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July 20, 2004

CAD BULLETIN NO. 2004-03

To: All Electric, Gas, and Water Utilities; Eligible Telecommunications Carriers; and Other Interested Parties

From: Derek D. Davidson, Director, Consumer Assistance Division

Subject: Report of the Payment Arrangement Work Group

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As many of you are aware, the Consumer Assistance Division (CAD) has been reviewing its process for establishing payment arrangements between consumers and utilities. An internal Work Group was formed to evaluate the creation of a standardized process for establishing payment arrangements. In August 2003, the Work Group met with utility representatives and other interested parties to discuss ways of increasing consistency among CAD staff in establishing payment arrangements. The meeting was well attended, with nearly 50 participants. In addition, written comments were received from many others. In March 2004, the Work Group released its draft Report, and again solicited comments from utility representatives and other interested parties.

For your information, a copy of the Final Report of the Payment Arrangement Work Group is enclosed with this Bulletin. (Also enclosed is a discussion of the comments received.) I fully support the conclusions reached by the Work Group and intend to begin implementing its recommendations immediately. I expect this to improve the CAD's service to both customers and utilities.

I greatly appreciate the contributions each of you made to this process. The time many of you took to attend the meeting in Augusta and to submit comments to the Work Group at various stages throughout the process were invaluable. I hope you found this process useful. If you have any questions, please call me at 287-1596 or e-mail me at Derek.D.Davidson@maine.gov.

Enclosures