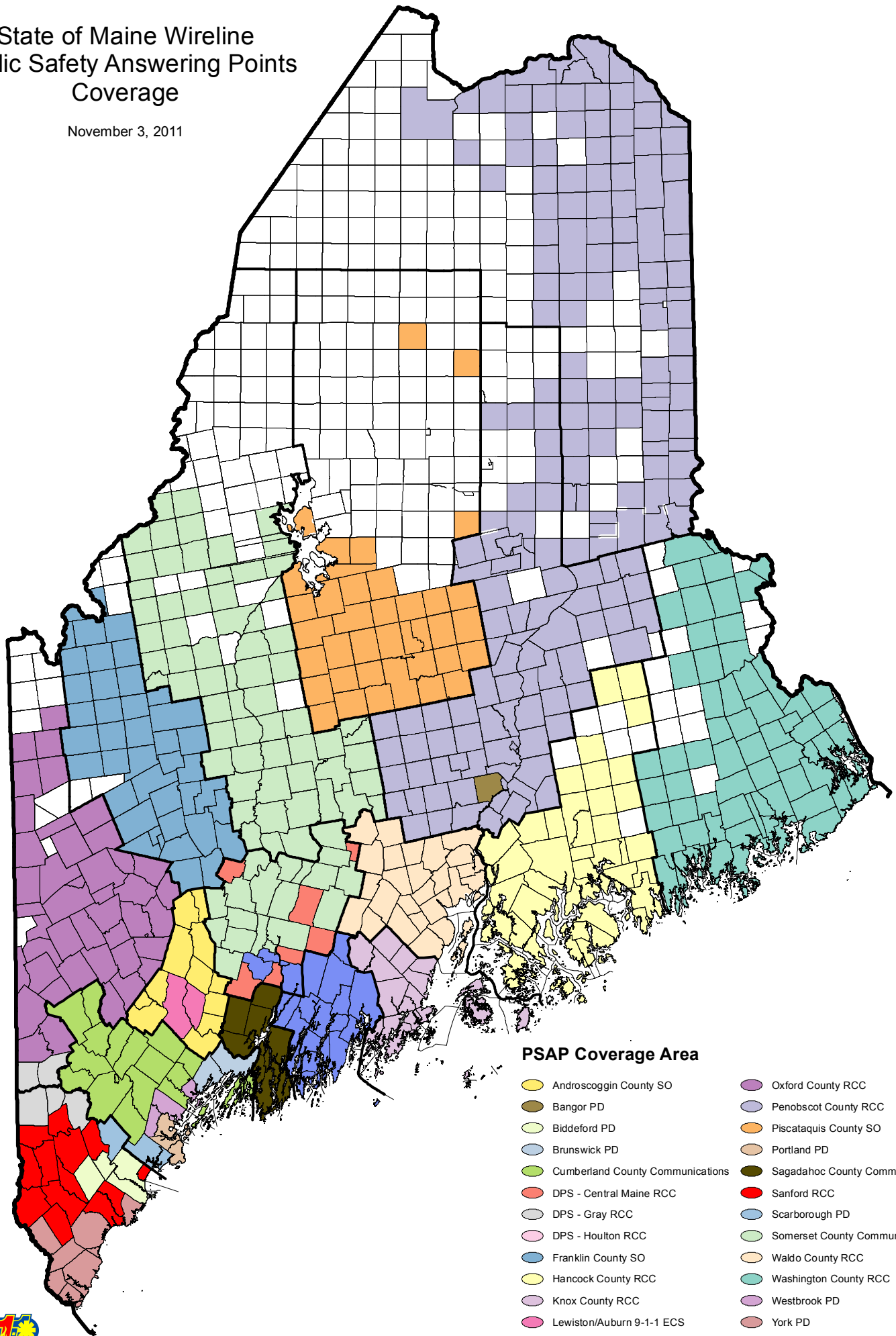
JANUARY 4, 2012

Number of 9-1-1 Calls Made from Wireline and Wireless Phones



State of Maine Wireline Public Safety Answering Points Coverage

November 3, 2011

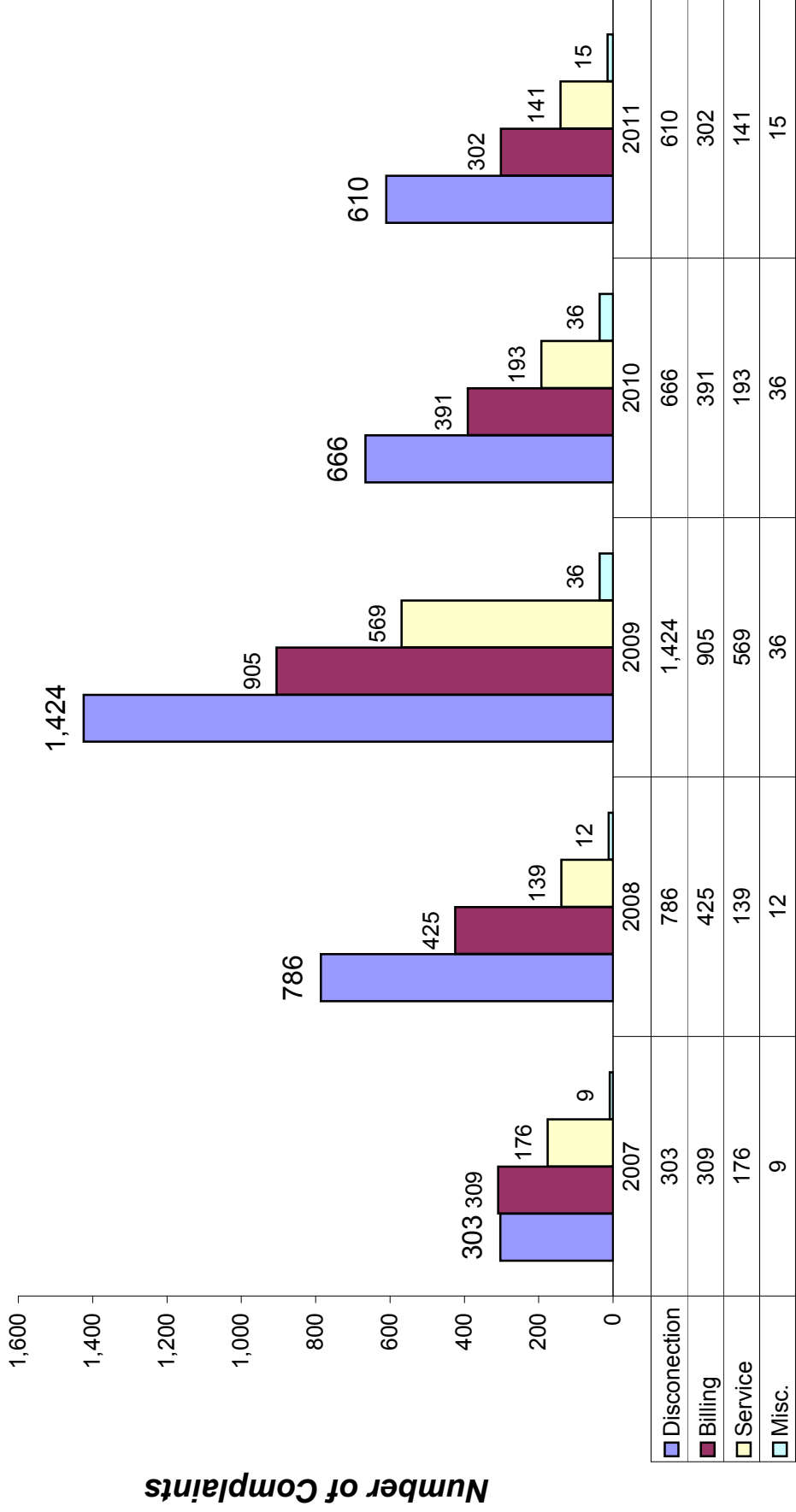


PSAP Coverage Area

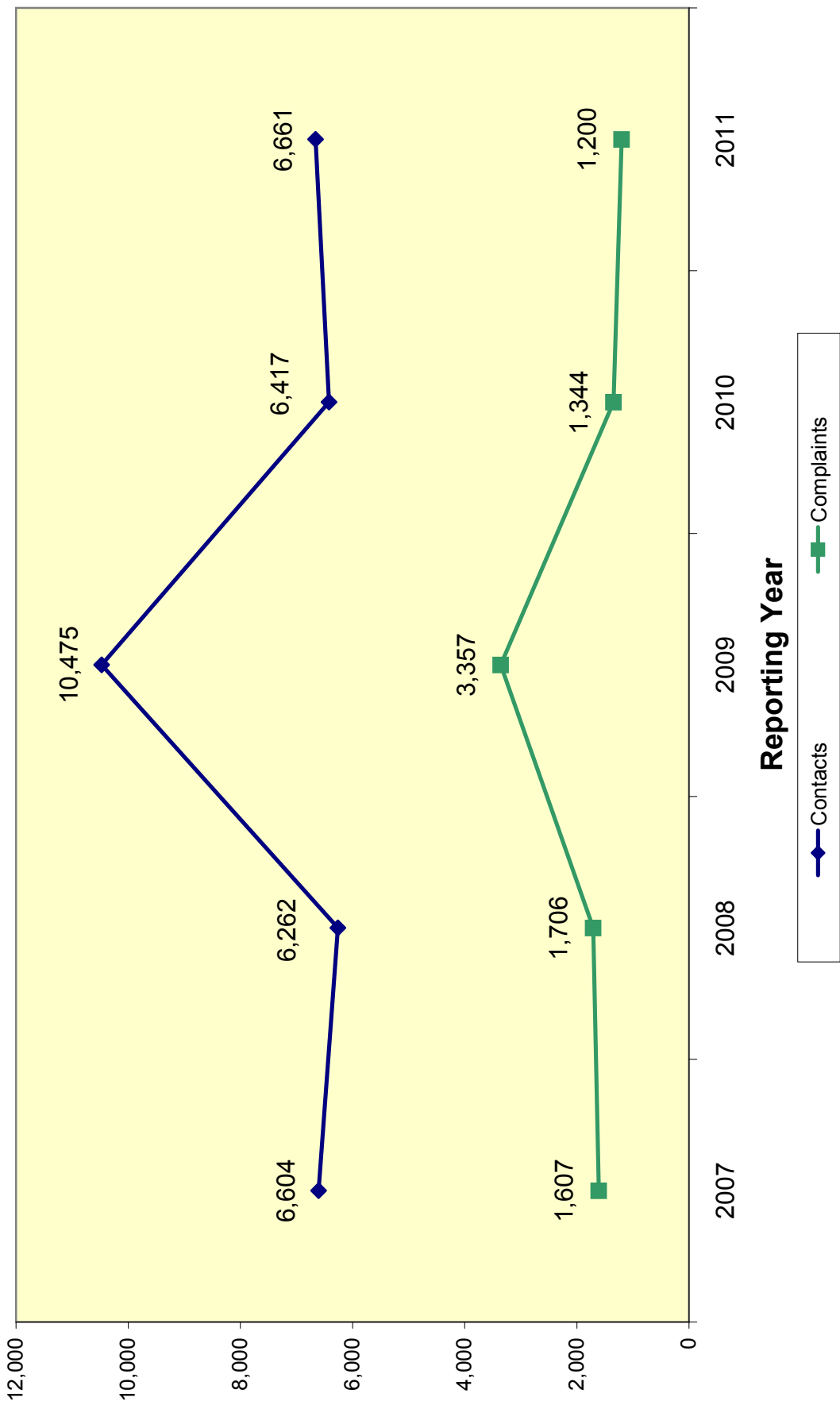
- Androscoggin County SO
- Bangor PD
- Biddeford PD
- Brunswick PD
- Cumberland County Communications
- DPS - Central Maine RCC
- DPS - Gray RCC
- DPS - Houlton RCC
- Franklin County SO
- Hancock County RCC
- Knox County RCC
- Lewiston/Auburn 9-1-1 ECS
- Lincoln County 9-1-1
- Oxford County RCC
- Penobscot County RCC
- Piscataquis County SO
- Portland PD
- Sagadahoc County Communications
- Sanford RCC
- Scarborough PD
- Somerset County Communications
- Waldo County RCC
- Washington County RCC
- Westbrook PD
- York PD
- No wireline phone coverage



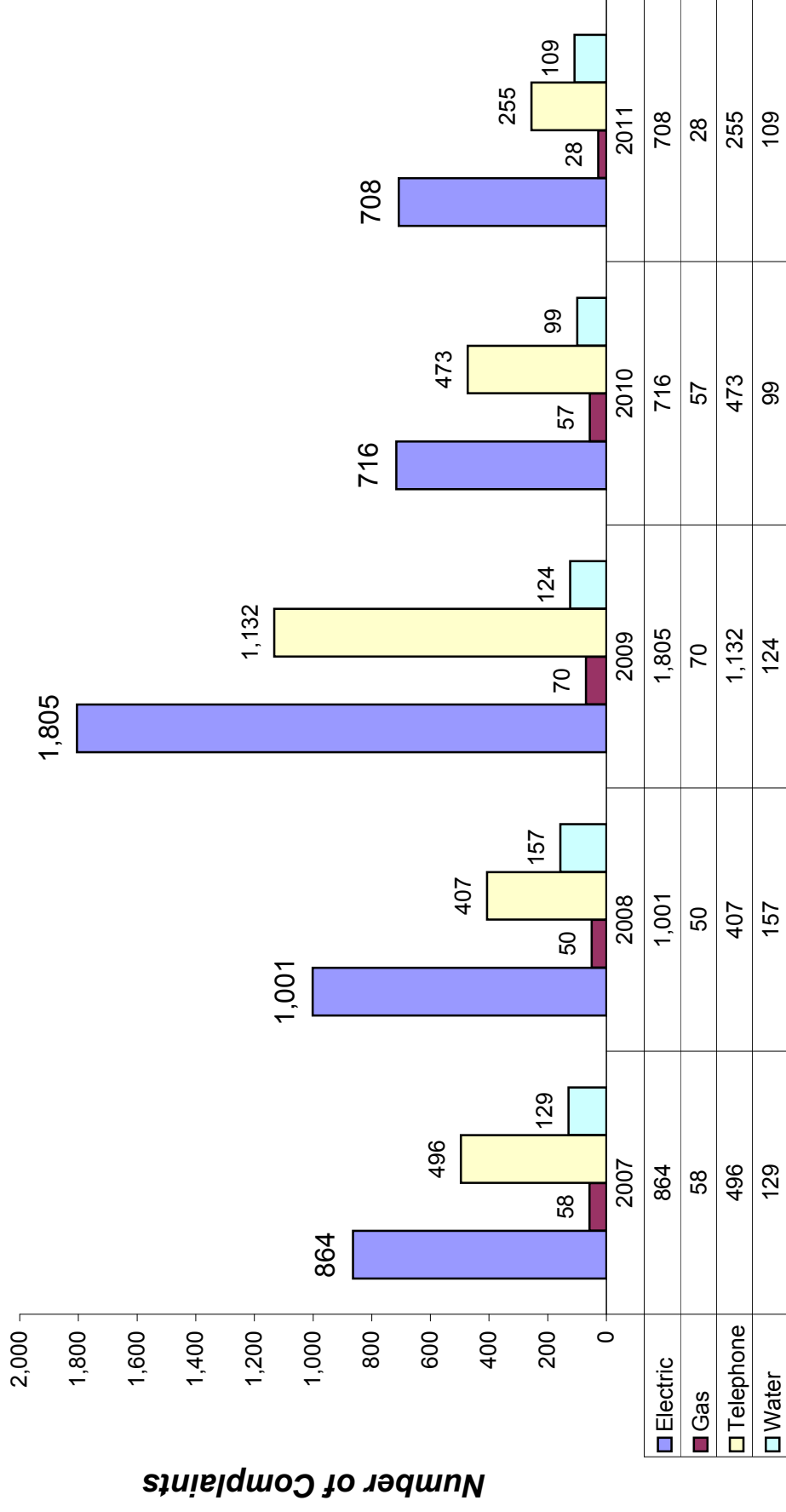
Number of Complaints by Type



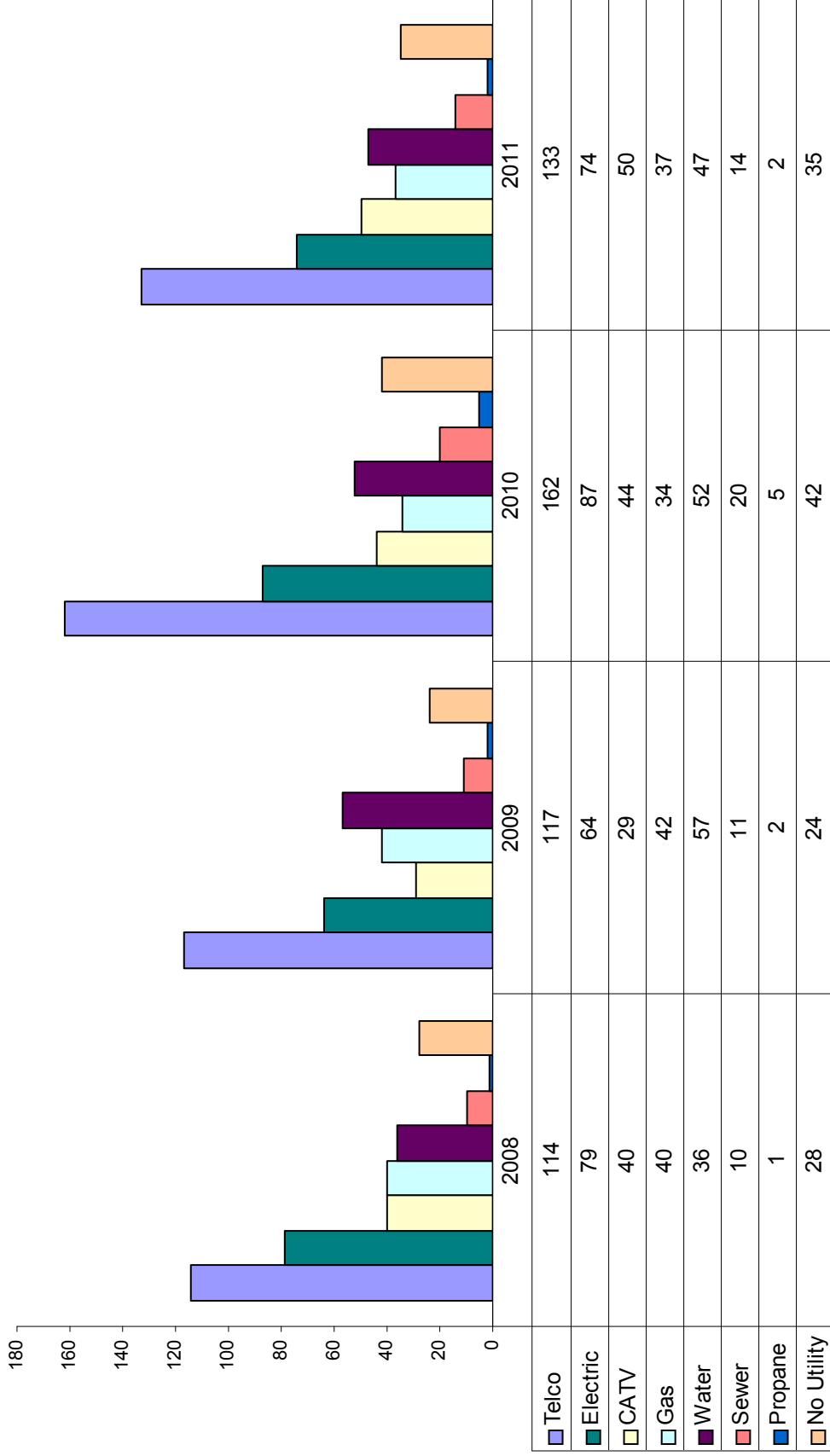
Number of Customer Contacts and Complaints



Complaint Breakdown by Utility Type



Damage Prevention 2008 through 2011



Note: These are violations of the Dig Safe Law and may not necessarily include an actual hit.

**Total Number of Operators/Excavators Trained for Dig Safe
2008 through 2011**

