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To: All Electric Utilities

From: Shawn C. Brooks, Senior Consumer Assistance Specialist

Subject: Chapter 815 - Appendix A

Date: September 11, 2008

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Section 10 (M)(5)(b) of Chapter 815 states that each utility must include a copy of the Notice of Customer Rights with the first bill rendered to a residential customer after November 1. It further states that a copy of the Notice in included in the Rule as Attachment 1. It has been brought to the CAD's attention that copy included in the Rule is not correct. In the copy, there is no reference made to either the Oxygen Pump Assistance Program or the Ventilator Assistance Program. This right must be included in the Notice of Customer Rights. A corrected version is attached. Please use this version (or ensure that your own version includes these customer rights) in the first bills sent to residential customers after November 1. This corrected version will be included in the revisions currently being made to Chapter 815.

If you have any questions, please feel free to contact me at (207) 287-4974 ext. 2005.

SB/kp

Appendix A

AVOID WINTER DISCONNECTION - KNOW YOUR RIGHTS

If you are unable to pay your electric [gas] bill this winter, you can avoid losing your service. To do so ---

1. You must contact us. You must let us know that you cannot pay your bill. We cannot help you if you do not contact us. Please call us at _____.

2. To avoid disconnection, you must enter into a payment arrangement. We will offer you several payment options to pay your winter electric [gas] bills in monthly payments that you can reasonably afford. In most cases, you must pay all that you owe us by the following November 1.

[# 3 & # 4 Electric companies only]

3. You may be eligible to participate in our Low Income Assistance Program. This program provides financial assistance to eligible customers to help pay your electric bills. To learn more about our Low Income Assistance Program, you can either contact us at _____ or contact your local Community Action Agency.

4. You may be eligible to participate in our Oxygen Pump/Ventilator Assistance Program. This program provides financial assistance to eligible customers who for health-related reasons must use an oxygen pump or ventilator at least 8 hours each day. To learn more about our Oxygen Pump/Ventilator Assistance Program, you can either contact us at _____ or contact your local Community Action Agency.

5. You may also be entitled to other financial assistance from State or local government agencies or other private sources to help you pay your utility bills. To find out more about available financial assistance, we recommend that you call 211. While we cannot obtain assistance for you, we may also be able to refer you to others who can help you apply. In addition, we may be able to provide you with or refer you to others who can provide no-cost energy audits, weatherization or other measures to reduce high electricity [gas] usage and reduce your monthly bill.

6. Failure to contact us may result in disconnection with the approval of the Consumer Assistance Division of the Maine Public Utilities Commission.

If you have questions, please call us at _____. If you are not satisfied, call the Consumer Assistance Division of the Maine Public Utilities Commission TOLL FREE at 1-800-452-4699.

YOU MUST TAKE THE FIRST STEP.
DO NOT LET YOUR ELECTRIC [GAS] BILL GET AHEAD OF YOU.