Utility Complaints for Cases Received in 2002

3/28/2003

Utility Type	Company	Service #	Service %	Disconnect/ Notice #	Disconnect/ Notice %	Billing #	Billing %	Miscellaneous #	Miscellaneous %	Total Complaints	Rate per 1000 Customers
COM. ELECTRIC/GAS	WPS ENERGY SERVICES, INC.		0%		0%		0%		0%	0	0.0
Industry Totals	**1**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0.0**
COMMUNICATIONS	CHINA TELEPHONE COMPANY		0%	2	33%	2	33%	2	33%	6	1.5
	COBBOSSEECONTEE TELEPHONE COMPANY (TDS)		0%		0%	2	100%		0%	2	2.0
	COMMUNITY SERVICE TELEPHONE COMPANY		0%		0%	3	75%	1	25%	4	0.3
	HAMPDEN TELEPHONE COMPANY (TDS)		0%		0%	1	100%		0%	1	0.3
	HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS)		0%	4	67%	1	17%	1	17%	6	1.4
	ISLAND TELEPHONE CO. (TDS)		0%		0%		0%		0%	0	0.0
	LINCOLNVILLE TELEPHONE COMPANY		0%		0%	1	50%	1	50%	2	0.9
	MAINE TELEPHONE COMPANY	2	22%	5	56%	1	11%	1	11%	9	0.7
	MID-MAINE COMMUNICATIONS	2	40%	2	40%	1	20%		0%	5	0.8
	NORTHLAND TELEPHONE COMPANY OF MAINE	5	20%	7	28%	10	40%	3	12%	25	1.0
	OXFORD TELEPHONE COMPANY	1	33%		0%	2	67%		0%	3	0.3
	OXFORD WEST TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	PINE TREE TELEPHONE COMPANY	3	75%		0%		0%	1	25%	4	0.6
	SACO RIVER TELEPHONE COMPANY		0%		0%	1	100%		0%	1	0.1
	SIDNEY TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	SOMERSET TELEPHONE COMPANY (TDS)		0%	1	50%		0%	1	50%	2	0.2
	STANDISH TELEPHONE COMPANY		0%	4	67%	1	17%	1	17%	6	0.7
	TIDEWATER TELECOM	3	43%	2	29%	1	14%	1	14%	7	0.6
	UNION RIVER TELEPHONE COMPANY	1	100%		0%		0%		0%	1	0.7
	UNITEL, INC.		0%		0%		0%		0%	0	0.0
	VERIZON NEW ENGLAND, INC. D/B/A VERIZON MAINE	78	16%	221	47%	141	30%	33	7%	473	0.9
	WARREN TELEPHONE COMPANY (TDS)		0%		0%		0%	1	100%	1	0.5
	WEST PENOBSCOT TELEPHONE COMPANY (TDS)		0%	2	67%	1	33%		0%	3	1.1
Industry Totals	**23**	**95**	**17%**	**250**	**45%**	**169**	**30%**	**47**	**8%**	**561**	**0.8**
COMPETITIVE ELECTRIC PROVIDER	ADAMS RESOURCES MARKETING, LTD.		0%		0%		0%		0%	0	0.0
	AFFILIATED POWER PURCHASERS INTERNATIONAL, LLC		0%		0%		0%		0%	0	0.0

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COMPETITIVE ELECTRIC	AGF DIRECT ENERGY, LLC		0%		0%		0%		0%	0	0.0
	ALTERNATIVE POWER SOURCE, INC.		0%		0%		0%		0%	0	0.0
	COMPETITIVE ENERGY SERVICES, LLC (CES)		0%		0%		0%		0%	0	0.0
	CONSOLIDATED EDISON ENERGY, INC.		0%		0%		0%		0%	0	0.0
	CONSTELLATION NEWENERGY, INC.		0%		0%		0%		0%	0	0.0
	CONSTELLATION POWER SOURCE MAINE, LLC		0%		0%		0%		0%	0	0.0
	DOMINION RETAIL, INC		0%		0%		0%		0%	0	0.0
	DUKE ENERGY TRADING AND MARKETING, LLC		0%		0%		0%		0%	0	0.0
	E-PRO		0%		0%		0%		0%	0	0.0
	EMERA ENERGY SERVICES INC		0%		0%		0%		0%	0	0.0
	ENERGY ATLANTIC, LLC		0%		0%		0%		0%	0	0.0
	ENERGY OPTIONS CONSULTING GROUP, LLC		0%		0%		0%		0%	0	0.0
	ENERGY SUPPLY, INC.		0%		0%		0%		0%	0	0.0
	ENRON ENERGY SERVICES, INC.		0%		0%		0%		0%	0	0.0
	ENRON POWER MARKETING, INC.		0%		0%		0%		0%	0	0.0
	FPL ENERGY POWER MARKETING, INC.		0%		0%		0%		0%	0	0.0
	H.Q. ENERGY SERVICES US		0%		0%		0%		0%	0	0.0
	L.K. GOLDFARB ASSOCIATES, INC.		0%		0%		0%		0%	0	0.0
	MAINE ELECTRIC CONSUMER COOPERATIVE		0%		0%		0%		0%	0	0.0
	MAINE GROCERS ASSOCIATION D/B/A MEGA ENERGY		0%		0%		0%		0%	0	0.0
	MAINE HEALTH & HIGHER ED FACILITIES AUTHORITY		0%		0%		0%		0%	0	0.0
	MAINE INNKEEPERS ASSOCIATION		0%		0%		0%		0%	0	0.0
	MAINE INTERFAITH POWER AND LIGHT, INC.		0%		0%		0%		0%	0	0.0
	MAINE MUNICIPAL BOND BANK D/B/A POWER OPTIONS		0%		0%		0%		0%	0	0.0
	MAINE RESTAURANT ASSOCIATION		0%		0%		0%		0%	0	0.0
	MAINE STATE CHAMBER OF COMMERCE		0%		0%		0%		0%	0	0.0
	MORGAN STANLEY CAPITAL GROUP INC.		0%		0%		0%		0%	0	0.0
	PG&E ENERGY TRADING		0%		0%		0%		0%	0	0.0
	PIERCE ATWOOD CONSULTING		0%		0%		0%		0%	0	0.0
	PPL ENERGYPLUS CO., LLC		0%		0%		0%		0%	0	0.0
	PROCTER & GAMBLE DISTRIBUTING COMPANY		0%		0%		0%		0%	0	0.0
	SELECT ENERGY NEW YORK, INC		0%		0%		0%		0%	0	0.0
	SELECT ENERGY, INC.		0%		0%		0%		0%	0	0.0

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WATER	ORONO-VEAZIE WATER DISTRICT	1	100%		0%		0%		0%	1	1.4
	OXFORD WATER DISTRICT		0%		0%	1	100%		0%	1	2.8
	PARIS UTILITY DISTRICT		0%		0%		0%		0%	0	0.0
	PASSAMAQUODDY WATER DISTRICT		0%		0%	1	100%		0%	1	1.3
	PATTEN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	PITTSFIELD WATER WORKS	2	67%	1	33%		0%		0%	3	2.8
	PLYMOUTH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PORT CLYDE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PORTLAND WATER DISTRICT	2	20%	7	70%	1	10%		0%	10	0.2
	PRESQUE ISLE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	QUANTABACOOK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	RANGELEY WATER COMPANY		0%		0%		0%		0%	0	0.0
	RICHMOND UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	RUMFORD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SABATTUS SANITARY DISTRICT (WATER DEPT.)		0%		0%		0%		0%	0	0.0
	SANDY POINT WATER COMPANY		0%		0%		0%		0%	0	0.0
	SANFORD WATER DISTRICT		0%	1	50%		0%	1	50%	2	1.1
	SEARSMONT VILLAGE WATER ASSN		0%		0%		0%		0%	0	0.0
	SEARSPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SMALL POINT WATER COMPANY		0%		0%		0%		0%	0	0.0
	SOLON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTH BERWICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTH FREEPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTHPORT WATER SYSTEM		0%		0%		0%		0%	0	0.0
	SOUTHWEST HARBOR WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	ST. FRANCIS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	STARKS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	STONINGTON WATER COMPANY		0%		0%		0%		0%	0	0.0
	STRONG WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SULLIVAN HARBOR WATER COMPANY		0%		0%		0%		0%	0	0.0
	TENANTS HARBOR WATER DISTRICT		0%		0%		0%		0%	0	0.0
	VAN BUREN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	VINALHAVEN WATER DISTRICT		0%		0%		0%		0%	0	0.0

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WATER	LIMESTONE WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	LINCOLN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LISBON WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	LIVERMORE FALLS WATER DISTRICT		0%	2	100%		0%		0%	2	1.5
	LONG POND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LUBEC WATER & ELECTRIC DISTRICT (WATER)		0%		0%		0%		0%	0	0.0
	MACHIAS WATER COMPANY	1	100%		0%		0%		0%	1	1.8
	MADAWASKA WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MADISON WATER DISTRICT		0%	1	50%	1	50%		0%	2	0.4
	MARS HILL/BLAINE WATER COMPANY		0%		0%		0%		0%	0	0.0
	MECHANIC FALLS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	MEXICO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MILBRIDGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MILO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MONHEGAN WATER COMPANY		0%		0%		0%		0%	0	0.0
	MONSON UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	MORRILL VILLAGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MOSCOW WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MOUNT DESERT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MT. BLUE STANDARD WATER DISTRICT	2	100%		0%		0%		0%	2	7.1
	NEW HARBOR-CHAMBERLAIN WATER ASSOCIATION		0%		0%		0%		0%	0	0.0
	NEW PORTLAND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEW SHARON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEWPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORRIDGEWOCK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTH BERWICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTH HAVEN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	NORTH JAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTHPORT VILLAGE CORPORATION (WATER DEPARTMENT)		0%		0%		0%		0%	0	0.0
	NORWAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OLD TOWN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OQUOSSOC STANDARD WATER DISTRICT		0%		0%		0%		0%	0	0.0

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WATER	EAST MILLINOCKET WATER WORKS		0%		0%		0%		0%	0	0.0
	EAST PITTSTON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	EAST VASSALBORO WATER SYSTEM		0%		0%		0%		0%	0	0.0
	ELLSWORTH WATER DEPARTMENT	1	100%		0%		0%		0%	1	0.8
	EUSTIS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	EXETER WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FARMINGTON FALLS STANDARD WATER DISTRICT	1	100%		0%		0%		0%	1	10.0
	FARMINGTON VILLAGE CORPORATION		0%		0%		0%		0%	0	0.0
	FORT FAIRFIELD UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	FORT KENT WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRANKLIN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRIENDSHIP WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRYEBURG WATER COMPANY		0%		0%		0%		0%	0	0.0
	GARDINER WATER DISTRICT		0%		0%	2	100%		0%	2	0.6
	GRAND ISLE WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	GRAY WATER DISTRICT	1	100%		0%		0%		0%	1	1.1
	GREAT SALT BAY SANITARY DISTRICT		0%		0%		0%		0%	0	0.0
	GUILFORD/SANGERVILLE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HALLOWELL WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HAMPDEN WATER DISTRICT		0%	1	100%		0%		0%	1	0.6
	HARRISON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HEBRON WATER COMPANY		0%		0%		0%		0%	0	0.0
	HOULTON WATER COMPANY	1	100%		0%		0%		0%	1	0.5
	HOWLAND WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	ISLAND FALLS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	JACKMAN UTILITY DISTRICT - WATER DIVISION		0%		0%		0%		0%	0	0.0
	JAY VILLAGE WATER DISTRICT		0%		0%	1	100%		0%	1	2.8
	KENNEBEC WATER DISTRICT		0%	4	67%	2	33%		0%	6	0.7
	KENNEBUNK/KENNEBUNKPORT/WELLS WATER	1	100%		0%		0%		0%	1	0.1
	KINGFIELD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	KITTERY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LEWISTON WATER DEPARTMENT		0%	1	50%	1	50%		0%	2	0.2
	LIMERICK WATER DISTRICT		0%		0%		0%		0%	0	0.0

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WATER	BIDDEFORD & SACO WATER COMPANY		0%	1	100%		0%		0%	1	0.1
	BINGHAM WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BOOTHBAY REGION WATER DISTRICT		0%		0%	1	100%		0%	1	0.4
	BOWDOINHAM WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BREWER WATER DISTRICT		0%		0%	1	100%		0%	1	0.3
	BRIDGTON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BROWNVILLE WATER DEPARTMENT		0%	3	100%		0%		0%	3	6.1
	BRUNSWICK & TOPSHAM WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BUCKFIELD VILLAGE CORPORATION		0%		0%	1	100%		0%	1	5.4
	CALAIS (CITY OF) WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	CANTON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	CARIBOU UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	CASTINE WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	CLINTON WATER DISTRICT		0%	2	100%		0%		0%	2	0.5
	CONSUMERS MAINE WATER - HARTLAND DIVISION		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER - BUCKSPORT		0%	1	100%		0%		0%	1	1.6
	CONSUMERS MAINE WATER - CAMDEN/ROCKLAND		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER - DAMARISC/NEWCASTLE		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER - FREEPORT		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER - GREENVILLE		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER - KEZAR FALLS		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER - MILLINOCKET		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER - OAKLAND		0%		0%		0%		0%	0	0.0
	CONSUMERS MAINE WATER - SKOWHEGAN		0%	1	100%		0%		0%	1	0.4
	CORINNA WATER DISTRICT		0%		0%		0%		0%	0	0.0
	CORNISH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	DANFORTH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	DEER ISLE CONSUMER OWNED WATER UTILITY		0%		0%		0%		0%	0	0.0
	DEXTER UTILITY DISTRICT		0%	1	50%	1	50%		0%	2	2.2
	DIXFIELD WATER DEPARTMENT	1	100%		0%		0%		0%	1	1.8
	DOVER-FOXCROFT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	DRESDEN MILLS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	EAGLE LAKE WATER & SEWER DISTRICT		0%		0%	1	100%		0%	1	5.1

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GAS SUPPLIERS	COLONIAL ENERGY, INC		0%		0%		0%		0%	0	0.0
	DORMER MOTORS		0%		0%		0%		0%	0	0.0
	DUKESOLUTIONS INC		0%		0%		0%		0%	0	0.0
	ENERGYEXPRESS, INC.		0%		0%		0%		0%	0	0.0
	H.Q. ENERGY SERVICES (U.S.), INC.		0%		0%		0%		0%	0	0.0
	HOUSTON ENERGY SERVICES COMPANY L. L.C.		0%		0%		0%		0%	0	0.0
	MAINE EDUCATION ASSOCIATION		0%		0%		0%		0%	0	0.0
	METROMEDIA ENERGY NORTHEAST, INC.		0%		0%		0%		0%	0	0.0
	POWERCOM ENERGY AND COMMUNICATIONS ACCESS, INC		0%		0%		0%		0%	0	0.0
	PROVIDENCE ENERGY SERVICES		0%		0%		0%		0%	0	0.0
	SMARTENERGY.COM		0%		0%		0%		0%	0	0.0
	STATOIL ENERGY, INC.		0%		0%		0%		0%	0	0.0
	TXU ENERGY TRADING CO D/B/A TXU ENERGY SERVICES		0%		0%		0%		0%	0	0.0
Industry Totals	**14**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0.0**
OTHER	OTHER		0%	2	4%	12	26%	32	70%	46	0.0
Industry Totals	**1**	**0**	**0%**	**2**	**4%**	**12**	**26%**	**32**	**70%**	**46**	**0.0**
WATER	ADDISON POINT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ALFRED WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ALLEN WATER COMPANY		0%		0%		0%		0%	0	0.0
	ANDOVER WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ANSON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ASHLAND WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	AUBURN WATER DISTRICT		0%		0%	2	100%		0%	2	0.3
	AUGUSTA WATER DISTRICT	1	20%	4	80%		0%		0%	5	0.9
	BAILEYVILLE UTILITY DISTRICT		0%		0%		0%		0%	0	0.0
	BANGOR WATER DISTRICT		0%	1	50%	1	50%		0%	2	0.2
	BAR HARBOR WATER DEPARTMENT		0%		0%	1	100%		0%	1	0.6
	BATH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BELFAST WATER DISTRICT	1	100%		0%		0%		0%	1	1.6
	BERWICK WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	BETHEL WATER DISTRICT		0%		0%		0%		0%	0	0.0

Utility Complaints for Cases Received in 2002

3/28/2003

Utility Type	Company	Service #	Service %	Disconnect/ Notice #	Disconnect/ Notice %	Billing #	Billing %	Miscellaneous #	Miscellaneous %	Total Complaints	Rate per 1000 Customers
COMPETITIVE ELECTRIC	SEMPRA ENERGY TRADING COPR.		0%		0%		0%		0%	0	0.0
	SPRAGUE ENERGY CORP.		0%		0%		0%		0%	0	0.0
	SYNERNET, INC		0%		0%		0%		0%	0	0.0
	TFW ENERGY CONSULTING SERVICES, LLC		0%		0%		0%		0%	0	0.0
	TRANSCANADA POWER MARKETING LTD.		0%		0%		0%		0%	0	0.0
	UNITIL RESOURCES, INC. D/B/A USOURCE		0%		0%		0%		0%	0	0.0
	USOURCE, L.L.C.		0%		0%		0%		0%	0	0.0
	WEIL AND HOWE		0%		0%		0%		0%	0	0.0
	WORCESTER TRADING, INC.		0%		0%		0%		0%	0	0.0
	WPS ENERGY SERVICES, INC.		0%		0%		0%		0%	0	0.0
Industry Totals	**45**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0.0**
ELECTRIC	BANGOR HYDRO-ELECTRIC COMPANY	24	20%	58	48%	37	31%	1	1%	120	1.1
	CENTRAL MAINE POWER COMPANY	79	15%	328	63%	106	21%	4	1%	517	0.9
	EASTERN MAINE ELECTRIC CO-OP, INC	3	21%	8	57%	3	21%		0%	14	1.2
	FOX ISLANDS ELECTRIC COOPERATIVE, INC		0%		0%		0%		0%	0	0.0
	HOULTON WATER COMPANY - ELECTRIC DEPT.		0%	6	100%		0%		0%	6	1.2
	ISLE-AU-HAUT ELECTRIC POWER COMPANY		0%		0%		0%		0%	0	0.0
	KENNEBUNK LIGHT & POWER DISTRICT		0%	2	100%		0%		0%	2	0.3
	MADISON DEPARTMENT OF ELECTRIC WORKS	2	13%	7	44%	7	44%		0%	16	6.6
	MAINE PUBLIC SERVICE COMPANY	2	8%	20	83%	2	8%		0%	24	0.7
	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%		0%		0%	0	0.0
	VAN BUREN LIGHT & POWER DISTRICT		0%		0%		0%		0%	0	0.0
Industry Totals	**13**	**110**	**16%**	**429**	**61%**	**155**	**22%**	**5**	**1%**	**699**	**0.9**
GAS	BANGOR GAS COMPANY, LLC		0%		0%		0%		0%	0	0.0
	MAINE NATURAL GAS, LLC.		0%		0%		0%		0%	0	0.0
	NORTHERN UTILITIES, INC. - MAINE	11	8%	39	30%	82	62%		0%	132	5.3
Industry Totals	**3**	**11**	**8%**	**39**	**30%**	**82**	**62%**	**0**	**0%**	**132**	**5.2**
GAS SUPPLIERS	AGF GAS SALES AND SERVICING, INC.		0%		0%		0%		0%	0	0.0

Utility Complaints for Cases Received in 2002

3/28/2003

Utility Type	Company	Service #	Service %	Disconnect/ Notice #	Disconnect/ Notice %	Billing #	Billing %	Miscellaneous #	Miscellaneous %	Total Complaints	Rate per 1000 Customers
WATER	WALDOBORO WATER COMPANY		0%		0%		0%		0%	0	0.0
	WASHBURN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	WATERBORO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WEST PARIS WATER DISTRICT		0%		0%	1	100%		0%	1	5.5
	WILTON WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	WINTER HARBOR WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WINTERPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WINTHROP UTILITIES DISTRICT		0%	1	100%		0%		0%	1	1.0
	WISCASSET WATER DISTRICT		0%	1	100%		0%		0%	1	2.0
	YARMOUTH WATER DISTRICT	1	100%		0%		0%		0%	1	1.3
	YORK WATER DISTRICT		0%		0%		0%		0%	0	0.0
Industry Totals	**157**	**17**	**24%**	**34**	**47%**	**20**	**28%**	**1**	**1%**	**72**	**0.3**
WATER COMMON CARRIER	BAY EXPRESS WATER TAXI		0%		0%		0%		0%	0	0.0
	CASCO BAY CHARTER, INC.		0%		0%		0%		0%	0	0.0
	CASCO BAY ISLAND TRANSIT DISTRICT		0%		0%		0%		0%	0	0.0
	CHEBEAGUE TRANSPORTATION SERVICE		0%		0%		0%		0%	0	0.0
	EAGLE TOURS, INC		0%		0%		0%		0%	0	0.0
	INTERCOASTAL MARINE TRANSPORT		0%		0%		0%		0%	0	0.0
	LIONEL PLANTE ASSOCIATES		0%		0%		0%		0%	0	0.0
	MARINE TAXI SERVICE		0%		0%		0%		0%	0	0.0
	OLDE PORT MARINER FLEET, INC.		0%		0%		0%		0%	0	0.0
	THE WATER TAXI F/K/A PRESUMPSCOT WATER TAXI		0%		0%		0%		0%	0	0.0
Industry Totals	**10**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0.0**
Utility Totals	**267**	**233**	**15%**	**754**	**50%**	**438**	**29%**	**85**	**6%**	**1,510**	**0.9**